**Cleaning Standards**

This document outlines the cleaning standards for base services, periodical services and additional services for Melbourne metropolitan schools as part of the new area-based cleaning model.

**Base Services**

Each functional area described in this document should be cleaned with the minimum frequency specified in the Cleaning Services Plan, and to the required standard described below.

The word ‘free’ refers to reasonably free and is not always an absolute standard but is to be interpreted by considering the use and location of the relevant element.

Service providers must clean all elements in accordance with the manufacturers’ instructions (i.e. low maintenance vinyl, use of floor polish/sealants).

If, in the joint opinion of the school representative or contract administrator and the service provider, an element is not able to be cleaned in accordance with the required standards due to its physical condition, age or accessibility, the service provider must clean such an element as best as reasonably practical. This will replace the required cleaning standard below for that particular element.

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| Functional area / building | Element | Required standard (including but not limited to) |
| **Maintained assets** | **Walls, signage, skirtings and ceilings** | 1. Internal and external walls and signage are free of spillage, bodily fluids, dust, grit, dirt, cobwebs, rubbish, unauthorised stickers, gum, cigarette butts, syringes, empty bottles, faeces and bird excreta. 2. Walls are free of marks caused by furniture, equipment or school occupants. 3. Ceilings are free of significant marks caused by school occupants. 4. Light switches are free of fingerprints, scuffs and any other marks. 5. Light covers and diffusers are free of dust, grit, insects, lint and cobwebs. 6. Skylights are free of dust, grit, insects, lint and cobwebs. 7. Polished surfaces are of a uniform lustre and safe (i.e. non-slip finish). |
| **Windows and glass surfaces**  **(low level)** | 1. Internal glass surfaces below two metres are clear of all streaks, spots and marks, including fingerprints, gum, unauthorised stickers, and smudges. 2. Internal window frames, tracks, fly screens, fixed mesh screens and ledges below two metres are clear and free of dust and grit. 3. Internal windows below two metres are free of all marks and spots. |
| **Doors** | 1. Internal and external doors and doorframes are free of spillage, bodily fluids, dust, grit, dirt, cobwebs, unauthorised stickers, gum, cigarette butts and bird excreta. 2. Doors and doorframes are free of marks caused by furniture, equipment or school occupants. 3. Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. 4. Door tracks and door jambs are free of grit and other debris. 5. Polished surfaces are of a uniform lustre. |
| **Hard floors** | 1. The floor is free of spillage, bodily fluids, dust, grit, dirt, leaves, cobwebs, rubbish, unauthorised stickers, graffiti, gum, cigarette butts and bird excreta. 2. The floor is free of polish or other build-up at the edges and corners or in areas of high traffic. 3. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. 4. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. 5. Polished or buffed floors are of a uniform lustre (only using non-slip materials if sealing is required). 6. Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors. |
| **Soft floors** | 1. The floor is free of dust, grit, litter, marks and spots, gum water or other liquids. 2. The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. 3. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. 4. Spot clean stains when required. |
| **Ducts, grilles and vents (external surfaces)** | 1. All external surfaces of ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. 2. All external surfaces of ventilation outlets are kept clear and uncluttered following cleaning. (The surrounding ceiling area is to be cleaned along with the vents where the dust sticks and ‘feathers’ out from the vent.) |
| **External doorways** | 1. The ground is free of dust, grit, litter, leaf litter, bodily fluids, marks and spots, gum, cigarette butts, bird excreta, water or other liquids to a perimeter of two metres from the external door. 2. External walls, signage and ceilings are free of spillage, bodily fluids, dust, grit, dirt, cobwebs, rubbish, unauthorised stickers, graffiti, gum, and bird excreta to a distance of two metres from the external door. |
| **Fixtures** | **Electrical fixtures and appliances (excluding specialist equipment)** | 1. Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. 2. Electrical fixtures and appliances are kept free from signs of use or non-use. 3. Motor vents fans, etc. are clean and free of dust and lint. 4. Electrical drinking fountains are clean and free of stains, marks, graffiti and mineral build-up. |
| **Furnishings and fixtures., seating /furniture** | 1. Hard surface furniture/seating is free of spots, soil, film, dust, fingerprints, litter, bodily fluids, graffiti, unauthorised stickers and spillages. 2. Soft surface furniture is free from stains, soil, film and dust. 3. Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. 4. Difficult to access areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots. 5. All high surfaces are free from dust and cobwebs. 6. Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use. 7. Furniture has no odour, that is distasteful or unpleasant, or visual stains. 8. Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust and litter or stains. 9. Fire extinguishers and fire and security alarms are free of dust, grit, dirt and cobwebs, graffiti, unauthorised stickers etc. |
| **Waste bins – internal and external** | 1. Waste receptacles/rubbish bins or containers are not overflowing, not heavily soiled, not foul smelling and mechanically intact. 2. Bin liners are replaced. |
| **Kitchenettes / staff rooms** | 1. Fixtures, surfaces (internally & externally) and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. 2. Tables are wiped clean where free from objects left on them. 3. Hygiene standards are satisfied where the fixture or appliance is used in food preparation. 4. Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces. 5. Electrical and cooking fixtures and appliances are kept free from signs of use or non-use (inside and out). 6. Motor vents, air grilles, etc. are clean and free of dust and lint. |
| **Toilets and bathroom fixtures** | 1. Porcelain and plastic surfaces are free from smudges, smears, body fats and fluids, hair, soap build-up, graffiti, unauthorised stickers and mineral deposits. 2. Metal surfaces, shower screens and mirrors are free from streaks, soil, hair, smudges, soap build-up, graffiti, unauthorised stickers and oxide deposits. 3. Wall tiles (including grout) and wall fixtures (including soap and cream dispensers, hand rails and towel holders) are free of dust, grit, smudges/streaks, hair, mould, graffiti, unauthorised stickers, soap build-up and mineral deposits. 4. The floor is free of spillage, bodily fluids, dust, grit, dirt, leaves, cobwebs, rubbish, unauthorised stickers, graffiti, gum, cigarette butts and bird excreta and is disinfected. 5. The floor and walls are free of mop residue. 6. Shower curtains and bath mats are free from stains, smudges, smears, odours, hair, mould and body fats. 7. Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. 8. Bathroom fixtures are free from odours which are distasteful or unpleasant. 9. Polished surfaces are of a uniform lustre. 10. Personal consumables are in sufficient supply. 11. Walls under and around electric hand dryers and paper towel dispensers are to be free of splash marks and water stains. 12. Floors under soap dispensers (Including all surfaces of dispensers) are to be cleared of soap drips and associated build-ups in the corners. 13. Paper towel dispensers and electric hand dryers are clean and functional. |
|  | **Drinking troughs & fountains** | 1. Plumbing fixtures are free of smudges, dust, and mineral deposits. 2. Bathroom fixtures are free from odours which are distasteful or unpleasant. 3. Polished surfaces are of a uniform lustre. 4. Troughs free of litter dust, grit, dirt, leaves, cobwebs, rubbish, unauthorised stickers, graffiti, gum and bird excreta. |
| **Environment** | **General tidiness (cleaners storerooms)** | 1. The area appears tidy and uncluttered. |
| **Odour control (all areas)** | 1. There is no odour that is distasteful or unpleasant. 2. Room deodorisers in toilets are clean and functional. |
| **Other special cleaning requirements** | **Specialist equipment** | 1. Base cleaning of this equipment in the first instance will be completed by the schools. 2. Equipment is free from soil, smudges, dust, fingerprints, grease and spillages. 3. Equipment is free of tapes/plastic, etc. that may compromise cleaning. 4. Equipment has no odour that is distasteful or unpleasant. |

**Periodic Services**

The following sets standards for deep or special cleaning of elements during school term breaks.

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| Requirement | Required standard (including but not limited to) |
| **Hard floor** | 1. All work must be in accordance with the manufacturer’s instructions. 2. An approved sealer must be used (minimum two coats) if required. 3. Polish must be complete with a non-slip finish (three to four coats). |
| **Windows and glass surfaces (including skylights)**  **(High level)** | 1. Internal glass surfaces above two metres and skylights are clear of all streaks, spots and marks, including fingerprints, gum, unauthorised stickers, and smudges. 2. Internal window frames, tracks, fly screens, fixed mesh screens and ledges above two metres are clear and free of dust and grit. 3. Internal windows above two metres are free of all marks and spots. |
| **External windows,** | 1. External surfaces of glass and skylights are clear of all streaks, spots and marks, including fingerprints, gum, unauthorised stickers, cobwebs and smudges. 2. Window frames, tracks, fly screens, fixed mesh screens and ledges are clear and free of dust and grit, cobwebs. 3. Windows are free of all marks and spots. |
| **External doorways (deep clean)** | 1. Ground to be pressure-washed to remove dust, grit, litter, bodily fluids, marks and spots, gum, cigarette butts, bird excreta, water or other liquids to a perimeter of two metres from the external door. 2. Walls, signage and ceilings to be pressure-washed to remove dust, grit, litter, bodily fluids, marks and spots, gum, cigarette butts, bird excreta, water or other liquids to a distance of two metres from the external door. |
| **Ceilings and light fittings (including ceiling fans)** | 1. Ceilings are clear of marks created by users, free of dust and cobwebs. 2. Light fittings and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. |
| **Soft floors (carpet)** | 1. Cleaned by hot water extraction so as to be free from engrained stains, soil, film and dust. |
| **Ducts, grilles and vents (external surfaces)**  **(High level requiring special access equipment)** | 1. All external surfaces of ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. 2. All external surfaces of ventilation outlets are kept clear and uncluttered following cleaning. (The surrounding ceiling area is to be cleaned along with the vents where the dust sticks and ‘feathers’ out from the vent.) |
| **Kitchenettes (deep clean)** | 1. Remove all items from fridges and cupboards to clean all surfaces and equipment. 2. Range hoods (interior and exterior) and exhaust filters to be removed and degreased. |

**Additional Services**

The following sets the standards for a range of anticipated additional cleaning services which are not included in the base cleaning services. This is not a definitive list of all additional cleaning services. If the school representative requests any other additional cleaning services which are not covered within the standards set out, the required standard is to be mutually agreed between the school and the service provider.

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| Requirement | Required standard (including but not limited to) |
| **External features, fire exits and stair wells, and above ground structures (where applicable)** | 1. Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of spillage, bodily fluids, dust, grit, dirt, leaves, cobwebs, rubbish, unauthorised stickers, graffiti, gum, cigarette butts and bird excreta. 2. Light covers and diffusers are free of dust, grit, insects, lint and cobwebs. 3. Handrails are clean and free of stains. 4. Garden furniture (where applicable) is clean and operational. |
| **Undercover walkways** | 1. Walkways are free of spillage, bodily fluids, dust, grit, dirt, leaves, cobwebs, rubbish, unauthorised stickers, graffiti, gum, cigarette butts and bird excreta. 2. Light covers and diffusers are free of dust, grit, insects, lint and cobwebs. 3. Handrails are clean and free of stains. |
| **Graffiti removal (which takes more than 10 minutes to remove)** | 1. Use best endeavours to remove graffiti using an appropriate method so as to not cause any damage to the building fabric. In the case of offensive graffiti, cover or downgrade. |
| **Schoolyard litter collection** | 1. Free of litter |
| **Soft furnishings (i.e. chairs)** | 1. Cleaned by hot water extraction so they are free from engrained stains, soil, film and dust. |