

# AREA-BASED CLEANING MODEL FOR METROPOLITAN MELBOURNE

## Yearly calendar of activity for schools

SCHOOL HOLIDAYS	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10
<b>TERM 1</b> Review <b>holiday (periodic) clean</b> within the final two weeks of January <b>JAN</b>						Service provider will schedule the termly review meeting A school representative must attend the <b>termly review meeting</b> with the service provider.				
				<b>FEB</b>				<b>MAR</b>		
<b>TERM 2</b> Review <b>holiday (periodic) clean</b> <b>APR</b>						Service provider will schedule the termly review meeting A school representative must attend the <b>termly review meeting</b> with the service provider.				
			<b>MAY</b>					<b>JUN</b>		
<b>TERM 3</b> Review <b>holiday (periodic) clean</b> <b>JUL</b>						Service provider will schedule the termly review meeting A school representative must attend the <b>termly review meeting</b> with the service provider.				
			<b>AUG</b>					<b>SEP</b>		
<b>TERM 4</b> Review <b>holiday (periodic) clean</b> <b>OCT</b>						Service provider will schedule the termly review meeting A school representative must attend the <b>annual review meeting</b> with the service provider.				
			<b>NOV</b>					<b>DEC</b>		

### RECOMMENDED ACTIONS



A school representative should **review the holiday (periodic) clean** to ensure it is in line with agreed cleaning standards.

The holiday (periodic) clean must be delivered as per the cleaning services plan, and school cleaning standards before the students return. If this hasn't occurred, it is extremely important that a school representative report this to the service providers' contact centre. This will escalate the issue so rectification can begin. To do this, schools should use the [Cleaning issues form](#) on the intranet.



A school representative is encouraged to **attend the service provider's monthly quality audit**.

This is an important tool that schools can use to review and be assured that the provider is cleaning the school to the agreed standards and frequencies. The service provider must invite a school representative at least five business days prior to the scheduled quality audit. Five days following the audit, service providers must provide a detailed report.

Quality audits assess:

- The quality of cleaning in the main student toilets
- No less than 10% of the classrooms
- High profile entrances
- Main foyers; and
- any other areas where issues have previously been identified.

### REQUIRED ACTIONS THAT MUST BE UNDERTAKEN



In approximately Week 6, service providers contact a school representative to **schedule the termly review meeting**.

Schools must agree on a time to meet within the term.



A school representative must **attend the termly review meeting** with the service provider.

The purpose of this meeting is to discuss:

- Current term: cleaning performance.
- Upcoming term: the holiday (periodic) clean. It is particularly important to highlight any maintenance work that could impact cleaning services. If needed, adjustments should be made to the cleaning services plan (in term 1, confirmed enrolment numbers are required).



The **annual review** meeting replaces the termly review meeting in Term 4. A school representative must attend.

The purpose of this meeting is to discuss the cleaning needs for the summer holiday period and to forward plan for the coming year. Agenda items should include:

- Maintenance work that may impact the holiday (periodic) clean
- Identify student free days
- Review lessons learnt; and
- Plan for the cleaning needs of the new year.

The service provider must prepare minutes and distribute these to attendees within seven business days following the meeting. The school representative is encouraged to document their own minutes for comparison purposes.

If a new plan has been agreed to, the service provider must also distribute the cleaning services plan within a reasonable time following the meeting and before the start of the following term. The school representative is required to return a signed copy of the updated cleaning services plan either in person or via email. The service provider will then upload the cleaning services plan into the portal.

For more information on the area-based cleaning model for metropolitan Melbourne schools, search: Cleaning on the intranet