Australian National Cleaning Management Framework (ANCMF)

Emergency Services

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

Scope of Work

- Dusting of all surfaces, including desks, shelves, and equipment.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and relining of rubbish bins.
- Cleaning of glass surfaces and mirrors.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

Method

- 1. Use a colour-coded cleaning system to prevent cross-contamination.
- 2. Start with dusting from high to low surfaces to capture all dust particles.
- 3. Vacuum carpets thoroughly, focusing on high-traffic areas.
- 4. Mop hard floors with a microfibre mop and appropriate cleaning solution.
- 5. Sanitise high-touch areas with a disinfectant spray and cloth.
- 6. Clean toilets using a toilet brush and sanitising cleaner, ensuring all surfaces are wiped down.
- 7. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
- 8. Clean glass surfaces with a glass cleaner and microfibre cloth for a streak-free finish.
- 9. Check and restock consumables, ensuring all dispensers are functioning correctly.

Equipment

- · Microfibre cloths and mops
- Vacuum cleaner with HEPA filter
- Colour-coded cleaning cloths and buckets
- Disinfectant sprays and cleaning solutions
- Toilet brush and cleaning agents
- Glass cleaner

Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. No streaks on glass. Floors are spotless and dry. No odours present. Consumables fully stocked.
Good	Minor dust on high surfaces. Occasional streaks on glass. Floors are clean with minimal wet spots. No unpleasant odours. Consumables mostly stocked.
Pass	Visible dust on multiple surfaces. Noticeable streaks on glass. Floors have some dirt and wet spots. Mild odours present. Consumables partially stocked.
Fail	Heavy dust accumulation. Glass is dirty with streaks. Floors are dirty and wet. Strong odours present. Consumables not stocked.