Australian National Cleaning Management Framework (ANCMF)

Marketing Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of 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.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and partitions.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

- 1. Begin by organising the cleaning trolley with all necessary equipment and supplies, ensuring compliance with colour-coded systems.
- 2. Dust all surfaces using microfibre cloths, starting from higher surfaces and working downwards.
- 3. Vacuum 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 wipe with a clean cloth.
- 6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
- 7. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.

Equipment

- · Microfibre cloths
- Disinfectant spray

Cleaning trolley

- Vacuum cleaner with HEPA filter
- Glass cleaner

Rubbish bin liners

- Mop and bucket with wringer
- · Colour-coded cleaning cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; carpets are free of debris and stains; floors are spotless with no streaks; high-touch areas are sanitised and free of fingerprints; rubbish bins are empty and odour-free; glass surfaces are crystal clear with no streaks.
Good	Minor dust on less accessible surfaces; carpets show slight signs of wear but are clean; floors have minimal streaks; high-touch areas are mostly sanitised; rubbish bins are empty with minimal odour; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas are inconsistently sanitised; rubbish bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; carpets are dirty with visible stains; floors are dirty with significant streaks; high-touch areas are not sanitised; rubbish bins are overflowing; glass surfaces are dirty with significant streaks.