# **Australian National Cleaning Management Framework (ANCMF)**

# Citizen Services

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

### Scope of Work

- Dusting of all horizontal surfaces including desks, counters, and shelves.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets, including basins, taps, and mirrors.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning of glass surfaces and windows to remove smudges and fingerprints.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

#### Method

- 1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
- 2. Dust all horizontal surfaces using a microfibre cloth, starting from the highest point and working downwards.
- 3. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
- 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 surfaces with a disinfectant spray and a clean cloth, ensuring all areas are covered.
- 6. Clean toilets using a toilet brush and disinfectant, ensuring all surfaces are sanitised and free from stains.
- 7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
- 8. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring a streak-free finish.
- 9. Restock consumables, ensuring all dispensers are functioning correctly.

### **Equipment**

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Disinfectant spray
- Glass cleaner

- Toilet brush
- · Rubbish bin liners

# **Quality Criteria**

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, dirt, and smudges. Floors are spotless and dry. High-touch surfaces are sanitised and free from fingerprints. Toilets are immaculate with no odours. Consumables are fully stocked.
Good	Most surfaces are clean with minimal dust or smudges. Floors are clean with no visible dirt.  High-touch surfaces are mostly sanitised. Toilets are clean with slight odours. Consumables are mostly stocked.
Pass	Surfaces have some dust or smudges. Floors have minor dirt. High-touch surfaces are partially sanitised. Toilets are clean but have noticeable odours. Consumables are low but available.
Fail	Surfaces are visibly dusty or dirty. Floors are dirty or wet. High-touch surfaces are not sanitised. Toilets are dirty with strong odours. Consumables are depleted.