## Australian National Cleaning Management Framework (ANCMF)

# **Appeals Office**

Code: ANCMF-AU-GB-AO-03 • Facility: Government Building • Frequency: daily

### Scope of Work

- Dusting all surfaces including desks, chairs, and shelves.
- Vacuuming carpets and rugs.
- Mopping hard floors.
- Wiping and sanitising all high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising toilets and washbasins.
- Cleaning glass surfaces and mirrors.
- Replenishing consumables such as toilet paper, hand soap, and paper towels.

#### Method

- 1. Prepare cleaning trolley with all necessary supplies and equipment, 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 carpets and rugs 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. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring complete coverage.
- 6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
- 7. Clean toilets and washbasins using appropriate cleaning agents, ensuring all surfaces are sanitised.
- 8. Clean glass surfaces and mirrors with a glass cleaner, ensuring no streaks are left.
- 9. Check and replenish consumables as needed, ensuring all dispensers are functioning correctly.

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<ul> <li>Microfibre cloths</li> </ul>
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Cleaning trolley

Colour-coded cleaning cloths and mops

Vacuum cleanerMop and bucket

Disinfectant solutionGlass cleaner

Rubbish bin liners

## **Quality Criteria**

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish is present; all high-touch surfaces are sanitised; toilets and washbasins are immaculate; glass surfaces are streak-free; consumables are fully stocked.
Good	Minor dust or marks on surfaces; floors are clean with minimal moisture; bins are empty; most high-touch surfaces are sanitised; toilets and washbasins are clean; minor streaks on glass; consumables are mostly stocked.
Pass	Noticeable dust or marks on surfaces; floors are mostly clean; bins are not overflowing; some high-touch surfaces are sanitised; toilets and washbasins are mostly clean; visible streaks on glass; consumables are low but available.
Fail	Significant dust or marks on surfaces; floors are dirty or wet; bins are overflowing; high-touch surfaces are not sanitised; toilets and washbasins are dirty; glass surfaces are heavily streaked; consumables are depleted.