Australian National Cleaning Management Framework (ANCMF)

Mobile Office

Code: ANCMF-AU-GB-MO-04 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting all surfaces including desks, shelves, and electronic equipment.
- Vacuuming carpets and upholstered furniture.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising kitchenettes and break areas.
- Cleaning and sanitising toilets and washbasins.
- Replenishing consumables such as toilet paper, hand soap, and paper towels.
- Inspecting and reporting any cleaning-related issues to the facility manager.

Method

- 1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used for different areas to prevent cross-contamination.
- 2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest points and working downwards.
- 3. Vacuum all carpeted areas and upholstered furniture, paying special attention to corners and under desks.
- 4. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
- 5. Sanitise high-touch areas with a disinfectant spray and a clean cloth, ensuring thorough coverage.
- 6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
- 7. Clean kitchenettes by wiping down counters, sanitising sinks, and ensuring all appliances are clean.
- 8. Clean toilets by scrubbing bowls, sanitising seats, and wiping down all surfaces with a disinfectant.
- 9. Replenish all consumables and ensure dispensers are functioning correctly.
- 10. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

• Microfibre cloths (colour-coded)

Mop and bucket (colour-coded)

Cleaning trolley

• Rubbish bin liners

• Vacuum cleaner

- Disinfectant spray
- Neutral pH floor cleaner
- Personal protective equipment (PPE)

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 sanitised; toilets and kitchenettes are spotless and odour-free.
Good	Minor dust on high surfaces; carpets have minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; rubbish bins are empty but not sanitised; toilets and kitchenettes are clean with slight odours.
Pass	Visible dust on surfaces; carpets have noticeable debris; floors have visible streaks; high-touch areas are partially sanitised; rubbish bins are not emptied; toilets and kitchenettes are clean but with noticeable odours.
Fail	Heavy dust accumulation; carpets are dirty with stains; floors are dirty with streaks and spills; high-touch areas are not sanitised; rubbish bins are overflowing; toilets and kitchenettes are dirty with strong odours.