

Quick Reference Guide For Schools

METROPOLITAN MELBOURNE SCHOOL CLEANING

The area-based model for school cleaning in metropolitan Melbourne started on 1 July 2018. Under the new model, each Melbourne 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

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 — this is done through your 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.

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 user guide.

WORKING WITH YOUR SERVICE PROVIDER

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

Refer to the [How to partner with your service provider factsheet](#) on the Policy and Advisory Library (PAL) for more information.

RESOLVING CLEANING ISSUES

If you are experiencing issues with your cleaning, use the How to resolve issues with your school's cleaning flow chart available on the intranet.

REVIEWS AND AUDITS

Your 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 termly (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 area-based cleaning model works for your unique school environment.

These mechanisms also mean that the Department is able to hold our service providers to

account and ensure the cleaning standards and frequencies are met.

More information is available on page 12 of the user guide.

CLEANING SERVICES

The standards and frequency documents are available on the intranet. Review these documents in line with the user guide.

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 in the intranet, 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 or 1300 842 754.