# Working with your school cleaning service provider

METROPOLITAN MELBOURNE SCHOOL CLEANING

## How to partner with your service provider

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

Here are key activities that will help you partner together:



### Induct new cleaners

Cleaners should be inducted just as any other member of staff in a school environment. While the provider is required to train them to do their job, schools should help bring them into the school community.

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| **SCHOOL RESPONSIBILITIES:** | **SERVICE PROVIDER’S RESPONSIBILITIES:** |
| * induct the cleaners just as you would any other member of staff, * introduce your key staff, undertake a tour of the facilities, discuss security arrangements and identify any occupational health and safety risks. | * induct and train cleaners to ensure they are able to safely perform their duties in line with school requirements. |

More information on establishing and reviewing the services is on page 11 of the Metropolitan schools user guide for cleaning services, available in the [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

### Agree to a cleaning services plans

Having an agreed cleaning services plan provides you with an important accountability tool to receive and monitor consistent cleaning and standards from your provider. The cleaning services plan is a live document that you review with your provider during the cleaning review meetings held termly.

As long as the minimum standard is met, schools are able to tailor the cleaning to suit their needs. This is done through the cleaning services plan. The cleaning services plan can accommodate access times, security arrangements, weekly tasks, staff rosters, excess space and areas you wish to trade off, holiday (periodic) cleaning arrangements and induction processes.



**Participate in regular review meetings**

Service providers will schedule termly review meetings with a school representative to discuss and review the cleaning undertaken, discuss the upcoming term, adjust the cleaning services plan and discuss the holiday (periodic) clean. These meetings are really beneficial for schools to participate in.

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| **SCHOOL RESPONSIBILITIES:** | **SERVICE PROVIDER’S RESPONSIBILITIES:** |
| * actively participate in the review meetings, * discuss the previous terms clean, in particular lessons learned, * discuss the cleaning services plan, in particular around any changes needed, the holiday (periodic clean) and non-student days for the next term. | * contact the school a minimum of four weeks before the end of the term to schedule the termly review meeting, * during Term 4, the termly review meeting will be replaced with the annual review meeting to forward plan for the following year. |

More information is available on page 12 of the Metropolitan schools user guide for cleaning services, available in the [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

### Participate in the monthly audits

Quality audits will be undertaken in your school every month. 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.

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.

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| **SCHOOL RESPONSIBILITIES:** | **SERVICE PROVIDER’S RESPONSIBILITIES:** |
| * your provider undertakes monthly quality audits of the clean, which a school representative is invited to and encouraged to attend. | * contact the school a minimum of five days before undertaking the audit to invite the school representative, * undertake the audit using a cleaning audit tool, as agreed to by the Department, * provide the school with the audit within five business days of the audit. |

More information is available on page 12 of the Metropolitan schools user guide for cleaning services, available in the [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

### Discuss any issues with the local team first

Discussing issues with the local cleaning staff will lead to a more productive partnership as you are able to work together and resolve issues quickly.

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| **SCHOOL RESPONSIBILITIES:** | **SERVICE PROVIDER’S RESPONSIBILITIES:** |
| * attempt to resolve the issue with the local cleaning staff or the area supervisor/manager in the first instance. This can be done through informal discussions or the communication logbook. | * listen to the school and resolve the issue in a timely manner. |

For more information, refer to the how to resolve issues with your school’s cleaning flow chart in the quick reference guide for schools document available in the [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

## How to resolve issues with your school’s cleaning

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

### If you are experiencing an issue with the cleaning:

1. Speak with the cleaning team or area supervisor to resolve the issues. You can also log the issues in the communication book.
2. If the issues remain unresolved, formally raise the issues through the service provider’s contact centre via email or phone. Contact centres have been established to support schools in the Metropolitan Cleaning Model and are open 24/7.

Service providers must work with schools to resolve issues and are also required to report all formally logged issues to the School Cleaning Unit.

1. If the service provider fails to resolve the issues, raise the issue a second time, via email, to the contact centre and include the School Cleaning Unit’s email (cleaning@education.vic.gov.au).

The School Cleaning Unit will:

* review all complaints received
* performance manage the service provider
* audit cleaning standards
* enforce formal responses on all issues.

1. The School Cleaning Unit will work with schools and service providers to ensure issues are resolved. The School Cleaning Unit can be contacted by phoning 1300 842 754 or emailing [cleaning@education.vic.gov.au](mailto:cleaning@education.vic.gov.au).

### If you are experiencing a safety concern

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

* a change to the cleaning services plan
* a change to the cleaning schedule
* planned maintenance that will impact the cleaning
* commercial arrangements after school hours (such as holiday programs)
* performance issues.

The quarterly review meeting with your area supervisor/manager is an excellent opportunity to discuss the above. You can also schedule a meeting with the area supervisor/manager at any time if you need to discuss or amend the cleaning services plan sooner.

The Metropolitan schools user guide for cleaning services provides more information about your cleaning services plan (page 10) and review meetings (page 12), available in the [Policy and Advisory Library: Cleaning](https://www2.education.vic.gov.au/pal/cleaning/resources).

## Service provider contact centres

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| Southern Melbourne  Hume Merri-bek  Menzies Facilities Services  1300 557 511  [helpdesk@menziesgroup.com.au](mailto:helpdesk@menziesgroup.com.au) | Western Melbourne  North Eastern Melbourne  ISS Facility Services  03 8608 9010  [vicschools@au.issworld.com](mailto:vicschools@au.issworld.com) |
| **Inner Eastern Melbourne**  **Bayside Peninsula**  Spotless Integrated Facilities Services  1300 761 927  [VICDETcleaning@spotless.com.au](mailto:VICDETcleaning@spotless.com.au) | **Outer Eastern Melbourne**  Tradeflex  03 9827 2688  [CSROuterEastern@tradeflex.com.au](mailto:CSROuterEastern@tradeflex.com.au) |
| **Brimbank Melton**  Serco Facilities Management  (Formerly Facilities First Australia)  1800 857 737  [fm.vicschoolsenquiries@serco-ap.com](mailto:fm.vicschoolsenquiries@serco-ap.com) |  |