Australian National Cleaning Management Framework (ANCMF)

Probation Office

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

Scope of Work

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

Method

- 1. Prepare cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
- 2. Dust all surfaces using microfibre cloths, starting from higher surfaces and working downwards.
- 3. Vacuum carpets and rugs thoroughly, paying special attention to corners and edges.
- 4. Mop hard floors using appropriate cleaning solution, ensuring no residue is left.
- 5. Sanitise high-touch surfaces with approved disinfectant, allowing appropriate contact time.
- 6. Clean toilets and washbasins using designated cleaning products, ensuring all surfaces are scrubbed and rinsed.
- 7. Empty rubbish bins, replace liners, and sanitise bin surfaces.
- 8. Clean glass surfaces with glass cleaner, ensuring streak-free finish.
- 9. Check and replenish consumables in all areas.

Equipment

· Microfibre cloths

Cleaning trolley

Glass cleaner

Vacuum cleaner

Colour-coded cleaning cloths and

· Rubbish bin liners

Mop and bucket

Disinfectant and cleaning solutions

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are free of debris; floors are spotless with no residue; high-touch surfaces are sanitised and free of smudges; toilets are clean with no odours; rubbish bins are empty and sanitised; glass surfaces are streak-free.
Good	Minor dust or marks on surfaces; minimal debris on carpets; floors are clean with slight residue; high-touch surfaces are mostly sanitised; toilets are clean with slight odour; rubbish bins are empty; glass surfaces have minor streaks.
Pass	Noticeable dust or marks on surfaces; some debris on carpets; floors have visible residue; high-touch surfaces are partially sanitised; toilets have noticeable odour; rubbish bins are partially full; glass surfaces have visible streaks.
Fail	Significant dust or marks on surfaces; large debris on carpets; floors are dirty with heavy residue; high-touch surfaces are unsanitised; toilets are dirty with strong odour; rubbish bins are full; glass surfaces are heavily streaked.