Australian National Cleaning Management Framework (ANCMF)

Audit Office

Code: ANCMF-AU-GB-AO-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- · Vacuuming of all carpeted areas.
- · Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

- 1. Begin by organising the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
- 2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
- 3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
- 4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
- 5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are visibly wet for the recommended contact time.
- 6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
- 7. Clean glass surfaces with a glass cleaner and lint-free cloth, ensuring no streaks are left.
- 8. Spot clean walls and doors with a suitable cleaner to remove any marks or stains.

Equipment

•	Micr	ofibre	cloths

Disinfectant spray

Colour-coded cleaning supplies

• Vacuum cleaner

Glass cleaner

Cleaning trolley

· Mop and bucket

· Lint-free cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; carpets are vacuumed with no visible debris; floors are spotless with no streaks or residue; high-touch areas are sanitised with no visible fingerprints or smudges; rubbish bins are clean and odour-free; glass surfaces are crystal clear with no streaks.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; rubbish bins are clean but may have slight odour; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas have some fingerprints; rubbish bins have noticeable odour; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; carpets are visibly dirty; floors are dirty with residue; high-touch areas are not sanitised; rubbish bins are dirty and odorous; glass surfaces are dirty with streaks and marks.