



# School Cleaning Services

## School Cleaning Contract 2006–2010

### Your Cleaning Inspector is there to help

Your regional Cleaning Inspector will

- support and advise schools on cleaning matters
- conduct random cleaning and related OH&S inspections
- assist to resolve cleaning issues.

Cleaning Inspectors conduct random cleaning inspections and related OH&S inspections. They will inspect without notice to make sure that they make a true assessment of cleaning performance.

The Cleaning Services Coordination Unit may request a Cleaning Inspector to assist in resolving cleaning issues that are unable to be resolved at the local school level.

Cleaning Services Coordination Unit  
02 9561 1245

The School Cleaning Contract 2006–2010 aims to keep schools clean, safe and hygienic. Cleaning activities are now based on achieving cleanliness outcomes expressed through unambiguous specifications. Any rectification work must be completed within a specified response time.

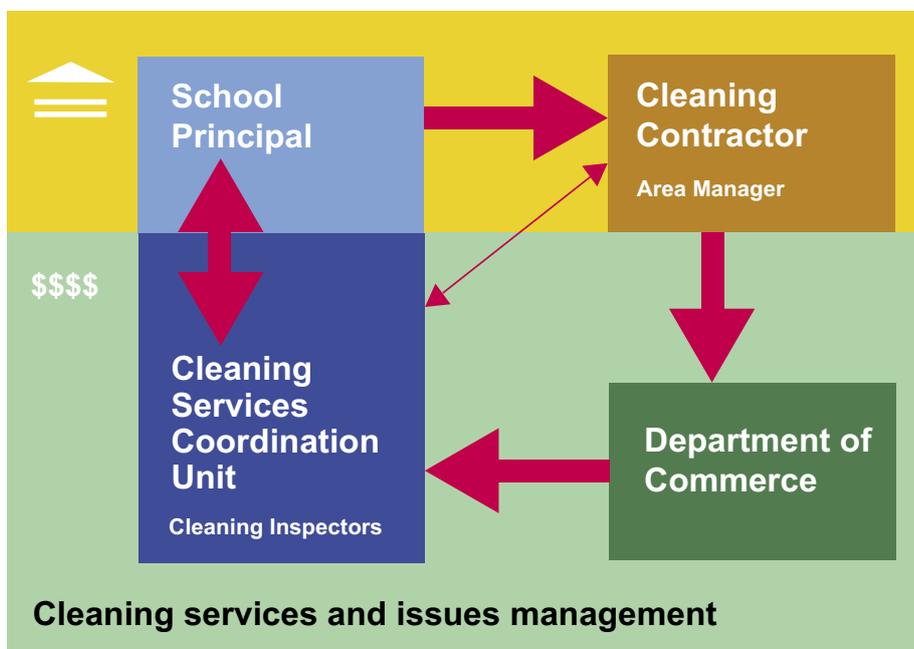
A cleaning contractor has been assigned to each school in the State to provide cleaning services. Cleaning contractors will be paid by the Department of Education and Training's (DET) Cleaning Services Coordination Unit within the Asset Management Directorate.

The cleaning contractor will develop a comprehensive management system that includes all aspects of planning, monitoring, resourcing and reporting cleaning activities. A copy of your school's management system, including your cleaning plan, will be kept at the school in a Cleaning Service Manual. This manual includes a Cleaning Communication Book to help school staff and cleaners communicate about cleaning matters.

There are cleaning inspectors in each of the ten regions to help manage the cleaning contract.

WEBClean, a module within FMWeb, keeps a record of cleaning issues. Schools may use this software to log cleaning issues.

The School Cleaning Contract 2006–2010 operates from 29 January 2006 for a period of four years with an option to extend the contract for two one-year periods.



## Regular cleaning

The contractor will make sure that schools are cleaned to the Cleaning Performance Standards by 8.00 am each school day. School principals may agree to a different time, provided that the agreement is documented in writing and included in the management system.

The specification for the cleaning contract is outcomes-based. A complete copy of the cleaning specifications is available on the intranet and in the *Guide to the School Cleaning Contract 2006–2010*. A summary of the specifications is on the back page of this leaflet.

## Programmed cleaning

Programmed cleaning tasks are performed less frequently than regular cleaning tasks. They include the following.

### Items cleaned each vacation

- ceiling fans and high beams and ledges over 3 metres
- venetian and vertical blinds.

### Items cleaned once each year

- carpets (shampoo)
- external windows.

### Items cleaned as required (periodic cleaning)

- resilient floors
- cloth or fabric covered seats.

## Emergency cleaning

Emergency cleaning includes, but is not limited to:

- cleaning up broken glass or damage following vandalism attacks
- clean up of storm damage
- clean up of vomit, faeces or other bodily fluids or matter.

The contractor must provide 24 hours a day, 7 days a week callout and emergency services, and respond within 2 hours of receiving a call. Emergency cleaning callouts can be made by telephone or through WEBClean.

The contractor will supply and maintain an emergency cleaning kit to each school at no cost.

The emergency cleaning kit will contain:

- a plastic bucket
- a banister brush
- a dust pan
- a minimum of 3 plastic bags
- a minimum of 3 packs of Vomit Clean-up powder or suitable alternative.

If the emergency cleaning is part of a claim against the Treasury Managed Fund (an insurance claim) the costs should be paid by the school and recouped within the insurance claim. An approval process for emergency cleaning is contained in the *Guide to the School Cleaning Contract 2006–2010*.

## Optional cleaning

Schools may access optional cleaning services at competitive rates that have been obtained through the tender process.

The optional cleaning services are

- additional cleaning by on-site cleaning staff as a result of 'Out of Hours' use of the school
- additional cleaning by other than on-site staff as a result of 'Out of Hours' use of the school
- removal/replacement of fixed flyscreens to facilitate cleaning
- thorough cleaning/scrubbing of student chairs
- emptying of dust extraction hoppers
- thorough cleaning of desktop computers
- additional carpet shampoo.

Schools should place an order directly with the contractor by telephone or through WEBClean. Schools should pay directly for these services at the rates in the *Guide to the School Cleaning Contract 2006–2010* (rates are also available in WEBClean)

## Your cleaning services

## Who pays?



## Want more information?

Bulletins, memoranda and the *Guide to the School Cleaning Contract 2006–2010* are on Asset Management's intranet site at <https://detwww.det.nsw.edu.au/assetmanagement/>

Contact the Cleaning Services Coordination Unit on 02 9561 1245.

## Key features of this contract

### • Defined cleanliness standards

This contract requires cleaning outcomes to be achieved to meet agreed cleaning standards. The contract specifications state the standard of cleaning required. This contrasts with the previous contract specifications where the emphasis was on performing tasks.

### • Defined rectification times

If the specified cleaning standards are not met, the unacceptable performance must be rectified within a defined time. The defined time starts when the contractor is notified. This may be the start of a cleaner's shift or the time of a telephone call to the contractor or the time of logging a complaint in WEBClean. (See summary on the back page of this leaflet.)

### • Acceptable equipment

All equipment used by cleaners must be in good condition and be fit for purpose, and must never be unsafe, unprofessional or unsightly. Contractors must assess their equipment each year and update or replace it regularly.

### • Greater flexibility for schools

As the specifications are outcomes-based, schools can identify cleaning priorities and ensure that specific requirements are addressed.

### • Single point of contact

Contractors will provide a 24 hours a day, 7 days per week single point of contact for school principals to seek advice, or to raise concerns about the cleaning of the school.

### • Enhanced services

Woodwork room floors must be clean for the first class of each day, and fully vacuumed each Tuesday and Thursday to remove fine dust. Art rooms used for pottery or ceramic art will be wet-mopped to remove clay, dust and residue: not dry-swept or buffed.

### • Performance to be monitored

School cleaning operations and school cleanliness will be monitored regularly.

**1** The contractor will conduct a Quality Monitoring and related OH&S inspection every four weeks (every 12 weeks for smaller schools). The school principal or their representative may take part in the inspection.

**2** The contractor will arrange at least one formal meeting with the school principal each term to discuss cleaning issues, schedules, working hours and other matters.

**3** Departmental cleaning inspectors will conduct random cleaning and related OH&S inspections to determine whether or not the contractor is meeting the cleaning performance standards and OH&S obligations.

**4** The Cleaning Services Coordination Unit will survey school cleaning performance annually.

**5** The Cleaning Communications Group, which includes representatives of school principals, will meet each term to provide a forum for widespread or generic issues that affect cleaning in schools.

**6** The Department of Commerce will hold Three-Monthly Contract Meetings with the cleaning contractors and representatives from DET to review and consider the performance of the contract.

**7** The Department of Commerce will hold Annual Review Meetings with each contractor and representatives from DET. These meetings will review the performance of the contract in detail.

## Resolving cleaning issues or complaints

### Step 1



Write the issue in the Cleaning Communication Book. If on-site cleaning staff cannot resolve the matter, go to the next step.

### Step 2



Record the issue in WEBClean or contact your cleaning contractor Area Manager for assistance.

If the Area Manager cannot resolve the matter, go to the next step.

### Step 3



Contact the Cleaning Services Coordination Unit on 02 9561 1245.

The Cleaning Services Coordination Unit will take steps to resolve the matter, and report back to the school.

## How to use WEBClean

Log on to FMWeb at [www.fmweb.commerce.nsw.gov.au](http://www.fmweb.commerce.nsw.gov.au) and choose WEBClean (use your FMWeb ID & password).

You can use WEBClean to

- report a cleaning issue that can not be resolved locally
- view the contractor's quality monitoring and OHS reports
- view the latest periodic schedule
- log an emergency call for a cleaning service
- log a request for optional cleaning.

The School Principal should authorise delegated staff in the school to use WEBClean. **Do this with care – these staff will have exactly the same rights as you do in the system.**

For help with WEBClean, call 02 9561 1245.

# Regular cleaning services provided by the cleaning contractor

| Cleanliness standards  | Rectification response time                           |
|--|---|
| <b>Internal floors</b><br>No accumulated, ingrained, impacted dirt or slurry.<br>No accumulation of soap or residues from cleaning agents or sealer/polish.<br>No scuffing, dirt or debris around edges, corners or crevices.  | 1 day   |
| <b>Toilets and ablution amenities</b><br>No dust, cobwebs, stains, ingrained dirt, or mould build up.<br>No soap residue, lime scale, uric acid crystals or streaks/smears.<br>No persistent complaints regarding odours.<br>Consumables available at the point of use.  | 2 hours   |
| <b>Canteens / Food Preparation Areas / Kitchens / Tea Rooms / Clinics</b><br>Floors, stainless steel sinks, bench tops, ledges, sills, and the external surfaces of refrigerators, cupboards, walls, furniture and ceiling fans and other related items must be free from dust, cobwebs, loose litter, scuff marks, debris, dirt and spillage.<br>Food areas must be cleaned in a way that minimises cross-infection.<br>Cleaners should clean food areas before cleaning other areas. | 1 day   |
| <b>Internal glass cleaning</b><br>No streak marks, smears or heavy finger marking.<br>No build-up in the corners.  | 1 day   |
| <b>Furniture, fixtures, fittings and other internal surfaces</b><br>No accumulated grime, dust, cobwebs, litter, dirt deposits, rust or mineral staining or build-up.<br>No chemical build-up or stains from cleaning processes.   | 1 day   |
| <b>Garbage, litter removal</b><br>No overflowing garbage containers.<br>Garbage containers must not become foul-smelling or heavily soiled.  | 1 day   |
| <b>External hard surfaces, including structures, drains, ramps, steps</b><br>No accumulated leaves, debris, dirt, bird droppings, cobwebs, litter, nests, build-up of grease, stains, spillages, syringes, blades or similar items.<br><i>Syringes, blades and similar items must be disposed of in an approved 'sharps' container supplied by the school. They must not be placed in garbage containers.</i>  | 1 day<br>1 hour for syringes, blades or similar items |
| <b>External open eating areas</b><br>No accumulated ingrained dirt or staining, cobwebs, loose litter or bird droppings on seats, tables and hard surfaces.  | 1 day   |
| <b>Grassed and other non-paved areas</b><br>No accumulated litter or debris.<br>Open-grated shallow drains must be free of leaves and other debris.<br>Fire stairs must be clean and free of dirt, litter and debris.  | 1 day<br>2 days<br>2 days                             |

**Cleaning callouts – swift response**

The contractor can receive cleaning callouts 24 hrs a day, 7 days a week. The response times to rectify cleaning defects are shown above.

For emergency cleaning, the contractor will respond to a request within 2 hours of receiving the call.