

User Guide for Cleaning Services

Melbourne Metropolitan Schools

Contents

Overview	4
Melbourne Metropolitan School Cleaning Model	4
Key Terms	4
Objectives of the model	4
Funding of the services	5
Role of the Department	5
Cleaning Services	6
Base cleaning services	6
Additional Cleaning Services	7
Access Times	8
Security Arrangements	8
Waste Movement	8
Cleaning Equipment and Materials	9
Personal Consumables	9
Graffiti Removal	9
Storage and Use of Chemicals	9
Cleaning Services Plan	10
Overview	10
Development	10
Accountability tool	10
Approval	10
School responsibilities	11
Establishing Services	11
User guide	11
Initial meeting	11
Local school requirements	11
School facilities tour	11
School data	11
Third party agreements	11
Monitoring and Reviewing Services	12
Partnering with your service provider	13
How to resolve issues with your school's cleaning	13
Contact Centres	13

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Contact details for service providers	13
Contact Centre Access	14
Cleaning Provider Compliance	15
School Level Compliance	15
Modern award	15
Subcontracting	15
Working with children	15
School induction	15
Occupational Health and Safety (OHS)	15
Emergency management	15
Staff presentation	15
Staff behaviour	15
Environmental	15
Minimise disruption to school activities	16
Additional Information	17
Department Contact	17
School Cleaning Public Site	17
Student Resource Package – Contract Cleaning	17
School Asset Management System (SAMS) Plans	17
School building and room information are recorded in school layout (CAD) drawings and in the Department’s asset management system. If you have any issues with the school layout plans (SAMS plans), please email sams@education.vic.gov.au with your concerns	17



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Overview

This overview includes:

- **background and objectives of the area-based cleaning model**
- **purpose of the User Guide for Cleaning Services.**

Melbourne Metropolitan School Cleaning Model

The area-based model for school cleaning in metropolitan Melbourne started on 1 July 2018. Under the model, each Melbourne school sits within one of eight cleaning areas. Each cleaning area is serviced by a single service provider under a contract administered by the Department.

The contract establishes consistent cleaning services across all Melbourne metropolitan schools while allowing schools the flexibility to tailor their services. This is done through the cleaning services plan.

Schools serviced through public-private partnerships or where cleaning is organised by other government departments such as hospital and youth justice schools are not included in the area-based cleaning model.

Key Terms

The key terms in this guide have the following meanings:

- **service agreement:** the contract between the Department and the service provider
- **contract administrator:** the Department's representative responsible for managing the contractual relationship with the service provider
- **school representative:** the individual/s nominated by each school to be responsible for the school's relationship with the service provider
- **service provider:** the cleaning service provider appointed by the Department to deliver cleaning services to your school
- **Area supervisor or manager:** the cleaning service providers local cleaning team.

Objectives of the model

The Department's objectives of the model are:

- quality and consistent cleaning services in schools
- healthy and safe schools for students, staff, parents and visitors
- minimal disruption to school activities
- full compliance by service providers with workplace laws and safety standards
- maintaining a local cleaning workforce and minimising ongoing staff turnover where possible.

Funding of the services

The base cleaning services delivered under the model are funded directly by the Department. The Department pays the providers directly, meaning that schools in the model will not receive their cleaning budget through their Student Resource Package.

Schools are still required to fund consumables. Read [Personal Consumables](#) for more information.

Additional services requested by schools will be funded directly by the school through a works order agreement with the service provider.

Role of the Department

The Department owns the contract with each service provider. At a high level, the Department's contract administrator is responsible for:

- **performance monitoring:** review monthly reports from service providers, conduct monthly meetings with service providers and assess audit reports completed, contact centre activity, logged issues and compliance with the service agreement
- **performance management:** manage any service failures
- **payment for services:** pay base cleaning services to the service providers
- **relationship management:** manage the relationship with the service provider, and provide a framework for positive working relationships between schools and service providers.

Cleaning Services

This section provides an overview of the cleaning services, including additional service requests and the process for completing a works order agreement for additional requested cleaning services.

Base Cleaning Services

Base services are the Department's minimum requirements for cleaning services in schools. The base cleaning services include a set of cleaning standards and frequencies that align with industry benchmarks. The standards were developed in consultation with principals and business managers.

Cleaning standards and frequencies

The cleaning standards outline the standard required for a facility to be considered clean. The frequency matrices dictate how often the standard is to be achieved. The standards and frequencies are available on the [Department's intranet](#)

The consistent standards and frequencies make it easier for the school representative to evaluate and monitor the service provider's compliance.

Minor variation

Schools and service providers can agree to minor variations, such as trade certain cleaning frequencies. For example, the gym might need an extra clean per week, and the library requires one less clean a week.

Trading must have no impact on the total amount of hours of cleaning by the service provider.

Minor school variations are not permitted for high use areas, such as student toilets, classrooms and corridors, to ensure compliance with OHS requirements.

Any minor variations must be recorded in the approved [cleaning services plan](#).

Periodical (holiday) cleaning services

The service provider must complete periodic cleaning services during the term break, in accordance with the approved cleaning services plan.

EMERGENCY CLEANING REQUESTS

Under the agreement, each school is entitled to a set number of emergency cleans each term depending on the type and size of the school. The number of entitled emergency cleans are set out in the school's [cleaning services plan](#).

Emergency cleaning requests in the Department's Facilities Entitlement Policy of the entitlement are classed as being an additional cleaning service request and, as such would be the school's responsibility with regard to payment.

Please note that Department's reinstatement program will continue to provide assistance and clean up works to schools that have sustained damage through an incident or event such as a flood or storm.

Emergency clean criteria

Emergency cleaning must meet three criteria:

1. the service provider must respond to the incident outside scheduled cleaning times

2. the cleaning requirement is unexpected and having an immediate impact on the school's operations, such as risking student health and safety
3. school staff cannot readily resolve or make safe until the next scheduled clean.

Examples of an emergency clean include clean-up as a result of blocked toilets, vomit in a classroom, offensive graffiti or spillages resulting in a safety risk that cannot be temporarily made safe by the school.

Logging an emergency clean

Schools can log emergency cleaning service requests with their service providers' [contact centre](#) at any time. The cleaning services plan will detail the process.

Emergency clean timelines

Emergency cleaning must be addressed by the service provider within two hours of the request, with the school being kept reasonably informed of the progress.

If the service provider cannot complete the service request within two hours, they can request additional time from the school representative, provided they have a legitimate and unforeseeable reason.

School representatives should consider the implications when approving requests for additional time without unreasonably withholding approval.

Additional Cleaning Services

Additional cleaning services to address any further requirements of each school may be procured at the school's discretion. These services are in addition to the base cleaning services, with the school being responsible for the cost of any additional cleaning services undertaken.

Additional cleaning service	Example	Exclusive to service provider	Contractual arrangement	Payment
Higher frequency services routine or periodic cleaning but at an increased frequency to base requirement	Gym to be cleaned four times per week rather than two, due to regular high use by the school.	Yes	Works order agreement with service provider	Service provider invoices school directly and school is responsible for payment
Other services any other cleaning services required not in the cleaning services plan	Clean-up following a special event	No	Works order agreement with service provider - or - third party arrangement	

If the service provider is engaged to provide higher frequency services, it must be reflected in the cleaning services plan as well as being documented in an additional cleaning services request.

Ordering additional cleaning services

Schools can log all additional services service requests with their service providers [contact centre](#) at any time. The cleaning services plan will detail the process.

The service provider is required to provide a quotation for additional (non-emergency) cleaning services to the school within five business days, although they may request an extension of up to two business days.

For additional emergency cleaning requests, the service provider must issue a quotation within two hours of the request being made.

Works order for additional cleaning services

The school shall enter into a works order agreement with the service provider for the provision of any additional cleaning services.

This works order agreement is a direct contractual arrangement between the service provider and the school. A works order agreement can be used either as a standing order for regular additional cleaning services or as an individual agreement for ad-hoc additional cleaning services.

Access Times

Unless otherwise agreed with the school representative, the service provider can only undertake cleaning activities at the school:

- in the morning from 6am on a school day
- between 3:30pm to midnight on a school day
- between 6am and midnight during school term breaks.

The approved [cleaning services plan](#) will include rosters for routine cleaning.

Security Arrangements

Where directly associated with delivering cleaning services, the service provider is required to ensure that:

- all lights, appliances and water taps are turned off after use and before leaving the premises
- all doors and gates are opened and alarms de-activated on arrival
- all doors, windows and locker bays are closed when leaving an area
- all external windows and doors are closed and securely locked
- the school security system has been activated when leaving the premises
- heating and cooling are turned on in the morning and off at night.

For the purposes of clarity, the service provider is only required to open doors and gates in order to undertake the cleaning services. If you request that the service provider open or close doors or gates at other times (i.e. open doors and gates in the morning when cleaning services are delivered only in the afternoon), this will be considered an additional service request.

Waste Movement

The service provider is required to ensure:

- all waste bins throughout the school are emptied at least once each school day
- all waste is to be deposited in the bulk waste storage units within each school

- all waste that is segregated by the waste stream at the point of collection is to remain segregated when deposited at the bulk waste storage units (i.e. landfill, recycling)
- each waste bin is clean, not odorous and does not present an OHS hazard to school occupants following each empty.

The service provider is **not** responsible for the removal of waste from the school site.

Confidential (i.e. confidential documents), personal hygiene and clinical (medical) waste streams are excluded from this requirement as they are separate service contracts.

Cleaning Equipment and Materials

The service provider is required to supply all of their own equipment, material and consumables to undertake the cleaning services.

If the school requires the use of specific cleaning equipment to maintain the integrity of a school asset (e.g. use of a certain polisher for a dance studio floor), then the service provider must comply with this requirement.

Personal Consumables

The school must supply personal consumable items, including toilet paper, shared soap, hand towels, hand sanitiser and bin liners to allow the service provider to stock dispensers and point of use locations for continuous use.

By default, the payment and supply of these items are not with the service provider. However, schools can agree for the provider to purchase these on the school's behalf.

The school and service provider should communicate regularly on whether personal consumables stocks are low.

Graffiti Removal

Graffiti removal is only completed by the service provider as a base cleaning service where the graffiti is able to be cleaned and removed relatively simply (i.e. within 10 minutes).

If the graffiti requires lengthy cleaning time or other actions to remove (i.e. greater than 10 minutes of cleaning), it is an [additional cleaning service request](#) (other services).

Storage and Use of Chemicals

The service provider must:

- provide all relevant details of chemicals to the school to ensure school-based chemical registers can be updated
- use the safest practical chemicals to achieve the cleaning standards
- ensure all chemicals and materials are stored and secured at all times to ensure the safety of school occupants
- ensure the cleaners' storeroom appears tidy and uncluttered.

School representatives can reasonably request the use of low allergenic or alternative products, and the service provider will put in place procedures to ensure that only suitable products are used in areas directed by the school representative.

Cleaning Services Plan

This section provides an overview of the cleaning services plan.

Overview

While there are standards and frequencies to ensure all schools are cleaned to industry standards, schools have the flexibility to determine individual arrangements that work in their unique school environments. This is done through your cleaning services plan.

The agreed cleaning services plan is the guiding document for delivering cleaning services to your school.

The key components of the plan are:

- a schedule of daily and weekly cleaning tasks
- a schedule of periodic (holiday) cleaning, including maintenance work scheduled and school holiday programs
- to document [minor school variations](#)
- to document any additional cleaning requirements
- cleaning staff rosters to identify when they will be at the school
- compliance, including details of Working with Children Checks for each cleaner.

Development

While it is the responsibility of the service provider to supply schools with a draft cleaning services plan, schools need to review them and ensure they are relevant for them.

Service providers will meet with school representatives in Term 4 of each year to review the previous plan and develop the future school year's plan.

The cleaning services plan is a live document. It can be updated as things change. It's recommended that the plan is reviewed during the term review meetings to ensure the plan incorporates any periodic (holiday) cleaning requirements.

It is not the contract with the provider, as the Department owns the contract.

Accountability tool

Having an agreed cleaning services plan provides you with an important accountability tool to receive and monitor consistent cleaning and standards from your provider.

Agreeing to the plan provides both schools and the Department with a written agreement on how the standards and frequencies are applied in the unique school environment. It holds the provider to account with access times, security arrangements, areas being traded off and more.

Approval

The school council needs to be aware that [additional cleaning services](#) will be an added cost to the school. If relevant and recommended by the principal, approve these costs as an ongoing requirement of the school in the cleaning services plan.

The contract administrator will then review and approve the cleaning services plan (they will coordinate directly with the service provider).

The plan is a live document. An annual review will be conducted by the service provider with the school. See [monitoring and reviewing services](#) for more information.

School responsibilities

This section provides an overview of the roles and responsibilities for the school to monitor and manage cleaning services.

Schools have an important role in managing the cleaning services, including:

- working with the provider to establish cleaning services
- monitoring service delivery under the cleaning services plan
- reporting poor performance and resolving issues with service delivery.

Establishing Services

The below sets out the key responsibilities of the school representative to establish cleaning services. Establishing services is expected when staff turnover occurs (both cleaning and school representatives).

User guide

School representative/s should read this guide before meeting the service provider.

Initial meeting

The service provider will schedule an initial meeting with your school's office. It's important the school representative participates in this meeting as it will introduce key staff (from the service provider and school), explain the cleaning services plan, tour the school facilities and discuss your school's service requirements.

Local school requirements

The service provider will seek to understand your unique cleaning needs, such as chemical requirements, specific employee induction requirements, access times for cleaning services and any additional cleaning services required by your school.

School representatives should assist the service provider to understand your local requirements.

School facilities tour

Touring the school facilities will allow the service provider (usually the area supervisor or manager) to establish an efficient cleaning service and identify any occupational health and safety risks.

The school representative and the service provider will need to jointly categorise each room or cleaning area within the school into an area type which will determine the applicable frequency and standard for the room or cleaning area.

School data

The contract administrator will provide the service provider with the latest area and room data of all school buildings from the Department's asset management system. The data will reflect areas within a school classified as cleanable and will identify the total area a school is entitled to according to the Facilities Entitlement Schedule.

Third party agreements

Where a school has an agreement with a third party to use or hire facilities, the terms of the agreement must specify the cleaning responsibilities of the school and third party.

If an agreement states that the third party is responsible for cleaning the area, they (or their own cleaning provider) must clean the area to the school's satisfaction.

If the school is responsible for cleaning the area, the service provider will assume the cleaning duties of that area. This arrangement should be captured in the [cleaning services plan](#).

Monitoring and Reviewing Services

Once cleaning services have been established, schools will need to continue partnering with the service provider to ensure they're being implemented effectively.

Monthly quality audits

Quality audits will be undertaken by the service provider at least once a month using a cleaning audit tool. The tool will be approved by the contract administrator.

Each audit must assess the quality of cleaning in the main student toilets, no less than 10 per cent of the classrooms, high profile entrances, main foyers, and any other areas where issues have previously been identified.

The service provider must inform the school representative at least five days prior to undertaking an audit.

School representatives can and are encouraged to participate in these audits.

An audit record must be provided to the school representative within five business days of the audit.

This is an important tool for you to review, and be assured that the provider is cleaning the school to the agreed standards and frequencies.

School term cleaning review

The service provider is required to meet with the school representative in the final four weeks of each school term to:

- make any amendments to the cleaning services plan
- agree on a schedule of periodic cleaning and any additional cleaning services to be undertaken during the following term break
- address any concerns identified during the previous term.

All planned tasks must be confirmed in writing by the service provider and included in the [cleaning services plan](#).

Annual service review meetings

The service provider is required to schedule, chair and actively participate in an annual service review meeting with each school. The meeting is held annually in Term 4 and will replace the Term 4 school term cleaning review.

The purpose of this meeting is to discuss the services as they are delivered to the school and ideally be in conjunction with a review of the annual cleaning services plan.

The service provider must prepare an agenda for the meeting, including:

- details of any incidents at the school which have occurred since the previous meeting
- review of actions items identified in the previous meeting
- matters arising for discussion in relation to the delivery of the services from either the school representative or the service provider
- initiatives for continuous improvement
- actions to be undertaken prior to the next scheduled meeting.

The service provider is required to prepare minutes from the meeting and distribute to invitees within seven business days following the meeting.

Partnering with your service provider

Having a productive working relationship and partnering with your service provider is incredibly beneficial to schools.

A factsheet on how to partner with your service provider is available on the [intranet](#).

How to resolve issues with your school's cleaning

If you're experiencing an issue with the cleaning, follow these steps to resolve it quickly:

1. review your agreed cleaning services plan to identify the issue and hold the provider accountable
2. familiarise yourself with the cleaning standards and frequency documents
3. speak with the local cleaning team about the issue or log it in the communication book.
4. if not resolved, speak with the area supervisor / manager about the issue.

If the issue is still occurring after taking the above actions, log the issue formally through the service provider's contact centre. The contact centre is open 24 hours a day and is there to help you.

Use the Department's [cleaning issues form](#) to capture the information and formally log the job. The template is available on the intranet.

A factsheet on how to resolve issues with your school cleaning is available on the [intranet](#).

Safety concerns

If there is a safety concern at your school, such as the provision of a Working with Children Check or hazardous chemicals being in an accessible area, please contact your service provider directly. You can call them on the 24-hour hotline number.

Contact Centres

The service provider's contact centre is a central point to request additional cleaning services, emergency cleaning services, rectifying unsatisfactory cleaning and formally log concerns.

The contact centre is available 24 hours a day and provides a high level of customer care.

Contact details for service providers

The relevant details for all service providers for each cleaning area are provided below.

Areas	Service provider	Phone number	Email
Southern Melbourne Hume Moreland	Menzies Facilities Services	1300 557 511	helpdesk@menziesgroup.com.au
Outer Eastern Melbourne	Tradeflex	03 9826 2788	CSROuterEastern@tradeflex.com.au
Brimbank Melton	Facilities First Australia	1300 165 040	vicschoolsenquiries@facilitiesfirst.com.au
Western Melbourne North Eastern Melbourne	ISS Facility Services	03 8608 9010	vicschools@au.issworld.com

Inner Eastern Melbourne Bayside Peninsula	Spotless Integrated Facilities Services	1300 761 927	VICDETcleaning@spotless.com.au
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Contact Centre Access

The service provider is required to give the school access to all contact centre school activity and records at any time and an ability to track progress of all the school's service requests.

Cleaning Provider Compliance

The service provider must comply with a range of statutory, departmental, and school-based requirements, most of which will be managed by the Department with regular audits.

School Level Compliance

The following requirements of the service provider are relevant to schools. If you identify non-compliance with anything below, please report it to the contact centre immediately.

The Department will regularly audit the service provider's compliance with the requirements.

Modern award

All service provider employees will be paid in accordance with relevant laws and industrial awards.

Subcontracting

The service provider must use direct employees to deliver base cleaning services.

The Department may approve subcontractors to deliver specialist tasks such as steam cleaning, pressure washing and graffiti removal, however, subcontractors will not deliver routine base services.

Subcontractors must comply with the same requirements as service provider employees.

Working with children

All service provider employees must have a Working with Children Check (which includes a check of National Criminal records) and must display it at all times while on school premises.

School induction

All service provider employees must be inducted to your school by the service provider or accompanied at all times by an inducted employee.

Occupational Health and Safety (OHS)

The service provider will maintain their own OHS system for their employees. If an incident occurs, the service provider will provide you with an incident report for appropriate action.

Emergency management

All service provider employees are required to follow reasonable instructions from school staff in the event of an emergency, report significant risks and ensure emergency exits are free from obstruction.

Staff presentation

All service provider employees must be appropriately uniformed and identifiable by their name, title and company name.

Staff behaviour

All service provider employees must have the necessary communication skills to receive instruction, competently and safely undertake their role, comply with school values and not attend work if under the influence of alcohol or any illicit substance.

Environmental

The service provider is required to abide by all statutory and school environmental policies and is expected to request copies of any applicable school policies or procedures.

Minimise disruption to school activities

The service provider is required to ensure they do not affect, contaminate or disturb any school occupant, teaching materials, student projects or materials.

Additional Information

This section provides links to other useful information.

Department Contact

The Department's School Cleaning Unit cleaning@education.vic.gov.au or **1300 842 754**.

SCHOOL CLEANING RESOURCES

A suite of resources to help schools manage their cleaning is available on the [intranet](#).

School Cleaning Policy

For information on the school cleaning policy, see [School operations: Cleaning](#).

Student Resource Package – Contract Cleaning

The base cleaning services provided to your school by the service provider are funded directly by the Department. The credit line incorporated into your Student Resource Package (SRP) funding for cleaning reflects the funding being held centrally by the Department to meet these costs.

For further information, see [SRP Contract Cleaning](#).

School Asset Management System (SAMS) Plans

School building and room information are recorded in school layout (CAD) drawings and in the Department's asset management system. If you have any issues with the school layout plans (SAMS plans), please email sams@education.vic.gov.au with your concerns.