# Quick Reference Guide For Schools

METROPOLITAN MELBOURNE SCHOOL CLEANING

### Under the area-based model for school cleaning in metropolitan Melbourne, each school sits within one of eight cleaning areas, each serviced by a single service provider under a contract administered by the department.

### This guide provides a brief overview with more detail available on the intranet.

### CLEANING SERVICES PLAN

The cleaning services plan is the guiding document for delivering services to your school and an important accountability tool to receive and monitor consistent cleaning and standards from your provider.

It covers access times, security arrangements, weekly tasks, staff rosters, areas you wish to trade off, holiday (periodic) cleaning arrangements and induction processes.

While we have developed standards and frequencies to ensure all schools are cleaned to industry standards, you have the flexibility to determine individual arrangements with your provider through your cleaning services plan.

The cleaning services plan is a live document that you review with your provider during the cleaning review meetings. More information is available on page 10 of the [Metropolitan school user guide for cleaning services](https://www.education.vic.gov.au/PAL/cleaning-metropolitan-schools-user-guide-cleaning-services.docx).  
  
WORKING WITH YOUR SERVICE PROVIDER

Having a productive working relationship and partnering with your cleaning service provider is beneficial to your school.

Here are key activities that will help you partner with your cleaning service provider:

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| * Induct new cleaners * Agree to a Cleaning Services Plan (CSP) * Participate in regular review meetings | * Participate in the monthly audits * Discuss any issues with the local team first |

Refer to the [How to partner with your service provider factsheet](https://www.education.vic.gov.au/PAL/how-to-partner-with-your-service-provider.pdf) on the Policy and Advisory Library (PAL) for more information.

### REVIEWS AND AUDITS

Your cleaning service provider undertakes monthly quality audits of the clean, which a school representative is invited to and encouraged to attend. You will be invited at least five days prior, and your provider will supply you with a written report on the quality audit within five business days of the audit.

Your provider will also meet with you each term (at least four weeks before the term break) to review the previous term’s cleaning, the cleaning services plan, and discuss the upcoming term requirements.

These are beneficial opportunities for you, and you are encouraged to participate to ensure that the cleaning services plan works for your unique school environment.

These mechanisms also mean that the department is able to hold the cleaning service providers to account and ensure the cleaning standards and frequencies are met.

More information is available on page 12 of the [Metropolitan school user guide for cleaning services](https://www.education.vic.gov.au/PAL/cleaning-metropolitan-schools-user-guide-cleaning-services.docx).

RESOLVING CLEANING ISSUES

## If you are experiencing issues with your school’s cleaning as part of the metropolitan Melbourne area-based cleaning model, use the following directions to determine how best to rectify the situation.

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| **1. If you are experiencing an issue with your school’s cleaning**  Log the issue in the communication book.  Speak with the area supervisor or manager to resolve the issue. | 🡺 | **2. If the cleaning issue remains unresolved**  Formally raise the issue through the cleaning service provider’s contact centre via email or phone.  Contact centres have been established to support schools in the metropolitan Melbourne area-basedcleaning model and are open 24/7. | 🡺 | **3. If the service provider fails to resolve the cleaning issue**  Raise the issue a second time via email to the contact centre and include the School Cleaning Unit at [cleaning@education.vic.gov.au](mailto:cleaning@education.vic.gov.au).  The School Cleaning Unit will work with your school and the cleaning service provider to ensure issues are resolved.  You may also contact the School Cleaning Unit on **1300 842 754**. |
|  |  | Cleaning service providers must work with schools to resolve issues and are required to report all formally logged issues to the School Cleaning Unit. |  | The School Cleaning Unit will:   * review all complaints received * performance manage the cleaning service provider * audit cleaning standards * enforce formal responses on all issues. |

### CLEANING SERVICES

The cleaning standards for base services, periodical services and additional services for Melbourne metropolitan schools as part of the metropolitan Melbourne area-based cleaning model cleaning frequency are available at [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

Please review these documents in line with the [Metropolitan school user guide for cleaning services](https://www.education.vic.gov.au/PAL/cleaning-metropolitan-schools-user-guide-cleaning-services.docx).

| Cleaning Services | Description |
| --- | --- |
| Base cleaning services | Base cleaning services are the minimum requirement set for cleaning services. The area-based cleaning model is based on an agreed standard of cleanliness at an agreed frequency, not on the number of hours spent cleaning. Your service provider must meet these standards and allocate sufficient resources to do so. |
| Cleaning standards | The cleaning standards outline the standard required for a facility to be considered clean. As an example, a soft floor such as carpet must be free of dust, grit, litter and spots. |
| Cleaning frequencies | The cleaning frequency matrices dictate how often the standard is to be achieved. The frequency of routine cleaning is typically daily for all functional areas. |
| Holiday (periodic) cleaning | The service provider must complete periodic cleaning services during the term break in accordance with the approved cleaning services plan. As an example, hard floors such as vinyl will typically receive a buff or scrub during each term break. |
| Emergency cleaning | Each school is entitled to a set number of emergency cleaning service requests each term depending on the type and size of the school. The set number will be outlined in your cleaning services plan. |
| Additional cleaning services | Schools may procure additional cleaning services which are routine or periodic. This is done exclusively through the service provider. For other services, which are not routine or included in the cleaning services plan, schools can procure these from their service provider or a third-party provider. |

### SUPPORT AND MORE INFORMATION

A suite of resources to help schools manage their cleaning are available at [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources), including all the documents listed in this reference guide, as well as frequently asked questions and a template to lodge formal requests and issues with your service provider.

If you have any further queries about these changes, contact the School Cleaning Unit on [cleaning@education.vic.gov.au](mailto:cleaning@education.vic.gov.au%20) or 1300 842 754.