# Cleaning Services For Schools

METROPOLITAN MELBOURNE SCHOOL CLEANING

## Cleaning Standards

This document outlines 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.

### 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).
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| **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-ups at the edges and corners or in high traffic areas.
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, benchtops, 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 were 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, handrails 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 bathmats 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 that 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 that 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. The schools will complete the base cleaning of this equipment in the first instance.
2. Equipment is free from soil, smudges, dust, fingerprints, grease and spillages.
3. Equipment is free of tapes/plastic, etc., which may compromise cleaning.
4. Equipment has no odour that is distasteful or unpleasant.
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### 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.
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### 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 upon between the school and the service provider.

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| --- | --- |
| Requirement | Required standard (including but not limited to) |
| **External features, fire exits and stairwells, 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.
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| **Schoolyard litter collection** | 1. Free of litter
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| **Soft furnishings (i.e. chairs)** | 1. Cleaned by hot water extraction, so they are free from engrained stains, soil, film and dust.
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## Cleaning Frequency Table Overview Primary and Secondary Schools

### OVERVIEW OF THE CLEANING FREQUENCY

**Funding of the Services**
The base cleaning services delivered under the metropolitan Melbourne area-based cleaning model are funded directly by the Department. Additional services requested by schools will be funded directly by the school through a Works Order Agreement with the service provider.

**Base cleaning services**
Base services represent the Department’s minimum requirements for cleaning services in schools. The base services include a set of cleaning standards and frequencies, which are documented in the approved Cleaning Services Plan.

**Cleaning standards**
The cleaning standards outline the standard required for a facility to be considered clean.

**Cleaning frequencies**
The frequency matrix dictates how often the standard is to be achieved.

**Daily Routine Cleaning**
The frequency matrix dictates the regime for routine cleaning, which is typically on a daily basis in all functional areas.
Irrespective of the cleaning frequency, daily routine cleaning is required in all Functional Areas and Elements where excessive dirt, significant grime or soiling is evident. For the avoidance of doubt, routine cleaning may include vacuuming, sweeping or mopping as required.

**Tables and desks**
Tables, desks and other work surfaces will generally only be cleaned if mostly clear of work items.

**Minor school variation**
Schools and service providers can agree to trade certain cleaning frequencies (i.e. the gym might need an extra clean per week and the library requires one less weekly clean), provided that the trading has no net impact on the total amount of hours of cleaning by the service provider.
Any minor school variations must be recorded in the approved Cleaning Services Plan.
Minor school variations are not permitted for high use areas, such as student toilets, classrooms and corridors, to ensure compliance with OHS requirements.

**Periodical cleaning services**
The service provider must complete periodic cleaning services during the term break, in accordance with the approved Cleaning Services Plan.

**Additional Cleaning Services**
Additional cleaning services address any further requirements of each school and may be procured at the school’s discretion. The school will be responsible for the cost of additional cleaning services. Additional services which are procured on an ongoing basis must be recorded in the approved Cleaning Services Plan.

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| FREQUENCY INDICATORS |  |
| **D** = daily **W** = weekly**M** = monthly**T** = once per School Term**A** = annually | **#/W** = # times per week**#/M** = # times per month**#/T** = # times per school term**#/A** = # times per year |

**Works order for additional cleaning services**
The 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 (such as higher frequency cleaning of the gym each week) or as an individual agreement for ad-hoc additional cleaning services (such as out of hours cleaning following a special event).

### APPLICATION NOTES

* The timing of the cleaning of Elements # times per week, month, school term or year is to be dispersed over the applicable period as agreed with the School Principal.
* Elements to be cleaned on either an A or #/A frequency are to be cleaned on non-school days.

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| **CLEANING FREQUENCY FOR**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **PRIMARY AND SECONDARY SCHOOLS** | **Common** | **Primary** | **Secondary** |  |
|  |
|  | **Cleaning Methodology** | Toilets, Change & Shower (All Areas) | Canteen (Student Areas Only) | Engineering (Back of House) | First Aid (Sick Bays) | Student Centre or Lounge | Student Locker Space | Entrance Foyer | Travel (Foyers and Corridors) | ICT Pod | Physical Education n | Office & Admi | Staff Facilities | Art and Craft | General Purpose Classroom | Multipurpose Room | Library | Music | Primary Store | Commerce | General Purpose Classroom | Lecture Room | Library | Personal Development | Science | Tech Studies | The Arts | Secondary Store | Excluded Areas / Low Use Areas |  |
| **BASE CLEANING** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Routine Cleaning** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Internal Windows and glass surfaces (< 2m)** | Routine Clean (As Required) | D | D | M | D | D | D | D | D | D | W | 3/W | D | D | D | W | D | D | M | W | D | D | D | D | D | D | D | M | n/a |  |
| **Hard Floor (Non-Carpet)** | Routine Clean (As Required) | n/a | n/a | D | n/a | D | D | n/a | D | D | D | D | D | D | D | D | D | D | n/a | D | D | D | D | D | D | D | D | n/a | T |  |
| **Soft Floors (Carpet)** | Routine Clean (As Required) | n/a | n/a | D | n/a | n/a | n/a | n/a | D | D | D | D | D | D | D | D | D | D | n/a | D | D | D | D | D | D | D | D | n/a | n/a |  |
| **Buildings** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Doors (Glass panels covered below; glass surfaces)** | Detergent / damp dust | W | W | M | D | W | W | W | W | W | W | W | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | T |  |
| **Door Mats** | Remove & Sweep | W | W | W | D | W | W | 2/W | 2/W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | T |  |
| **Internal Windows and glass surfaces (< 2m)** | Glass/Window Cleaner | W | W | M | W | W | W | W | W | W | W | W | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | A |  |
| **Hard Floor (Non-Carpet)** | Sweep | D | D | D | D | D | D | D | D | D | D | W | D | D | D | D | D | D | W | D | D | D | D | D | D | D | D | W | T |  |
|  | Mop & Detergent | n/a | D | W | D | W | W | D | 2/W | W | 3/W | W | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | n/a |  |
|  | Mop Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | 2/W | n/a | 2/W | n/a | n/a | 2W | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |  |
|  | Buff or Scrub\*\* | p/c | W | p/c | p/c | p/c | p/c | W | W | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | n/a |  |
| **Soft Floors (Carpet)** | Vacuum | n/a | D | W | D | D | D | D | 2/W | 2/W | W | W | 2/W | 2/W | 2/W | 2/W | 2/W | 2/W | M | 2/W | 2/W | 2/W | 2/W | 2/W | 2/W | 2/W | 2/W | M | T |  |
| **Walls, signage, skirtings and ceilings** | Detergent / damp dust | W\*\*\* | T | A | W\*\*\* | T | T | W\*\*\* | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | A |  |
| **Ducts, grilles and vents (external surfaces)** | Detergent / damp dust | W | W | T | W | T | T | W | W | W | T | T | T | W | W | M | M | M | T | W | W | M | M | W | W | W | M | T | A |  |
| **External Doorways** | Detergent / damp dust | D | W | M | W | W | W | W | W | W | W | W | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | T |  |
| **Fixtures** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Electrical fixtures and appliances** | Detergent / damp dust | D | D | W | D | 3/W | 3/W | D | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 2/W | 3/W | 3/W | 3/W | W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | W | T |  |
| **Student Tables** | Detergent / wipe clean | n/a | D | n/a | n/a | n/a | n/a | n/a | n/a | 3/W | 3/W | n/a | n/a | 3/W | 3/W | 3/W | 3/W | 3/W | n/a | n/a | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | n/a | T |  |
| **Student Chairs** | Detergent / wipe clean | n/a | D | n/a | n/a | n/a | n/a | n/a | n/a | W | W | n/a | n/a | W | W | W | W | W | n/a | n/a | W | W | W | W | W | W | W | n/a | T |  |
| **Other Furnishings and Fixtures** | Detergent / damp dust | D | D | W | D | 3/W | 3/W | D | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 2/W | 3/W | 3/W | 3/W | W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | W | T |  |
| **Toilets and bathroom fixtures** | Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | T |  |
| **Sinks / Basin (Non-Toilets/bathrooms)** | Detergent + disinfectant | n/a | D | 2/W | D | D | 3/W | D | 3/W | 3/W | 3/W | 3/W | D | 3/W | 2/W | 3/W | 3/W | 3/W | W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | W | T |  |
| **Sanitary Disposal Units** | Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |  |
| **Waste Bins (Internal and External)** | Empty, replace liner and wipe clean (if required) | D\* | D | D | D\* | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | T |  |
| **Kitchenettes** | Detergent/Food Grade Sanitiser (Food Surfaces) | n/a | n/a | D | D | D | D | n/a | n/a | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | n/a | D | T |  |
| **Drinking Troughs & Fountains** | Detergent + Food Grade Sanitiser | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | T |  |
| **Other Special Cleaning** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Specialist Equipment** | Detergent / damp dust |   |   |   |   |   |   |   |   |   | D |   |   | D | D | D | D | D |   |   | D | D | D | D | D | D | D |   | T |  |
| **BASE CLEANING - PERIODIC** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Periodic Deep Cleaning (p/c)** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Hard Floors** | Strip and Seal | T | A | A | A | T | A | T | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | n/a |  |
|  | Buff or Scrub\*\* | T | T | A | T | T | T | T | T | T | T | A | T | T | T | T | T | T | A | T | T | T | T | T | T | T | T | A | n/a |  |
| **Soft Floors (Carpet)** | Steam Extraction | n/a | A | A | T | T | T | T | T | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | n/a |  |
| **Internal Windows and glass surfaces (>2m)** | Wash Clean | T | A | A | A | T | A | T | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | T | A |  |
| **External windows < 2m** | Wash Clean | A | A | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |  |
| **External windows > 2m (Including skylights)** | Wash Clean | A | A | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |  |
| **Skylights** | Wash Clean | A | A | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |  |
| **Kitchenettes (Deep clean)** | Detergent/Food Grade Sanitiser (Food Surfaces) | T | n/a | T | T | T | T | n/a | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A |  |
| **Ducts, grilles and vents (external surfaces) - High** | Detergent / damp dust (Special access required) | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |  |
| **External Building eves & verandas** | Dry dust | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T |  |
| **External Doorways fire exits & stairwells** | Pressure wash | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | n/a | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A |  |
| **Ceilings** | Clean / damp dust | T | T | A | T | T | T | T | T | T | T | A | T | T | T | T | T | T | A | T | T | T | T | T | T | T | T | A | A |  |
| **Light Fittings (including ceiling fans)** | Detergent / damp dust | 2/A | 2/A | A | 2/A | 2/A | 2/A | T | 2/A | 2/A | 2/A | A | A | 2/A | 2/A | 2/A | 2/A | 2/A | A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | A | A |  |

***Note: External Bins included***

***\*Disinfectant \*\*Includes cleaning grout in tile floors \*\*\* Spot clean as required***

## Cleaning Frequency Table Overview Specialist Schools

### OVERVIEW OF THE CLEANING FREQUENCY

**Funding of the Services**
The base cleaning services delivered under the new model are funded directly by the Department. Additional services requested by schools will be funded directly by the school through a Works Order Agreement with the service provider.

**Base cleaning services**
Base services represent the Department’s minimum requirements for cleaning services in schools. The base services include a set of cleaning standards and frequencies, which are documented in the approved Cleaning Services Plan.

**Cleaning standards**
The cleaning standards outline the standard required for a facility to be considered clean.

**Cleaning frequencies**
The frequency matrix dictates how often the standard is to be achieved.

**Daily Routine Cleaning**
The frequency matrix dictates the regime for routine cleaning, which is typically on a daily basis in all functional areas.
Irrespective of the cleaning frequency, daily routine cleaning is required in all Functional Areas and Elements where excessive dirt, significant grime or soiling is evident. For the avoidance of doubt, routine cleaning may include vacuuming, sweeping or mopping as required.

**Tables and desks**
Tables, desks and other work surfaces will generally only be cleaned if mostly clear of work items. **Minor school variation**
Schools and service providers can agree to trade certain cleaning frequencies (i.e. the gym might need an extra clean per week and the library requires one less weekly clean), provided that the trading has no net impact on the total amount of hours of cleaning by the service provider.
Any minor school variations must be recorded in the approved Cleaning Services Plan.
Minor school variations are not permitted for high use areas, such as student toilets, classrooms and corridors, to ensure compliance with OHS requirements.

**Periodical cleaning services**
The service provider must complete periodic cleaning services during the term break, in accordance with the approved Cleaning Services Plan.

**Additional Cleaning Services**
Additional cleaning services address any further requirements of each school and may be procured at the school’s discretion. The school will be responsible for the cost of additional cleaning services. Additional services which are procured on an ongoing basis must be recorded in the approved Cleaning Services Plan.

|  |  |
| --- | --- |
| FREQUENCY INDICATORS |  |
| **D** = daily **W** = weekly**M** = monthly**T** = once per School Term**A** = annually | **#/W** = # times per week**#/M** = # times per month**#/T** = # times per school term**#/A** = # times per year |

### Works order for additional cleaning services The 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 (such as higher frequency cleaning of the gym each week) or as an individual agreement for ad-hoc additional cleaning services (such as out of hours cleaning following a special event).APPLICATION NOTES

* The timing of the cleaning of Elements # times per week, month, school term or year is to be dispersed over the applicable period as agreed with the School Principal.
* Elements to be cleaned on either an A or #/A frequency are to be cleaned on non-school days.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLEANING FREQUENCY FOR**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **SPECIALIST** **SCHOOLS** | **Common** | **Primary** | **Secondary** |  |
|  |
|  | **Cleaning Methodology** | Toilets, Change & Shower (All Areas) | Canteen (Student Areas Only) | Engineering (Back of House) | First Aid (Sick Bays) | Student Centre or Lounge | Student Locker Space | Entrance Foyer | Travel (Foyers and Corridors) | ICT Pod | Physical Education n | Office & Admi | Staff Facilities | Art and Craft | General Purpose Classroom | Multipurpose Room | Library | Music | Primary Store | Commerce | General Purpose Classroom | Lecture Room | Library | Personal Development | Science | Tech Studies | The Arts | Secondary Store | Excluded Areas / Low Use Areas |  |
| **BASE CLEANING** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Routine Cleaning** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Internal Windows and glass surfaces (< 2m)** | Routine Clean (As Required) | D | D | M | n/a | D | D | n/a | D | D | W | n/a | D | D | D | D | D | D | M | W | D | D | D | D | D | D | D | M | n/a |  |
| **Hard Floor (Non-Carpet)** | Routine Clean (As Required) | D | D | M | n/a | D | D | n/a | D | D | W | n/a | D | D | D | D | D | D | M | W | D | D | D | D | D | D | D | M | n/a |  |
| **Soft Floors (Carpet)** | Routine Clean (As Required) | n/a | n/a | D | n/a | n/a | n/a | n/a | D | D | D | D | D | D | n/a | n/a | D | n/a | n/a | D | n/a | D | D | D | D | D | D | n/a | n/a |  |
| **Buildings** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Doors (Glass panels covered below; glass surfaces)** | Detergent / damp dust | W | W | M | D | W | W | W | W | W | W | W | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | T |  |
| **Door Mats** | Remove & Sweep | W | W | W | D | W | W | 2/W | 2/W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | W | T |  |
| **Internal Windows and glass surfaces (< 2m)** | Glass/Window Cleaner | W | W | M | D | W | W | D | W | W | W | D | W | W | W | W | W | W | M | W | W | W | W | W | W | W | W | M | A |  |
| **Hard Floor (Non-Carpet)** | Sweep | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | W | D | D | D | D | D | D | D | D | W | T |  |
|  | Mop & Detergent | n/a | D | W | D | D | D | D | D | W | W | W | D | D | D | D | W | D | M | W | D | W | W | W | W | W | W | W | n/a |  |
|  | Mop Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | 2/W | n/a | 2/W | n/a | n/a | 2W | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |  |
|  | Buff or Scrub\*\* | p/c | W | p/c | p/c | p/c | p/c | W | W | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | p/c | n/a |  |
| **Soft Floors (Carpet)** | Vacuum | n/a | D | W | D | D | D | D | D | D | W | D | D | D | D | D | 2/W | D | M | 2/W | D | 2/W | 2/W | 2/W | 2/W | 2/W | 2/W | M | T |  |
| **Walls, signage, skirtings and ceilings** | Detergent / damp dust | W\*\*\* | T | A | W\*\*\* | T | T | W\*\*\* | T | T | T | T | T | W | W | W | T | W | T | T | W | T | T | T | T | W | T | T | A |  |
| **Ducts, grilles and vents (external surfaces)** | Detergent / damp dust | W | W | T | W | T | T | W | W | W | T | T | T | W | W | W | M | W | T | W | W | M | M | W | W | W | M | T | A |  |
| **External Doorways** | Detergent / damp dust | D | W | M | D | W | W | W | W | W | W | W | W | D | D | D | W | D | M | W | D | W | W | W | W | D | W | W | T |  |
| **Fixtures** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Electrical fixtures and appliances** | Detergent / damp dust | D | D | W | D | 3/W | 3/W | D | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | 3/W | W | T |  |
| **Student Tables** | Detergent / wipe clean | n/a | D | n/a | n/a | n/a | n/a | n/a | n/a | 3/W | 3/W | n/a | n/a | D | D | D | 3/W | D | n/a | n/a | D | 3/W | 3/W | 3/W | 3/W | D | 3/W | n/a | T |  |
| **Student Chairs** | Detergent / wipe clean | n/a | D | n/a | n/a | n/a | n/a | n/a | n/a | W | W | n/a | n/a | W | W | W | W | W | n/a | n/a | W | W | W | W | W | W | W | n/a | T |  |
| **Other Furnishings and Fixtures** | Detergent / damp dust | D | D | W | D | 3/W | 3/W | D | 3/W | 3/W | 3/W | 3/W | 3/W | D | D | D | 3/W | D | W | 3/W | D | 3/W | 3/W | 3/W | 3/W | D | 3/W | W | T |  |
| **Toilets and bathroom fixtures** | Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | T |  |
| **Sinks / Basin (Non-Toilets/bathrooms)** | Detergent + disinfectant | n/a | D | 2/W | D | D | D | D | 3/W | 3/W | 3/W | 3/W | D | D | D | D | 3/W | D | W | 3/W | D | 3/W | 3/W | 3/W | 3/W | D | 3/W | W | T |  |
| **Sanitary Disposal Units** | Detergent + disinfectant | D | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |  |
| **Waste Bins (Internal and External)** | Empty, replace liner and wipe clean (if required) | D\* | D | D | D\* | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | T |  |
| **Kitchenettes** | Detergent/Food Grade Sanitiser (Food Surfaces) | n/a | n/a | D | D | D | D | n/a | n/a | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | n/a | n/a | T |  |
| **Drinking Troughs & Fountains** | Detergent + Food Grade Sanitiser | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | D | T |  |
| **Other Special Cleaning** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Specialist Equipment** | Detergent / damp dust | D |  |  |  |  |  |  |  |  |  |  |  | D | D | D | D | D |  |  | D | D | D | D | D | D | D |  | T |  |
| **BASE CLEANING - PERIODIC** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Periodic Deep Cleaning (p/c)** |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Hard Floors** | Strip and Seal | T | A | A | A | T | A | T | A | A | A | A | T | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | n/a |  |
|  | Buff or Scrub\*\* | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | T | T | T | T | T | T | T | T | T | n/a |  |
| **Soft Floors (Carpet)** | Steam Extraction | n/a | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | T | A | A | T | A | A | A | A | T | A | T | n/a |  |
| **Internal Windows and glass surfaces (>2m)** | Wash Clean | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | T | A | A | T | A | A | A | A | T | A | T | A |  |
| **External windows < 2m** | Wash Clean | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | T | A | A | T | A | A | A | A | T | A | T | A |  |
| **External windows > 2m (Including skylights)** | Wash Clean | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A | T | A | A | T | A | A | A | A | T | A | T | A |  |
| **Skylights** | Wash Clean | A | A | A | A | A | A | T | A | A | A | A | A | T | T | T | A | T | A | A | T | A | A | A | A | T | A | T | A |  |
| **Kitchenettes (Deep clean)** | Detergent/Food Grade Sanitiser (Food Surfaces) | T | n/a | T | T | T | T | n/a | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | A |  |
| **Ducts, grilles and vents (external surfaces) - High** | Detergent / damp dust (Special access required) | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A | A |  |
| **External Building eves & verandas** | Dry dust | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T | T |  |
| **External Doorways fire exits & stairwells** | Pressure wash | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | n/a | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A |  |
| **Ceilings** | Clean / damp dust | T | T | A | T | T | T | T | T | T | T | A | T | T | T | T | T | T | A | T | T | T | T | T | T | T | T | A | A |  |
| **Light Fittings (including ceiling fans)** | Detergent / damp dust | 2/A | 2/A | A | 2/A | 2/A | 2/A | T | 2/A | 2/A | 2/A | A | A | 2/A | 2/A | 2/A | 2/A | 2/A | A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | 2/A | A | A |  |

***Note: External Bins included***

***\*Disinfectant \*\*Includes cleaning grout in tile floors \*\*\* Spot clean as required***