

COVID-19 cleaning guidelines for workplaces

Information for business owners, managers, and cleaners

November 2021 v3

OFFICIAL



Department
of Health

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health, September 2021.

Except where otherwise indicated, the images in this document show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This document may contain images of deceased Aboriginal and Torres Strait Islander peoples.

In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.

ISBN 978-1-76096-183-1 (online/pdf/Word)

Available at: [DHHS.vic.gov.au – Infection Prevention Control](https://www.dhhs.vic.gov.au/infection-prevention-control)

<<https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19>>

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 if required, [or email Infection Prevention Control](mailto:COVID19InfectionControl@health.vic.gov.au)
<COVID19InfectionControl@health.vic.gov.au>

Contents

Revision History	4
Glossary	5
Background	7
Purpose	7
Risk Planning.....	7
Hierarchy of control	7
Environment and role in COVID-19 transmission	8
Cleaning by risk of potential environment contamination	9
Part 1: COVID-19 deep clean.....	10
When will you require to perform a COVID-19 deep clean?	10
Additional considerations	11
Part 2: Additional COVID-19 cleaning.....	12
COVIDSafe settings	12
Updating cleaning schedules	13
Other considerations	14
Part 3: Routine cleaning.....	15
Six pillars for a successful cleaning program.....	15
Accountability	16
Schedules.....	17
Procedures.....	19
Service delivery	25
Education	28
Monitoring.....	28
References	29
Appendices	30
Appendix 1: Checklist for engaging cleaning services	30
Appendix 1b: Checklist for engaging cleaning services for a COVID-deep clean	30
Appendix 2: Preparing a COVIDSafe Cleaning Plan.....	30
Appendix 3: Cleaning schedule example for routine services.....	30
Appendix 4: Cleaning schedule template for COVID-deep clean.....	30
Appendix 5: Training completion register template	30
Appendix 6: Checklist for monitoring routine cleaning.....	30
Appendix 7: COVID-deep clean 'Certificate of Completion' template	30

Deleted: 1011

Deleted: 1011

Deleted: 1213

Deleted: 1213

Deleted: 2827

Revision History

In the changing COVID-19 environment, content is often being updated. To ensure you are aware of the most recent changes, all content updates, and the date the document was last updated will be listed below.

Version	Date	Revised by	Changes
3	November 2021	Infection Prevention Control Advice and Response	Updated in line with Workplace Directions
2	September 2021	Infection Prevention Control Advice and Response	Updated in line with emerging evidence that the environment plays a smaller role in the transmission of COVID-19. Reorganised the document structure to improve navigation Type of clean needed for exposure sites Updated table of additional cleaning of high-touched surfaces
1	October 2020	Infection Prevention Control Advice and Response	

Glossary

Accommodation facilities	May include supported residential services, high rise towers, boarding houses, boarding schools and hotels.
Building occupier	The organisation that is responsible for the facility and the occupants within it.
Cleaning	physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
Damp dusting	The use of a slightly dampened cloth, achieved by spraying with water or a cleaning agent, or wetting then wringing out to prevent drips, then wiping surfaces with the damp cloth.
Deep cleaning	The thorough cleaning and disinfection of high touch surfaces and objects in a workplace area that a suspected or confirmed COVID-19 case was identified to have been during their infectious period.
Detergent	A surfactant that is designed to break up oil and grease with the use of water.
Disinfection	The use of chemicals or thermal (moist or dry heat) to kill germs on surfaces. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.
Disinfectant solution	A product that is a Therapeutic Goods Administration-listed household/commercial grade disinfectant, labelled with the specific claim to kill viruses or Australian Register of Therapeutic Goods listed as effective against COVID-19. A disinfectant product may be applied as a liquid, spray or impregnated wipe.
Electrostatic spraying	A method used to turn liquid disinfectant into aerosol form using an electrostatic sprayer device that applies a small electrical charge to particles when passing through a nozzle.
Fogging	A method used to apply a disinfectant under high pressure, with a droplet size less than 10 microns (dry fogging), or between 20 to 100 microns (wet, cold or Ultra Low Volume fogging or misting). The department does not recommend the use of dry or wet fogging disinfection for COVID-19 deep clean
Frequently touched surfaces	A surface that is touched often by multiple hands and at risk of being contaminated and of spreading germs.
High touch surfaces	The term used in this guideline to mean frequently touched surfaces (also called frequently touched surfaces).
Minimally touched surface	A surface that is touched less often for example, glass windows, ceilings, curtains, or floors.
Ozone	Ozone treatment (aqueous or gas form) use oxygen molecules (that is, O ₃) to purify water or air and requires a high concentration to be effective. Ozone has been associated with adverse health effects when breathed in.

Surfactant	A surface-active agent, which means a substance that when added to a liquid, reduces its surface tension, thereby increasing its spreading and wetting properties.
Two in one (2-in-1) detergent and disinfectant product	A product that has manufactures claims that it can be used to clean and disinfect.
Ultraviolet germicidal irradiation (UVGI)	A disinfectant method using ultraviolet (UV) energy to kill viral, bacterial, and fungal organisms.
Visitor	May include students, children, residents, clients, patients and 3 rd party providers.

Background

The Victorian government is working with health services, agencies and businesses to keep the Victorian community safe during the COVID-19 pandemic

It is mandatory for every Victorian business with on-site operations to have a COVIDSafe Plan. To ensure compliance, random spot checks are occurring throughout Victoria.

Your COVIDSafe Plan must demonstrate:

- your actions to help prevent the introduction of COVID-19 to your workplace
- the type of face mask or personal protective equipment (PPE) required for your workforce
- how you will prepare for, and respond to, a suspected or confirmed case of COVID-19 in your workplace
- how you will meet all the requirements set out by the Victorian Government. Some industries or workplaces are subject to additional industry obligations and have additional requirements of employers and employees.

Businesses must review and update their COVIDSafe Plans regularly, especially when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

More information on how to develop a COVIDSafe Plan can be found here:

<https://www.coronavirus.vic.gov.au/covidsafe-plan#creating-a-covidsafe-plan>

This guide provides advice on how businesses can ensure they have the right cleaning structure, processes and equipment in place to meet the cleaning requirement. The principles outlined in this document apply to all workplaces including retail and public facilities, schools, childcare centres, factories, accommodation, factories, entertainment venues, healthcare services and aged care facilities.

Purpose

This document aims to provide guidance to assist workplaces to determine the appropriate level of environmental cleaning that is required to reduce the risk of transmitting COVID-19 from contaminated surfaces. This document should be read in conjunction with, and not replace industry specific legislation and standards.

It is the responsibility of the owners of a business to ensure they are providing a safe environment for their staff. Depending on the size of the business and structure of the cleaning program there may be shared responsibility between different members of the cleaning team to provide the cleaning program (See Table 1)

Risk Planning

Hierarchy of control

The Hierarchy of Control is a system to minimise or eliminate exposure to hazards in the workplace. The system is based on a pyramid of steps that should be considered in sequence, from highest to lowest, when evaluating the ways to remove or reduce a discovered risk. The most effective risk

control will often be achieved when implementing several measures from more than one level of the hierarchy simultaneously.

Environmental cleaning would be considered an engineering control by reducing the environmental reservoir of SARS-CoV-2 virus.

Table 1: Examples of hierarchy of control measures for COVID-19

Hierarchy level	Risk measures
Elimination	Physically remove the hazard, such as discouraging unwell staff not to present for work
Substitution	Replace the hazard, such as using alternative equipment for performing aerosol generating procedures. For example, administer aerosolised medicine with spacers instead of nebulisers. Use of individual wrapped food rather than shared food items.
Engineering controls	Use physical barriers and other forms of hazard reduction such as. creating COVID-19 zones; physically separating COVID-19 positive patients from other uninfected patients or those with an uncertain status reducing the environmental reservoir of COVID-19 by increased cleaning and disinfection of contaminated surfaces. review and optimise ventilation and air quality, for example, resetting air-conditioning unit from recirculating to fresh air setting.
Administrative controls	Change the way people work such as; introduction of workplace bubbles through rostering making contact tracing more efficient.
Personal protective equipment (PPE)	Supply and train staff to wear appropriate PPE Set up a respiratory protection program

Environment and role in COVID-19 transmission

COVID-19 is predominantly spread by exposure to respiratory fluids carrying infectious virus (SARS-CoV-2, the virus that causes COVID-19). Exposure occurs in three main ways:

- inhalation of very fine respiratory (droplets and aerosol) particles
- splashes and sprays of infective respiratory fluids directly onto exposed mucous membranes in the mouth, nose or eyes
- touching mucous membranes with hands that have been soiled either directly by virus containing respiratory fluids or indirectly by touching surfaces with COVID-19 virus on them (fomite transmission).

Published results reporting survival time of SARS-CoV-2 have predominantly been performed in laboratory conditions with large inoculums of virus. This type of experiment design could be equated

to an environment where a COVID-19 infected person is living or spent a prolonged period, such as office space or home setting where large amounts of viable virus (able to cause infection) could be deposited onto surfaces. In real life, few studies have tested for viable virus and therefore it is unclear at what point there is no risk from contaminated surfaces. Compared to laboratory conditions, the risk of fomite transmission from residual infectious virus and surface persistence in real-life general settings is low and viral infectiousness is likely to be significantly reduced after 24-72 hours.

Although the risk of infection transmission via contaminated surfaces is relatively low compared to other transmission pathways, it cannot be completely ruled out. Therefore, it is important that workplaces have an environmental cleaning program in place as one key strategy to prevent transmission of COVID-19 and keep workers and all those who enter the premise safe.

Cleaning by risk of potential environment contamination

This guide supports risk management planning, by describing the processes that should be in place to clean according to the level of surface contamination risk from COVID-19, now and into the future. This approach allows cleaning services to be scaled according to three levels of risk summarised in Table 2. The requirements for each risk category will be outlined in the following sections.

Table 2: Cleaning programs based on COVID-19 community transmission

	Status: Pre-pandemic or post-pandemic Cleaning: Routine cleaning Risk of fomite transmission: Low	Status: Pandemic declared Cleaning: Additional COVID-19 clean Risk of fomite transmission: Low to Medium	Status: Outbreak identified building/workplace Clean: COVID-19 deep clean Risk of fomite transmission: High
Program aim	Prevent the spread of infection (micro-organisms) by maintaining a safe and hygienic environment through sound routine cleaning practices.	Prevent the spread of COVID-19 by increasing the cleaning of high (frequently) touched surfaces in communal areas. Shared equipment	Prevent ongoing transmission of COVID-19 at a workplace where outbreak measures have been put into place or has been identified as a high-risk exposure setting.
Cleaning frequency	A cleaning schedule with a description of all areas and surfaces required to be cleaned based on business activities and industry standards.	Cleaning schedule reviewed to increase cleaning of high (frequently) touched surfaces in communal areas twice daily.	Thorough cleaning and disinfection of the areas in the workplace as directed by Department of Health.
Cleaning products	Detergent and other products to remove scum.	Detergent	Detergent and disinfectant with viricidal claims

Cleaning cloths	Reusable / washable cloths are used for routine cleaning on all hard surfaces. Single use cloths or wipes are used to clean then disinfect contaminated surfaces.	Disposable detergent wipes are used to clean high touch surfaces	Clean and disinfect using either: <ul style="list-style-type: none"> • Single use cloths or wipes • Reusable / washable cloths, laundered separately or by a commercial laundry.
PPE	In accordance with cleaning product manufactures and workplace health and safety requirements.	In accordance with cleaning product manufactures and workplace health and safety requirements.	Gown/coveralls, gloves, surgical mask. A respirator may need to be worn based on cleaning product application method, type of disinfectant used and whether attending an outbreak site.
Waste	General waste stream	General waste stream	Clinical waste stream
Training	Workplace induction training to undertake site specific duties and Workplace Health and Safety (WHS) risk prevention. Optional but highly recommended training. Infection control for cleaning and housekeeping staff, on-line training by the BSCAA. Vocational Education and Training (VET) via a registered training organisation (RTO): The accredited training unit HLTINF001	Basic infection control, hand hygiene and PPE training for COVID-19 COVID-19 infection control training. Workplace training to support changes in cleaning schedules and processes related to high touch surface cleaning.	Complete WHS training to undertake a COVID-19 deep clean.

Part 1: COVID-19 deep clean

When will you require to perform a COVID-19 deep clean?

A COVID-19 deep clean may be required if you have been notified by the Department of Health that you are a high-risk exposure site and/or as part of outbreak management requirements.

Business owners may contact the Department for pre-emptive advice or support having been notified by a number of employees of a confirmed COVID-19 positive result.

Further information on outbreak definitions can be found here: <https://www.health.vic.gov.au/covid-19/assessment-and-testing-criteria-for-covid-19>

COVID-19 deep cleaning steps

- The Department of Health will advise business owners of any additional cleaning requirements on a case-by-case basis.
- The type of clean you will be required to perform will take in the following considerations:
- Determine whether the workplace can remain open by closing off areas required to be cleaned and disinfected to prevent people for entering. If this is unable to be achieved the workplace may need to close to allow cleaning to occur.
- Identify the areas required to be cleaned; high (frequently) touch surfaces and shared equipment. See section on [high touch surfaces](#).
- High touch surfaces do not include files, paper, pencils that are located at a workstation and used by a single occupant. Items in a store such as fruit, clothing, groceries, flowers, and general merchandise would not be considered high touch surfaces that would be required to be cleaned or discarded.
- Shared equipment would include items that are not cleaned and disinfected daily such as toys that would potentially have respiratory fluid on them.
- Develop a cleaning schedule for each area listing all of the high touch and medium touch points. (For information on the creation of schedules see [Table 3](#) and for an example [Appendix 4 - Cleaning schedule template for COVID-deep cleans](#)). A copy of the schedule should be provided to the in-house or external cleaning provider and used to direct what should be cleaned and disinfected.
- Remove all items that will prevent surfaces from being cleaned and disinfected
- Ensure correct personal protective equipment is available and worn. See [How to choose suitable PPE](#).
- Clean all surfaces using a detergent followed by a disinfectant that is labelled as viricidal. Follow the manufacturer's methods for how to apply and use the cleaning and disinfection products (this includes correct concentration ratios).
- Organise a clinical [waste collection](#).
- A copy of the deep cleaning schedule, photos of the cleaning products used, and completion of a deep cleaning or additional cleaning certificate will need to be provided to Department of Health upon request. See [certificate templates in Appendices](#)

COVID-19 deep cleaning may be performed by trained in-house cleaning staff or a contracted cleaning service

Additional considerations

More information on COVID exposure sites can be found on the [Department of Health website](#). < <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19> >

Disposal of clinical waste

During and after a COVID-19 Deep Clean, the Environment Protection Agency (EPA) requires all waste to be placed in yellow biohazard bags and disposed of in the clinical waste stream:

<https://www.epa.vic.gov.au/about-epa/publications/1898>

Supervisors should implement and teach cleaning staff to:

- Keep a small yellow bin-liner tied to the side of the cart or carried inside a bin or bucket into which used wipes, paper towel and gloves etc can be placed.
- After finishing each area or when the bin-liner is full, tie it down tightly and place into a yellow biohazard garbage bag.
- Keep adding full, tied-down bin-liners to the yellow biohazard garbage bag. When the bag is full, and/or when the clean has finished, tie the garbage bag tightly.
- **Important:** Take care not to allow air from the bag to be squeezed into the face and breathed in as the garbage bag is tied up. Handle it with care.
- Place the garbage bag into the clinical waste bin.
- Perform hand hygiene by washing hands thoroughly for 20 seconds with warm water and soap and drying with paper towel.

Contaminated paper towel waste **cannot** be recycled. Place it in the waste bin for disposal at landfill.

Laundering cleaning tools after a COVID-19 deep clean

- If reusable cloths are used for cleaning during a COVID-19 deep clean, they should be:
 - washed onsite if the washing machine has capacity to maintain temperature at 65° Celsius for at least 10 minutes, or 71° Celsius for at least 3 minutes to comply with AS/NZS 4146-2000 for Laundry Practice, or
 - doubled bagged and taken to a commercial laundry.
- Handle soiled tools carefully. Do not shake dirty cloths and mops or the garbage bags with dirty laundry in them, as the virus may be dispersed into air and breathed in.
- Cleaning tools or other fabrics that are heavily contaminated with body fluids should be thrown away.

Laundering uniforms

- Instruct cleaners to wash their uniforms in a separate load from other domestic washing. A third uniform may be required to enable this.
- Following a COVID-19 deep clean, and before leaving the building:
 - Carefully remove washable aprons or coveralls and place inside a garbage bag. Tightly tie up the bag and perform hand hygiene before placing it in the vehicle.
 - Soiled, dry clothing does not need to be washed immediately, but can be left inside the garbage bags, or hung on the line to air, until ready for laundering.

COVID Education

- All staff performing a COVID-19 deep clean should have completed The Australian Government Department of Health's [COVID-19 infection control training](http://www.health.gov.au/resources/apps-and-tools/COVID-19-infection-control-training). <www.health.gov.au/resources/apps-and-tools/COVID-19-infection-control-training>.
- Completed any organisational training requirements for the use of new products and PPE in line with workplace health safety requirements.

Part 2: Additional COVID-19 cleaning

COVIDSafe settings

One of the requirements to make your workplace safe is to take all reasonable steps to have a routine cleaning program in place (See Part 3) This requires workplaces to have cleaning

schedules in place that can be scaled up and down in response to changing COVID community transmission numbers. A cleaning log that shows time and date when cleaning was performed should be located in central area and produced upon request. For workplaces with additional industry obligations high touch points in shared spaces may need to be cleaned twice daily.

Information on Workplaces with additional industry obligations can be found here:
<https://www.health.vic.gov.au/covid-19/directions-issued-by-victorias-chief-health-officer>

Updating cleaning schedules

High touch points in communal spaces such as kitchens and staffrooms, will be important to include in the revised schedule. This is an area where staff will take off their masks and network with their colleagues. This poses a higher risk of potentially infective respiratory droplets/aerosols landing on a surface and staff transmission via unwashed hands.

Another important space will be the bathroom. Studies have identified that virus can be excreted via faecal route. When toilet lids are not closed on flushing, toilet water is aerosolised and can land on high touch surfaces. This provides a potential opportunity for transmission via unwashed hands.

Having a twice daily cleaning log in place and evidence that it has been implemented could reduce the level and type of COVID-19 deep cleaning you may need to undertake in response to a workplace exposure to a confirmed COVID person.

Minimally touch surfaces are those that are touched less often for example, glass windows, ceilings, curtains or floors will not be required to be cleaned more frequently unless there is an identified infection transmission risk. Minimally touched surfaces would not routinely be included in a COVID-19 deep clean unless visibly soiled or identified by the Department of Health as being a potential transmission risk.

Frequently touched surfaces

A high (frequently) touch surface is one that is touched multiple times per day by different people. These surfaces may become contaminated with virus and picked up by others on their hands. If hands are unwashed there maybe an opportunity to touch mucous membranes such as the mouth, nose and eyes.

Examples of high (frequently) touch surfaces is can be found in Table 4.

Shared equipment

Equipment that is used by different people should be cleaned after use. An example of these items would include hot desks, that have their own keyboards, phones, monitors, and storage cabinets. These objects should be cleaned at the end of a person's shift.

Table 4: Examples of frequently touched surfaces

Frequently touch surfaces in common areas	Frequently touch surfaces in kitchens	High touch surfaces in bathrooms and toilets
light switches door handles push plates lift buttons counter tops EFTPOS machines and sign-in touch screens.	tap handles soap dispenser pumps top of dining tables seat arms water fountain buttons fridge, cupboard and drawer handles microwave and electrical appliance buttons.	door handles door locks and push plates basin and shower tap handles soap dispenser buttons hand dryer buttons toilet and urinal flush buttons toilet lid and seat front safety railings in accessible toilets.

Other considerations

Create workforce bubbles

Consider keeping groups of workers rostered on the same shifts at a single worksite and avoid any overlap of workers during shift changes where it is practical to do so.

During high community transmission of COVID-19 cleaning staff who work in a high risk setting such as hotel quarantine, aged care or a healthcare service may be restricted to working at a single site. Cleaners in these settings may also need to undertake regular testing.

More information on surveillance testing and workplace restrictions can be found here;
<https://www.dhhs.vic.gov.au/surveillance-testing-industry-list-covid-19>

Travelling to site

If you need to travel in a vehicle with other teammates for work purposes, you still need to practice physical distancing.

- Reduce the number of workers travelling together in a vehicle for work purposes.
- Ensure that only two people are in a 5-seat vehicle – the driver and a worker behind the front passenger seat. Only one worker should be in a single cab vehicle.
- If workers are required to travel together for longer than 15 minutes, set air conditioning to external airflow rather than to recirculation or windows should be left opened if weather conditions permit.
- Clean high touch points in shared vehicles, after each use.

Part 3: Routine cleaning

Six pillars for a successful cleaning program

There are a range of cleaning service delivery models.

- Cleaning services fully provided and managed in-house.
- Cleaning services completely purchased from an external provider.
- Hybrid models using a mix of the above models.

Irrespective of cleaning service provider arrangements, the following six pillars of a cleaning program should be in place.

Accountability is defined for each role responsible for the cleaning service provision.

Schedules for cleaning set the expected standard and frequency of cleaning, and the roles responsible for delivering the outcomes.

Procedures document cleaning methods appropriate to the workplace, task and level of risk.

Service delivery ensures cleaning supplies are provided and cleaning duties are carried out as documented and trained to perform.

Education and training requirements are stipulated for all staff who have a cleaning role.

Monitoring program checks that the six pillars are implemented, and the standard of cleaning is met.

These Department of Health Cleaning Guidelines are structured on these six pillars:



Accountability

It is the responsibility of the owners of a business to ensure they are providing a safe environment for their staff. Depending on the size of the business and structure of the cleaning program there may be shared responsibility between different members of the cleaning team to provide the cleaning program.

Table 5: Role and responsibility table for environmental cleaning in workplaces

Role	Responsibility
Owners	Responsible for the building and/or business and the safety of the people within it
Managers	Responsible for deciding how, when and by whom the building is to be cleaned
Supervisors	Responsible for the safety, training and performance of the people who clean
Workers	Responsible for following instructions and carrying out cleaning duties correctly

In-house responsibility: The accountability for all aspects of in-house cleaning and cleaning staff clearly lies with the management, that is, the company directors / chief executive officer (CEO) and the board of management.

Contracted responsibility: Where the facility purchases some, or all, of their cleaning service from an external provider, the roles, responsibilities and relationship between the purchaser and the

provider become less clear. Defining these parameters at the start of the commercial relationship is essential to reduce the risk of later problems.

While a contractor may be responsible for providing cleaning services, management of the contractor may be the responsibility of an intermediate party, the accountability relating to the cleaning service remains with the business owner, company directors / CEO or board of management.

A well-defined relationship, with a delineation of roles and responsibilities between the purchasing organisation and the external cleaning service provider, is an essential component of any constructive working relationship. Achieving good cleaning outcomes is important to minimise the risks associated with poor cleaning, such as cross-infection, media attention, and workplace health and safety problems.

Communication

Clear lines of communication need to be set up between the building occupier and its occupants (for example staff, tenants, visitors and customers), between the occupier and the cleaning service provider, and between the cleaning managers and the cleaning staff that deliver the service.

- An organisational chart or similar document should show the lines of communication between the occupier's requests, complaints, or building safety issues, and the staff that carry out the duties.
- Communication systems should be provided by the cleaning service company (for example 24hour help desks, mobile phone access with Site supervisors, SMS alerts and apps).
- Capacity for occupants to register complaints and feedback (for example poor cleaning standards and missed duties, or health concerns such as reactions to chemicals and disinfectants).

Cleaning service engagement

Organisations that out-source cleaning services to carry out routine and additional COVID-19 cleaning services, should ensure that the company they engage has the appropriate capacity, skills and experience to do so, and that they are operating within the law and following the Department of Health Cleaning Guidelines.

If the cleaning personnel providing routine cleaning services, in-house or contracted, are appropriately trained and resourced, they can also be used to carry out a COVID-19 deep clean should the need arise.

[Appendix 1 Checklist for engaging cleaning services](#) contains a detailed checklist to help building occupiers select the most appropriate and qualified cleaning company. It provides detailed list of evidence and questions to ask of prospective cleaning service owners.

Schedules

Are documented cleaning specifications, schedules or scope of works in place that define the required cleaning activities and standards for their building, that should include:

- a description of each cleaning activity to be carried out per surface and soil type
- frequency with which each cleaning activity is to be carried out per surface or area
- cleaning standards that must be achieved
- the method by which the performance of each activity will be measured.

Cleaning specifications should set realistic expectations about what can be achieved for your cleaning budget. Request transparent and itemised pricing to ensure cleaning operators have not

promised more than is possible to deliver for the labour hours quoted. Routine cleaning schedules should cover details for:

- **High (frequently) touch surfaces:** a surface that is touched often by multiple hands and at risk of being contaminated and of spreading germs.
- **Minimally touched surfaces:** a surface that is touched less often for example, glass windows, ceilings, curtains or floors.
- **Periodic cleaning and maintenance:** when more intensive cleaning and restorative work is required to maintain surfaces such as steam cleaning carpets, fixing holes in walls to allow effective cleaning to occur.

Considerations when deciding on cleaning frequencies

Cleaning high (frequently) touch surfaces

The occupant organisation should decide upon the appropriate cleaning frequencies for high touch surfaces by considering additional risk factors such as:

- the volume of different people touching the surface
- the likelihood that occupant activities could spread germs (for example in gyms or bars)
- the capacity to become infected (for example where food is consumed)
- the capacity for germs to be spread to surfaces (for example in toilets)
- the vulnerability of the occupants (for example in aged care)
- the risk that occupants will not follow personal hygiene practices (for example in public spaces).

Cleaning minimally touched surfaces

Regular routine cleaning of these surfaces should be continued as a standard practice regardless of the risk level, to prevent the build-up grime, dust, mould and bacteria that can contribute to other health issues.

The frequency of cleaning on minimally touched surfaces needs to be decided by the occupier by considering the building's usage and the level of soiling that can occur.

How to develop cleaning schedules

[Appendix 3 Cleaning Schedule example for Routine Services](#) contains a sample to show you how to scale up and down the cleaning of high and minimally touched surfaces in your building, by adjusting the frequency and by sharing the load between occupier staff and cleaning service staff.

Why scheduling labour hours is important

Whether employing in-house cleaners or providing contracted surfaces, scheduling or quoting insufficient hours to carry out the required tasks correctly and fully, is a common underlying cause of poor cleaning standards and missed duties. Inadequate time can create multiple compounding issues.

- It can cause staff to rush and make mistakes and have accidents or near misses.
- It can lead to poor infection control practices.
- It can undermine staff morale and a sense of care and pride in their work.
- It can lead to increased staff turnover and the loss of skills.

Accurate scheduling

To be able to schedule the cleaning duties and accurately assign the number of labour hours to carry them out, the following details need to be documented:

- the areas, rooms, surfaces and objects of the building to be cleaned
- area size and type of floor coverings, (for example carpet, wood, vinyl, tiles etc.)
- type and level of usage from occupants and number of visitors (called the loading)
- level of cleaning activity that will be required on each surface and area (for example spot cleaning, full cleaning or high touch point cleaning and disinfecting)
- frequency that each duty needs to occur (daily, twice daily, weekly, monthly etc.)
- time of day each duty is required to be carried out.

This information will help cleaning managers to schedule the correct number of labour hours, the number of personnel, duties employee classifications and wages. This applies to managers of an in-house cleaning workforce, or of a contracted service. It will also enable accurate quoting of services.

These same details need to be provided to site supervisors and cleaning staff in the form of daily duty lists, so that they know exactly what is expected of them and how long it should take.

Duty lists can be provided as a checklist in various scheduling software apps, or as a simple paper-based checklist, which allows cleaners to check off their tasks as an incentive to improve.

Procedures

Document safe work procedures

The cleaning service manager (or other nominated manager) is responsible for developing and implementing safe work method statements (SWMS) or standard operating procedures (SOPs) with the products and practices to be used while carrying out cleaning services.

Operational procedures should detail at a minimum:

- how touched surfaces are to be cleaned and disinfected during routine cleaning services
- how hard surfaces are to be cleaned and disinfected during a COVID-19 deep clean
- how cleaning tools are handled and laundered for effective cleaning and to prevent the spread of germs.
- how cleaning staff are to be inducted, trained and supervised while carrying out routine and COVID-19 deep cleaning services.

Chemical Register

Compile a Chemical Register that lists all cleaning products and disinfectants to be used for each task/surface and compile a current copy of each Safety Data Sheets (SDS) in a clearly labelled folder.

Make sure a copy of the Chemical Register and SDS Folder is prominently stored at every customer's site.

Prepare suitable storage facilities

All buildings should contain a dedicated storage space, such as a cleaner's room, that is equipped to enable the safe and hygienic storage, preparation and maintenance of cleaning chemicals, tools and equipment.

There are significant health risks involved if chemicals must be carried and stored in a cleaning staff's vehicle, if they are not able to be diluted accurately, or if cleaning cloths are not properly washed and dried. It also restricts the manager's capacity to monitor and prevent these risks.

The cleaner's rooms should contain the following infrastructure and resources:

- **Chemical dispensing equipment** to control the accuracy of the chemical dose and prevent accidental exposure while decanting from canisters into cleaning bottles (with regular maintenance and calibration).
- **Storage shelving and hooks** to store and hang all supplies neatly and off the floor, to prevent trip hazards and improve hygiene, efficiency and order (for example chemical containers, clean spare cloths, dry consumable supplies (for example toilet paper), equipment poles and small mechanical equipment).
- **Laundry facilities** for washing and drying microfibre cleaning cloths and mops. If this is not feasible due to limited space or time, consider using an external laundering service, which complies with Standard AS/NZS4146. If washed cloths and mops are air dried, ensure they can be hung where air can circulate, or outside, to assist in drying.
- **Ventilation** via an extraction fan that is vented to the outside to remove chemical fumes and prevent the growth of mould.
- **Information** SDS for all chemicals used onsite and cleaning operations manuals.
- **Signage** space or pin boards to hang posters and signage for cleaning staff, including:
 - safe handling and correct use of cleaning chemicals
 - safe handling and lifting of cleaning equipment
 - correct doffing (removing) and donning (putting on) of PPE (for example gloves, masks and eye wear)
 - colour-coding of cleaning tools per area to prevent cross-contamination
 - COVID-Safety information posters.

Purchase suitable cleaning supplies

Cleaning supplies for carrying out routine cleaning services and COVID-19 deep cleaning include: cleaning products, disinfectants, cleaning tools, mechanical equipment and personal protective equipment.

When selecting cleaning supplies, the following should be considered:

Compliant	Does this product meet with these guidelines and relevant WorkSafe regulations or other regulations related to your sector?
Fit for Purpose	Is this product appropriate for the cleaning task and the level of risk?
Effectiveness	Is there an independent body that has validated this product's claims?
Safety	<p>Read the Safety Data Sheet (SDS) for chemical cleaning products, or read the product label if purchasing in a store, and undertake a risk assessment by asking:</p> <ul style="list-style-type: none"> • Is the SDS current (within 5 years) and WorkSafe Victoria compliant? View the Worksafe Victoria website for more information. <www.worksafe.vic.gov.au/safety-data-sheets> • Is the product classified as non-hazardous when diluted ready for use? • Can the risk(s) be eliminated or prevented by a suitable alternative or PPE?
Durability / cost effectiveness	<ul style="list-style-type: none"> • Compare the cost of the product against the length of time it is expected to last: • Does the manufacturer provide a guarantee, such as the number of washes a microfibre cloth will last for?

	<ul style="list-style-type: none"> Is the chemical a concentrate that should be diluted with water before use?
Sustainability	<p>Is the product certified by a recognised eco-label as environmentally preferred?</p> <p>Does the item reduce waste and resources (for example materials, water and packaging)?</p>
Information training and support	<p>Does the supplier support the correct and safe use of their product via:</p> <ul style="list-style-type: none"> information guides/posters and training? user-friendly chemical dispensing equipment and bottle labels? back-up and technical support from local technicians when required?

How to choose suitable cleaning products

Detergents

Choose a surfactant, such as a pH neutral detergent solution (diluted detergent), that can lift soil from hard surfaces and rinse freely away. Surfactants are available in several forms.

- Concentrated form (designed to be diluted with water before use)
- Ready-to-use (RTU) form
- Disposable impregnated wipe

Several alternatives to detergent are available for cleaning hard surfaces that could be considered if validated evidence of their efficacy (effectiveness) at removing surface soil can be provided. For example:

- altered water technologies such as Electrolysed Water or Stabilised Aqueous Ozone
- water and professional quality microfibre cloths and mops (if supplying enough quantities of cloths)
- heavy duty stain removers, scale removers or degreasers often have high or low pH or contain strong chemicals that could interfere with a disinfectant's function and should be avoided on high touch surfaces
- if a stronger agent is required (for example in kitchens or bathrooms), rinse the surface well after cleaning to remove all residue before applying a disinfectant, especially if bleach is used. Ammonia or acid-based chemicals, often found in bathroom and toilet cleaners, can react with bleach to create dangerous gasses.

Disinfectant products

Disinfectants are available in several forms.

- Concentrated form (designed to be diluted with water before use).
- Ready-to-use (RTU) disinfectant.
- Ready-to-use (RTU) cleaner/ disinfectant combination.
- Disposable impregnated wipe.

Refer to the information above regarding chemical dispensing equipment. It is important that the correct dilution is used and that a fresh batch of disinfectant is mixed every day, or as often as recommended by the manufacturer, and that it is stored in a locked, cool and ventilated room.

What is a 2-in-1 disinfectant?

Cleaning before disinfection is required which is usually a two-step process. However, you may use a 2-in-1 detergent and disinfectant product. The manufacturer's cleaning product information sheet will inform you whether the product is a disinfectant or a 2-in-1 product.

If supplying a 2-in-1 detergent / disinfectant product, ensure that organic matter is mechanically cleaned (for example wiped or scrubbed by hand) from the surface, before re-applying it as a disinfectant.

Whatever product is used, you must always follow the manufacturer's instructions for use, for example, how it should be made up, the method of use and how long it needs to be left on a surface to ensure microorganisms are killed.

Claims of disinfection prolonged activity

There are a few disinfectant agents that claim to have residual efficacy claims. At this point in time there is no definition or standardised testing method to determine residual efficacy. It would be important to read the methods and the context used to determine prolonged activity and decide if these conditions reflect those of your workplace.

Disinfectant applications

Disinfectants can be applied to the surface via a spray or squirt bottle onto a clean, damp cleaning tool or paper towelling (or disposable wipe) or via an impregnated disinfectant wipe. Spraying disinfectant directly onto a surface should be done with caution to ensure it does not:

- cause over-spray (spraying onto unwanted surfaces)
- spray back into eyes or skin when cleaning vertical surfaces in confined spaces
- damage electrical equipment or keypads
- create a risk of electrocution by spraying light switches or lift buttons.

It is important to note that the Therapeutic Goods Administration only approves the effectiveness of the active ingredient. It does **not** approve the way it is applied, nor the type of equipment used for this purpose.

Disinfectants should be used correctly or they may not be effective. To kill germs on the surface effectively, there are five key things that a disinfectant needs to work effectively.

Table 5: Five rules to use disinfectants

1. Be effective against the particular germs to kill	<ul style="list-style-type: none"> • COVID-19 is a virus so the disinfectant needs to be antiviral or viricidal • Many commercial disinfectants and most food sanitizers are designed to kill bacteria, so check that it states they are viricidal (able to kill viruses)
2. Be used at right concentration	Check the label or data sheet for the recommended chemical dose
3. Be applied to a clean, dry surface	It is very important that all soil is cleaned from the surfaces first, so that the disinfectant can work properly
4. Be applied with a fresh side of a (disposable) cleaning tool	<ul style="list-style-type: none"> • Use a reusable colour-coded cloth if there is a washing machine and dryer on site, and carry enough clean cloths to be able to clean each high touch surface • If this is not possible, use a disposable paper towel or wipe.
5. Have enough time in contact with surface	The surface needs to stay wet with the disinfectant for as long as the manufacturer specifies, (for example 5 or 10 minutes) before it can kill enough germs. This is called 'contact time'

Dispensing equipment

If cleaning agents are bought in concentrated form, make sure it is supplied with hands-free, dispensing equipment to accurately control the chemical dose. Overuse of detergent leads to residues that could potentially interfere with the disinfectant and attract soil build-up, creating a reservoir for microorganisms to grow in.

When selecting chemical dispensing equipment, check whether it needs to be plumbed into the building, and if so, that it is fitted with a back-flow prevention device. Regular calibration of dispensing equipment must be provided as part of an ongoing maintenance regime to ensure accurate dosing.

Concentrated cleaning chemicals may also be supplied in packaging that controls the dose, such as twin chamber bottles or other packaging designs, or in dose-controlled sachets or tablets.

Methods of application

- Cleaning tools will be more effective if the cleaning tool is textured and absorbent, to create friction with the surface and remove soil and moisture.
- Cleaning tools should be supplied in enough quantities, and in a form or a system (for example colour-coding), that prevents microorganisms from being spread from one surface or area to another (called cross-contamination).
- Tools used to apply a disinfectant to the surface do not need to create friction and should not be absorbent. They should be saturated in disinfectant solution so that they leave the surface wet after wiping it and remain wet for the required contact time (for example 5 or 10 minutes).
- When choosing which tool to use to apply a disinfectant refer to the manufacturer's instructions to ensure it is compatible with the intended dispensing method.

Electrostatic spraying and disinfection

Electrostatic spraying works by producing electrostatically charged droplets of disinfectant that adhere more easily to environmental surfaces and optimise the disinfection process.

From the available literature, it is currently unclear whether electrostatic spraying disinfection is significantly more effective than conventional disinfection methods. There are some concerns pertaining to the use of electrostatic sprayers, including the effects of temperature and humidity on dry (contact) time, appropriate concentration of the disinfectant is applied (and may require repeated application), surface material type, and aerosolised particles may pose as a workplace health and safety (WHS) risk. However, an advantage that electrostatic sprayers have over conventional disinfection (that is, spray and wipe), a large area can be covered with disinfectant in a more efficient manner and require less time, in addition to generating less liquid waste than standard backpacker sprayers.

In the current context of COVID-19, electrostatic spraying disinfection may be considered for specific purposes or settings taking the following into consideration:

- When there is a need to disinfect, pre-cleaned, large surface areas, (in particular those with multiple high touch surfaces, for example, public bathrooms) or when accessing hard-to-reach surfaces.
- A second application may be required to ensure that the required contact time of a wet surface has been fulfilled.
- Electrostatic sprayer systems should only be used with disinfectant solutions that have been approved by the manufacturer to be used with a specific sprayer model.
- Cleaning staff must be trained in the appropriate use of PPE and supplied with the required PPE (including respiratory protective equipment)
 - For chemicals that have low vapour pressures (that is, less than 1×10^{-4} mmHg), a P2/N95 respirator or half face respirator with N95 filters should be worn

- For chemical with high vapour pressure (that is, greater than 1×10^{-4} mmHg), half face respirators with chemical specific cartridges and an N95 filter should be worn.
- Other PPE may include disposable gloves, protective clothing and eye protection if labelled as required by the manufacturers.
- Cleaning staff must be trained on how to appropriately and safely use the device, application method, disinfectant products being used and have access to product hazard information, following strict WHS guidelines.
- Indoor spaces should not be occupied (that is, people other than cleaning staff) when applying disinfectants using this method and appropriate management of ventilation systems should be in place to prevent dispersal of the disinfectant to other areas.
- After application, the room or area should not be occupied for a period of time as per the manufacturer's instruction or 60 minutes if not labelled from time of completion for OHS reasons (including preventing chemical inhalation).

Fogging and novel disinfection

Fogging disinfection is used by licenced and trained personnel for pesticide and agricultural fumigation. It is also used for some cleans in settings such as hospitals under carefully controlled conditions. There are generally two types of systems: dry and wet fogging.

- **Dry fogging** systems, also called 'thermal fogging', applies a disinfectant under high pressure to produce aerosol droplets that are less than 10 microns in size. These fill a closed space with a 'dry' disinfectant fog. Aerosols may remain suspended in the air for 45-60 minutes or longer, so strict management procedures are necessary to prevent early re-entry of people into fumigated areas. If cleaning has not taken place first, or the process is too fast or the airflow is too great, such as in a large space or outdoors, disinfection will not be achieved.
- **Wet fogging** systems, also called 'cold fogging' or ultra-low volume (ULV) fogging or misting, applies a disinfectant using a lower pressure to produce droplets above 20 microns up to 100 microns in size. This is technically a misting system and it generates aerosols that can potentially lead to whole-body exposure to the disinfectant. A greater risk is presented by pressure mist spraying where higher levels of aerosol are generated, and by the lack of control over the volume of residual disinfectant on the surface.

Concerns about wet or dry fogging

There are currently no Australian Standards for testing and approving fogging equipment used to apply a disinfectant, and no recognised training qualifications for using these systems, by which best practice for safe and effective community use can be recommended.

Until such time, the department does **not recommend** the use of fogging as a method to disinfect in the community, for routine COVID-deep cleaning services.

There are concerns about the current use of fogging as a method to apply disinfectant to surfaces:

- Focus not on the targeted cleaning and disinfecting high (frequently) touched surfaces
- Mechanical cleaning is necessary for disinfection. This step is frequently missed with the use of fogging equipment.
- There are potential workplace health and safety risks associated with aerosolised chemical disinfectants, including skin, eye and respiratory irritation. This risk is increased via prolonged exposure experienced by cleaning operators and for vulnerable occupants such as infants, children and asthmatics.
- Wet fogging may leave high levels of hazardous residues on surfaces that are touched by occupants.
- There is no requirement to disinfect minimally touched surfaces.
- Soft furnishings may continue to release the chemicals for a long time after treatment resulting in potential occupational exposure risks.

- There is significant risk that the rapid use of hand-held fogging devices, or the use of dry-fogging devices, will not give the disinfectant enough contact time with the surface to disinfect it effectively.
- Fogging chemicals, if allowed to enter the HVAC system (heating, ventilation, air conditioning), may result in potential occupational exposures to other building users.

Novel cleaning methods

If an alternative option is suggested as a COVID-19 cleaning solution due diligence is required. The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV irradiation, anti-microbial or anti-viral surface coatings, and LED blue light against COVID-19 virus is not known.

The department does not recommend the use of sanitising tunnels. There is no evidence that they are effective in reducing the spread of COVID-19. Chemicals used in sanitising tunnels could cause skin, eye, or respiratory irritation or damage. The department only recommends the use of the disinfectants against COVID-19 that are registered as previously described in this document. Product claims of prolonged effectiveness should also be treated with caution, currently there is no standardised methodology to test this property.

Vacuum cleaners

Australian Guidelines for the Prevention and Control of Infection in Healthcare, NHMRC, state that vacuum cleaners should be fitted with high efficiency particulate air (HEPA) filters to minimise dust dispersion. [View the NHMRC website here](http://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019) <www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019>.

- Cleaning equipment must not operate at a continuous sound level higher than 85 dB(A) to meet WorkSafe Victoria's [Noise Compliance Code 2018](http://www.worksafe.vic.gov.au/resources/compliance-code-noise) <www.worksafe.vic.gov.au/resources/compliance-code-noise>.
- Vacuum cleaners are not advised during a COVID-deep clean, due to the risk of dispersing virus particles that may have settled on the floor.

Carpet cleaning equipment

Items that cannot be cleaned using surfaces detergents or laundered, (for example rugs, upholstered furniture,) should be 'steam' cleaned with carpet cleaning equipment.

Equipment should use the hot water extraction that is recognised by Standard AS/NZS 3733: 2018 to minimise chemical and soil residue. The heat from this method is enough to deactivate bacteria and viruses.

How to choose suitable PPE

Personal protective equipment (PPE) is designed to protect cleaning staff from exposure to chemical hazards and biological hazards, such as microorganisms. The type of PPE worn should be as per manufacturer's instructions for the cleaning products, equipment and tools used.

Service delivery

Clean safely and effectively

The following section provides a simple step-by-step guide to preparing, using, maintaining and disposing of cleaning supplies for routine cleaning services and cleaning high touch surfaces.

Colour-coding systems for cleaning tools

Colour-coding systems for reusable microfibre, wring mops and other cleaning tools and buckets are used in several sectors to prevent cross-contamination (spreading microorganisms) between areas, including childcare healthcare and aged care, commercial cleaning and food safety.

There is no Australian Standard for colour-coding, each sector has adopted a slightly different system and interpretation of the four standard colours for cleaning tools. For example, in food manufacturing plants colours are used to separate production areas.

The commercial cleaning industry generally follows the British Institute of Cleaning Science (BISCS) [Colour Coding Guidelines](https://www.bics.org.uk/colour-coding/) < <https://www.bics.org.uk/colour-coding/> > which advocates the blue, green and red coding shown below, but recommends white for toilet cleaning. Other systems state: red for toilets and washrooms, and yellow for hand wash basins and sinks.

Blue for general cleaning and public areas	Green for kitchens and food preparation / consumption areas	Red for cleaning washrooms / bathrooms AND / OR toilets & urinals	Yellow for cleaning Clinical / infectious areas OR toilets OR hand wash basins and sinks
---	--	--	---

Whichever system you choose, ensure it is consistent through all your cleaning tools, mops and buckets, plus carrying equipment, signage and training. Colour-coding is not required if disposable cleaning tools are used and changed for each new surface.

How to prepare cleaning supplies

Before you start cleaning:

- Check that the spray bottles are clean, the labels are undamaged and are clearly readable.
- Read the label or product poster to find out the correct dose for the task. This is important because:
 - if the dose is too strong, it could leave a sticky residue behind to the surfaces that will attract dirt and germs, or irritate the occupant's skin if they touch or sit on it
 - if the dose is too weak, it may not work properly.
- When re-filling the spray bottle, use dispensing equipment to accurately measure the chemical dose.
- If there is no dispensing equipment installed, use a measuring jugor fill to the dose-line on the bottle.
- Collect the correct number of colour-coded cloths or disposable wipes.
- Place the supplies on the cart or in the caddy, keeping the clean cloths where they can't get soiled.

Reducing cross contamination

Cleaning cloths can easily spread microorganisms and soil (contamination) from one surface to another. This is called 'cross-contamination'. To reduce cross contamination, the sequence in which tasks are performed and the method a surface is wiped are two important considerations.

Sequencing tasks

- **High touch surfaces:** Identify the high touch surfaces and clean them first with a clean cloth.
- **Cleanest to dirtiest:**
 - Clean the cleanest areas before the dirtiest areas (for example clean general areas before bathrooms).

- Clean the cleanest surfaces of before the dirtiest ones (for example clean kitchen benches before the stove top).
- **Top to bottom:** Clean the room from top to bottom so that soil or cleaning solutions do not spill onto surfaces that have already been cleaned.
- **Left to right:** Clean rooms systematically (i.e. left to right or right to left) so that no surfaces are missed.

Wiping action

Wipe lightly across the high touch surface in one direction. Do not scrub or rub the cloth in circles as that can spread microorganisms and lead to contamination.

The way in which disposable and reusable cloths are handled needs to be different.

- Disposable single-use wipes should be replaced after cleaning each new surface.
- Prevent cross-contamination when cleaning with reusable cleaning cloths, the following practices should be followed:
 - Supply and carry enough quantities of replacement cloths in a cleaner's cart or caddy and teach cleaners how often to replace them.
 - Teach cleaners to fold cloths into 4 or 8 sides and clean each high touch surface with a fresh side. This allows one cloth to clean up to 8 high touch surfaces before it needs to be replaced and washed.

How to clean hard surfaces effectively - 10 steps

To ensure all soil is removed from the surface, and that soil and germs are not spread to other surfaces, the face of the cleaning tool in contact with the surface must always be clean and the technique must be effective.

1. Dampen a cloth under the tap and wring out or take a pre-dampened wipe.
2. Fold the cleaning cloth or wipe into 4 or 8 sides.
3. Spray the cloth with pH neutral cleaning agent.
4. Place the cloth flat on the surface and place the hand flat on top of it.
5. Lift one side of the tool with the thumb to grip it between the thumb and forefinger.
6. Wipe in one direction across the surface, leading with the thumb.
7. When cleaning large surfaces use an 'S' motion, turning the cloth to lead with the thumb.
8. Turn the tool over to a fresh side and repeat on the next surface.
9. When all sides of the cloth have been used, change it for a fresh one.
10. Place the soiled cloth into a container or throw the disposable towel / wipe into the bin.

How to remove occupant waste safely

The removal of waste items that can spread germs or attract pests must also form part of the daily routine cleaning schedules (for example used paper hand towel and food waste). It may also be necessary for building occupants to remove waste during opening hours in addition to after-hours services.

Consideration will need to be given to the capacity and location of waste bins and the volume of resources needed for safe handling of waste (for example bin-liners and PPE) as well as instructing those who are responsible.

Refer to EPA guidelines for the disposal of general and clinical waste

<https://www.epa.vic.gov.au/about-epa/publications/1901> and <https://www.epa.vic.gov.au/about-epa/publications/1898>

Education

While there are no required training and education standards for staff who provide a cleaning service the following are recommended:

Work health and safety induction training for cleaners

Before working on site to carry out routine cleaning services, all staff who have a role in cleaning should be given induction training in:

- Workplace health and safety (WHS)
- basic cleaning skills for site specific duties.

This training should be provided by a representative of the employer, an external registered training organisation (RTO) or via online training.

Additional training

VET (Vocational Education & Training) training via an RTO (Registered Training Organisation):

- The Accredited training unit: HLTINFCOV001
<<https://training.gov.au/Training/Details/HLTINFCOV001>> - Comply with infection prevention and control policies and procedures.
- List of RTOs <
<https://training.gov.au/Search/SearchOrganisation?nrtCodeTitle=HLTINFCOV001>>
approved to offer this course.

Alternatively have a certificate of completion for the on-line training course:

- *Infection Control for Cleaning and Housekeeping staff, provided by the Building Services Contractors Association of Australia (BSCAA)*. <<https://bscaa.com/training/infection-control-for-cleaning-and-housekeeping-staff/>>.

Monitoring

The final part of environmental cleaning services involves monitoring the performance outcomes of cleaning services. Auditing and reporting close the loop on the accountability framework of cleaning and is an important aspect of quality management. It keeps all parties honest and continuously improving.

Where possible, audits should be conducted by the occupier, or by an independent auditor appointed by the occupier as well by the cleaning service manager. This is especially important when the service has been out-sourced and contracted.

Monitoring programs should ensure that the cleaning service is being delivered in accordance with:

- The building occupant's cleaning schedules and standards.
- Building occupant's COVIDSafe cleaning plans.
- WorkSafe Victoria Regulations.

[Appendix 6 – Checklist for monitoring Routine cleaning services](#) contains a *checklist: How to monitor cleaning performance*

For more information, please see Australian Commission on Safety and Quality in Health Care, principles of environmental cleaning: auditing.

https://www.safetyandquality.gov.au/sites/default/files/2020-08/environmental_cleaning_factsheet_2_auditing_002.pdf

References

- <https://virology.biomedcentral.com/articles/10.1186/s12985-020-01418-7>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7706414/>
- https://www.nejm.org/doi/10.1056/NEJMc2004973?url_ver=Z39.88-2003&rft_id=ori:rid:crossref.org&rft_dat=cr_pub%20%20pubmed
- NSW Health, [Ozone Generators factsheet](#) <<https://www.health.nsw.gov.au/environment/factsheets/Pages/ozone-generators.aspx>>
- Australian Guidelines for the Prevention and Control of Infection in Healthcare, The National Health and Medical Research Council (NHMRC), Accessed September 2020.
- Australian Government, [Environmental cleaning and disinfection principles for health and residential care facilities](#) <<https://www.health.gov.au/resources/publications/coronavirus-COVID-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities>>, accessed June 2020.
- Australian Government, [Coronavirus \(COVID-19\) Information about routine environmental cleaning and disinfection in the community](#) <<https://www.health.gov.au/resources/publications/coronavirus-COVID-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>>, accessed June 2020.
- Australian Government, [Therapeutic Goods Administration](#) <<https://www.tga.gov.au/disinfectants-use-against-COVID-19-artg-legal-supply-australia>>, accessed June 2020.
- Centers for Disease Control and Prevention , Scientific Brief: SARS-CoV-2 Transmission <https://www.cdc.gov/coronavirus/2019-ncov/science/science-briefs/sars-cov-2-transmission.html>, accessed November 2021.
- [Safework Australia](#) <<https://www.safeworkaustralia.gov.au/COVID-19-information-workplaces/industry-information/general-industry-information/cleaning>>, accessed June 2020.
- [Health and Safety Executive](#) <<https://www.hse.gov.uk/coronavirus/disinfecting-premises-during-coronavirus-outbreak.htm>>, UK, accessed July 2020.
- [Controlling exposure to disinfectants used in the food and drink industries](#) <www.hse.gov.uk/food/disinfectants.htm>, Health and Safety Executive UK, Accessed September 2020.

Appendices

[Appendix 1: Checklist for engaging cleaning services](#)

[Appendix 1b: Checklist for engaging cleaning services for a COVID-deep clean](#)

[Appendix 2: Preparing a COVIDSafe Cleaning Plan](#)

[Appendix 3: Cleaning schedule example for routine services](#)

[Appendix 4: Cleaning schedule template for COVID-deep clean](#)

[Appendix 5: Training completion register template](#)

[Appendix 6: Checklist for monitoring routine cleaning](#)

[Appendix 7: COVID deep clean 'Certificate of Completion' template](#)

[Appendix 8: Additional COVID-19 and routine clean 'Certificate of Completion' template](#)

Checklist for engaging cleaning services

Version 2 - September 2021

OFFICIAL

Who is this checklist for?

This checklist is for **building occupiers**. It will help you choose a suitable cleaning company.

It explains the type of information and evidence that you should expect to receive from a professional, experienced cleaning company to show that they:

- can carry out routine cleaning services
- are prepared to carry out a COVID-deep clean.

How to use this checklist

Completing as much of the checklist as you can will help you:

- engage a high quality cleaning service
- track the quality of cleaning.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Checklist	Details	Check
1. Agree on the scope of work and cleaning schedule with cleaning company		<input type="checkbox"/>
2. Are they experienced and capable of running cleaning services?	<ul style="list-style-type: none">• Check the company's ABN to ensure they have been in existence as a cleaning company for at least 2 years.• Is cleaning their core business and how long have they been operating? (Avoid companies that are only offering cleaning as a side offer during the pandemic)• Do they currently work in your sector and understand the risks and needs of your facility and occupants?	<input type="checkbox"/>

<p>3. Is their service recommended by reliable sources?</p>	<p>Do reference checks by speaking to three current customer referees. Ask them:</p> <ul style="list-style-type: none"> • Can you confirm you have engaged this cleaning company and that there is no conflict of interest in providing a reference (e.g. no friends, family or company members)? • What type of cleaning service does this company provide to you, how long for and what has been your experience with them? Would you recommend their services? • Have they needed to provide a COVID-Response Clean for you? 	<input type="checkbox"/>
<p>4. Are they correctly insured?</p>	<p>Ask for a copy of current insurance policy statements / certificates:</p> <ul style="list-style-type: none"> • Public liability insurance • Work cover insurance • Workers Compensation Certificate of Currency (ask how many employees they have, to ensure the Certificate matches response) 	<input type="checkbox"/>
<p>5. Are their documented cleaning methods suitable, validated and compliant?</p>	<p>Ask for a copy of their COVIDSafe cleaning plan and relevant procedures for carrying out routine cleaning services</p> <p>Ask for a chemical register listing the cleaning products and disinfectants to be used per task or surface with copies of all current safety data sheets (SDS)</p> <p>Check their cleaning methods are suitable for your facility, independently validated and meet requirements in the cleaning guidelines. For example:</p> <ul style="list-style-type: none"> • Cleaning products are safe and suitable for each task. • Colour-coded cleaning cloths and mops are used for each area. • Vacuum cleaners contain HEPA filtration. • Surfaces that will be cleaned are listed. • If fogging is listed as an option, check whether it would be suitable for your environment. 	<input type="checkbox"/>
<p>6. Will they provide adequate supervision and cleaning operators?</p>	<p>Ask them to provide the total daily labour hours and Award rates for routine cleaning services with their quote. This will ensure you do not pay too much or too little for this service. For example, consider:</p> <ul style="list-style-type: none"> • How many hours per week will the site supervisor be on site to provide on-the-job training and supervision? • How many cleaners and daily labour hours will be provided? 	<input type="checkbox"/>
<p>7. Are their cleaners and supervisors qualified to carry out this work?</p>	<p>Ask to see a sample of their work health and safety (WHS) induction training content and ask:</p> <ul style="list-style-type: none"> • Will all new cleaners be inducted onsite? • Will you be given training reports or signed completion forms? 	<input type="checkbox"/>

<p>8. Can they provide evidence that the work has been completed correctly?</p>	<p>Ask for examples of monitoring systems and reports they can provide to show:</p> <ul style="list-style-type: none"> • cleaning methods were carried out correctly • cleaning was completed in full, and the results were acceptable. <p>Evidence that the work has been completed to the expected standard will vary according to the size and budget of the building occupier. Some ways to monitor cleaning include:</p> <ul style="list-style-type: none"> • Using a reporting app to upload photos of cleaning teams with the cleaning products and equipment as listed in the Cleaning Plan. • Using a reporting app to upload before and after photos of cleaned areas. • Cleaning performance auditing carried out by the cleaning supervisor or independent cleaning auditor or hygienist which may include: <ul style="list-style-type: none"> – Visual assessment: Observing and assessing that basic levels of cleanliness have been met, especially on high touch surfaces. If the surface is still visibly soiled, the disinfectant is unlikely to have been effective. – White glove assessment: Wipe the surface to check for residual soil or stickiness from using too much disinfectant. – Completion checks: Check that all rubbish has been removed and clutter has been cleared from surfaces so they can be cleaned. Clutter should be thrown away or placed into containers. Compare the result of deep (thorough) cleaning via before and after photos. 	<input type="checkbox"/>
<p>9. Do they carry industry association membership and ISO accreditations?</p>	<p>Association memberships help to show that a service is professional member of the cleaning industry. For example:</p> <ul style="list-style-type: none"> • BSCAA: Building Services Contractors Association of Australia • FMA: The Facility Management Association of Australia. <p>International Safety Organisation (ISO) accreditation should be expected for larger cleaning companies while a management system should be in place for smaller companies. For example:</p> <ul style="list-style-type: none"> • ISO 9001 - Quality Management System • AS/NZS ISO 45001 - OHS/WHS Management Systems. 	<input type="checkbox"/>

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR.<COVID19InfectionControl@health.vic.gov.au>).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au).<<https://www.coronavirus.vic.gov.au/>>

Checklist for engaging cleaning services for a COVID-deep clean

Version 2 - September 2021

OFFICIAL

Who is this checklist for?





This checklist is for **building occupiers**. You should complete it as part of preparing to undertake cleaning and disinfection in your COVIDSafe Plan.








How to use this checklist

Use this checklist to make sure your current cleaning company or any future cleaning company you choose is prepared, resourced and qualified to carry out a COVID-Response Clean if needed.

You should complete this checklist and attach it to your COVIDSafe Plan.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Approved by:	<i>[Building occupier name]</i>	Date	
Name of supervisor / manager responsible:		Phone number	
Copy of agreed surfaces and rooms to be cleaned based on a risk assessment of where the infected individual may have been attached – see the 'Cleaning checklist template for COVID-deep cleans'		Copy of agreed scope of cleaning work attached	<input type="checkbox"/> 
Infection Control COVID-19 deep cleaning training completed by the supervisor:		Certificate attached:	<input type="checkbox"/> 
COVID-19 deep cleaning training provided to cleaners:		Training register attached:	<input type="checkbox"/> 
Name of cleaning products that will be used to clean high touch surfaces:		SDS attached:	<input type="checkbox"/> 

Name of ARTG-listed viricidal disinfectant that will be used on high touch surfaces:		SDS attached:	<input type="checkbox"/> 
What method will be used to apply the disinfectant? (Spray bottle / Wipe)			
Type of cleaning tools that will be used to clean high touch surfaces:		Reusable / colour-coded:	<input type="checkbox"/> 
		Single-use disposable:	<input type="checkbox"/> 
Type of cleaning tools used to disinfect high touch surfaces:		Reusable / colour-coded:	<input type="checkbox"/> 
		Single-use disposable:	<input type="checkbox"/> 
Type of mops that will be used to mop floors:		Reusable / colour-coded:	<input type="checkbox"/> 
		Single-use disposable:	<input type="checkbox"/> 
How and where will reusable cloths and mops be laundered after use?			
Type of personal protective equipment to be provided and worn by cleaning staff:			
Type of carpet cleaning equipment to be used:			

Cleaning roles and responsibilities	Person or group responsible
Who will clear clutter from the surfaces prior to cleaning?	
Who will remove rubbish from the building prior to cleaning?	
Who will remove food from the fridge prior to cleaning?	
Who will check that cleaning has been fully completed?	
What cleaning monitoring method will be used?	
Who will sign-off the cleaning completion certificate?	

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR. <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR.<COVID19InfectionControl@health.vic.gov.au>).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au>>

Preparing a COVIDSafe Cleaning plan

Version 1 - September 2021

OFFICIAL

Who is this preparing COVIDSafe Cleaning plan for?

It is designed to help **building occupiers** and **cleaning managers** to complete all aspects relating to cleaning services in the Victoria Government's COVIDSafe Plan.

How to use this preparing for COVIDSafe Cleaning plan.

Action to mitigate the introduction and spread of COVID-19.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Hygiene

Aspect of the COVIDSafe plan	Cleaning guidelines	Section
1. Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	Ensure a constant supply of hand sanitiser rub that contains 60 – 70% alcohol. Calculate the additional supplies of hand soap and paper towel and dispensers needed. The supply of these items is often part of the agreement with contracted cleaning services so they will need to be consulted.	Part 3.e)
2. Ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies.	Refer to table: 'How to choose suitable PPE'. Supply enough quantities of suitable PPE including masks and gloves at a minimum.	Part 3.d)

3. Provide staff training on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus. (COVID-19)	Refer to the section: 'Infection Control Training'. Infection control training should be scaled according to the level of risk and responsibility (Site Supervisors and cleaners).	Part 5.a)
4. Replace high-touch communal items with alternatives.	Refer to the section: 'Maintain and dispose of cleaning supplies' for information about cleaning touched surfaces of equipment that must be shared such as vacuum cleaners and carts. Look for ways to limit sharing of equipment.	

Cleaning

Aspect of the COVIDSafe plan	Cleaning guidelines	Section
1. Increased environmental cleaning, (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly. (at least twice daily)	Refer to the section: 'Schedule Routine Cleaning Requirements' for details about scheduling the cleaning of high touch surfaces.	Part 2.a)
2. Ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies.	Refer to table: 'How to choose suitable PPE'. Supply enough quantities of suitable PPE including masks and gloves at a minimum.	Part 3.d)

Physical distancing and limiting workplace attendance

Aspect of the COVIDSafe plan	Cleaning guidelines	Section
1. Establish a system that ensures staff members are not working across multiple settings/work sites.	Refer to the section: 'Schedule cleaning duties and rosters'. For information about scheduling staff to create work 'bubbles'.	Part 2.c)
2. Ensure workers are spaced at least 1.5m apart.	Refer to the section: 'COVID-Safe Actions for Cleaners' and 'How to physical distance while cleaning', for strategies to maintain physical distancing while working.	Part 3.e)
3. Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	Refer to the section: 'Infection Control Training'. Site Supervisors should provide cleaners with Tool-box training on physical distancing and posters / information in the cleaner's language.	Part 5.a)

4. Replace high-touch communal items with alternatives.	Refer to the section: 'Maintain and dispose of cleaning supplies' for information about cleaning touched surfaces of equipment that must be shared such as vacuum cleaners and carts. Look for ways to limit sharing of equipment.	Part 4.a) Part 4.c)
--	---	------------------------

Record keeping

Aspect of the COVIDSafe plan	Cleaning guidelines	Section
1. Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers.	Refer to the section: 'Regulatory compliance' for instructions about recording employee names, team numbers and locations, and report templates ready to complete for COVID-deep cleaning services.	Part 6.a)

Action to prepare for your response to a suspected or confirmed COVID-19 case

Aspect of the COVIDSafe plan	Cleaning guidelines	Section
1. Prepare to undertake cleaning and disinfection at your business premises.	Refer to the section: 'Infection Control Training' for information about conducting additional training to prepare for a COVID-Response cleaning service.	Part 5.a)
2. Prepare to undertake cleaning and disinfection at your business premises.	Refer to the section: 'Clean safely and effectively' and the sub-sections: 'How to prepare cleaning supplies' 'How to clean hard surfaces effectively' 'How to use disinfectants.'	Part 4.b)
3. Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.	Refer to the final section: 'Monitoring' for different methods of monitoring how well cleaning has been carried out.	Part 6.a), b), c), and d)

Refer to [Appendix 6: Checklist for monitoring Routine cleaning services](#)

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR_COVID19InfectionControl@health.vic.gov.au).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au>>

Cleaning schedule example for routine services

Version 2 - September 2021

OFFICIAL

Who is this cleaning schedule example for?

This is designed to help **building occupiers** specify and easily adjust the facility's routine cleaning service requirements on high and minimally (low) touched surfaces.

How to use this cleaning schedule.

List each building element (surface or object) per area in the left-hand column (below is a sample only):

- set the frequency to which each element needs to be cleaned in the right-hand columns, according to whether they are high or minimally touched surfaces.
- the frequency can be scaled up while there are increased cases of COVID-19 in the community (Medium Risk), then scaled back down for business as usual (Low risk).
- the example below is for Medium Risk.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Show who is responsible by using codes e.g.: Occupant staff = **(XX)** and Cleaning Service Personnel = **(X)**

General areas	High touch surfaces	3 x D	2 x D	D	W	F	M
Front reception	Light switches		XX	X			
Waiting area	Door handles and push plates	XX		X			
Corridors	Stair and ramp railings		XX	X			
Lifts	Lift console buttons	XX		X			
Stairwells	Reception counters		XX	X			

Sign-in touch screens	XX		X			
Water cooler taps		XX	X			
Share computer keyboards & mice		XX	X			
TV remote control		XX	X			
Waiting room chair arms		XX	X			
Low touch surfaces	3 x D	2 x D	D	W	F	M
Coffee table			X			
Reception desk sides				X		
Doors and walls					X	
Glass doors			X			
Internal windows						X
Rubbish bins			X			
Carpeted floors			X			
Hard floors			X			
TV monitor						X

Key: 3 x D = 3 times daily | 2 x D = twice daily | D = once daily | W = weekly | F = fortnightly | M = monthly

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19infectionControl@health.vic.gov.au>](mailto:IPCAR.COVID19infectionControl@health.vic.gov.au).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au>>



Cleaning checklist template for COVID- deep cleans

Version 1 – September 2021

OFFICIAL

Who is this template for?
















This template is for **building occupiers** and **cleaning managers** or **supervisors** to create COVID - deep cleaning checklists.

How to use this template

Before printing, list the areas to be cleaned in the table below, as identified by the building occupier or the Department of Health and Human Services. Examples are given in the table below. You should tailor the list to your workplace.

- Use a separate template for each area, so each area has its own list.
- List the high touch and minimally touched surfaces to be cleaned.
- Print this template and tick off each surface cleaned on the list below.
- Take photos of the areas to show they were cleaned.
- After completing the clean, take a photo of the completed template then dispose of the template appropriately and sanitise hands and phone thoroughly.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Areas to be cleaned	Hard and touched surfaces / objects	Check
Name of area	<i>[Fill in with surfaces and objects in your workplace]</i> Light switches	<input type="checkbox"/> 
	Door handles and push plates	<input type="checkbox"/> 
	Lift console buttons	<input type="checkbox"/> 
	Reception counters	<input type="checkbox"/> 
	Sign-in touch screens	<input type="checkbox"/> 
	Computer keyboards and mice	<input type="checkbox"/> 
	Desks and tables	<input type="checkbox"/> 
	Office chair arms	<input type="checkbox"/> 
	TV remote control	<input type="checkbox"/> 
	Waiting room chair arms	<input type="checkbox"/> 
	Coffee table	<input type="checkbox"/> 
	Reception desk sides	<input type="checkbox"/> 
	Rubbish bins	<input type="checkbox"/> 
	Hard floors	<input type="checkbox"/> 
	Upholstery	<input type="checkbox"/> 

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR.<COVID19InfectionControl@health.vic.gov.au>).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au>>

Training completion register template

Version 2 - September 2021

OFFICIAL

Who is this training completion template for?

This template is for **Site supervisors** or **training managers** to track and report on the induction training provided to all personnel engaged to carry out cleaning on site.




How to use this template

Complete the details where the induction training took place. (e.g. the building where the cleaner's work)

- Tick the training session title / topic that was covered.
- Change or add details as required.
- Write the trainer's details and list the induction training participants in the left column.

Once the training session is complete, check to make sure they fully understand and can carry out the task correctly. As them to sign their acknowledgment and write the date and time.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Induction training completion register	
Company / organisation:	
Building name and location:	
Session details:	
Training session title / topic:	The Department of Health's COVID-19 infection control training <input type="checkbox"/> 
	Workplace health and safety (WHS) training (provide details) <input type="checkbox"/> 
	Basic cleaning skills for site specific duties <input type="checkbox"/> 
Training delivered by:	Sign: <input type="text"/>
Trainer's comments:	

Additional / follow up training required:				
Employee acknowledgment:		Sign next to your name below to acknowledge that you have been instructed in the above topic and understand how to carry out this duty safely.		
Participant name		Signature	Date	Time
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR.<COVID19InfectionControl@health.vic.gov.au>).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au/>>

Checklist for monitoring routine cleaning services

Version 1 – September 2021

OFFICIAL

Who is this checklist for?

This checklist is for **building occupiers** and **cleaning supervisors** to monitor routine cleaning services against their COVIDSafe plan.

How to use this checklist

This checklist is designed to complement the checklist [How to Engage Cleaning Services](#), to ensure the documented cleaning methods are being implemented.

- Review the cleaning service's COVIDSafe Cleaning Plan, Procedures and Chemical Register to complete the template
- Amend or add details to the Cleaner's room checklist below in line with these plans and procedures.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Building and cleaning service details

Building occupier:	
Cleaning company:	
Building name and location:	
Date:	

Cleaner's room checklist

Checklist.	Yes = 1 No = 0	Comments
1. Are all cleaning products supplied listed on the chemical register?		
2. Are current (within 5 years) safety data sheets (SDS) stored with chemicals?		
3. Are enough colour-coded cleaning cloths being supplied?		
4. Are colour-coded mops and buckets being supplied?		
5. Are cleaning cloths being stored in a clean and sanitary condition?		
6. Are mops and buckets being stored in a clean and sanitary condition?		
7. Is enough personal protective equipment (PPE) being supplied?		
8. Is hand sanitiser being provided for cleaners to use?		
9. Does the vacuum cleaner have a clean HEPA filter and dust bag?		
Result:		

Additional comments and rectifications:

--

Checked by:

Name:		Signature:	
--------------	--	-------------------	--

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR](mailto:IPCAR.COVID19InfectionControl@health.vic.gov.au). <[COVID19InfectionControl@health.vic.gov.au](mailto:IPCAR.COVID19InfectionControl@health.vic.gov.au)>.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au). <<https://www.coronavirus.vic.gov.au/>>

COVID-deep clean 'Certificate of Completion' template

Certificate of Completion v2

OFFICIAL

Who is this template for?

This template is for **cleaning managers, supervisors, building owners or occupiers**. It should be used after completing a COVID-deep clean in a building where there has been a person suspected or confirmed COVID-19 has been onsite.

How to complete this template

Complete all details on the Certificate of Completion below and attach the required photos and the cleaning schedule and cleaning methods (i.e. cleaning procedures) as evidence.

Please be advised that fogging is not an appropriate cleaning method for COVID-deep cleans.

After completing a COVID-deep clean send a copy of the completed certificate to the building occupier and the Department of Health (if requested).

Please note, that if your deep clean is not compliant with the Department of Health's cleaning guidelines, your business may not qualify for a CovidSAFE Deep Cleaning Rebate. For more information on the [COVIDSafe Deep Cleaning Rebate](https://business.vic.gov.au/grants-and-programs/covid-safe-deep-cleaning-rebate), visit <<https://business.vic.gov.au/grants-and-programs/covid-safe-deep-cleaning-rebate>>.

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Certificate of Completion COVID-deep clean			
Cleaning was carried out by (company/person):			
Occupier's name:		Date:	
Building name:		Time start:	
Location/address:		Time end:	
Specify the exposure risk tier assigned			⚠

Last date of a confirmed COVID-19 was onsite				
Name of detergent used:			PDS attached:	<input type="checkbox"/>
Name of disinfectant used:			PDS attached:	<input type="checkbox"/>
Cleaning completion				
Copy of cleaning methods attached		[Yes]		<input type="checkbox"/>
Copy of deep cleaning schedule attached		[Yes]		<input type="checkbox"/>
Was clutter cleared from surfaces prior to cleaning?		[Yes / No / Describe]		<input type="checkbox"/>
Was all rubbish removed from the building?		[Yes / No / Describe]		<input type="checkbox"/>
Additional comments:				
Form completed by:	Name Role Contact		Sign	
Attach evidence of cleaning log showing additional COVID-19 and routine cleaning completed as per standard cleaning schedules (the log should be signed off)				<input type="checkbox"/>
Submitted to:	Name Role/Org Contact		Sign Date	

Acronyms and abbreviations: PDS – product data sheet; Org – organisation

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au >](mailto:IPCAR.<COVID19InfectionControl@health.vic.gov.au>).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au/>>

Additional COVID-19 + Routine Clean 'Certificate of Completion' template

Certificate of Completion v1

OFFICIAL

Who is this template for?

This template is for **cleaning managers, supervisors** or the **building owner or occupier**. It should be used after completing an Additional COVID-19 + Routine Clean in a building or site.

How to complete this template

The cleaning manager or supervisor should:

- Complete all details on the Certificate of Completion below and attach the required photos and the cleaning schedule and cleaning methods (that is, cleaning procedures) as evidence.
- Please be advised that fogging (or misting) is not an appropriate cleaning method for Additional COVID-19 + Routine Cleans.

After completing an Additional COVID-19 + Routine Clean, send a copy of the completed certificate to the building occupier and the Department of Health (if requested).

For more information about workplace cleaning, visit [Preventing infection in the workplace](https://www.coronavirus.vic.gov.au/preventing-infection-workplace) <<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>> on the Victorian Government's coronavirus (COVID-19) website.

Certificate of Completion Additional COVID-19 + Routine Clean			
Cleaning was carried out by (company/person):			
Occupier's name:		Date:	
Building name:		Time start:	
Location/address:		Time end:	
Specify the exposure risk tier assigned			▲
Last date of a confirmed COVID-19 was onsite			▲

Name of detergent used:		PDS attached:	<input type="checkbox"/>
Name of disinfectant used:		PDS attached:	<input type="checkbox"/>
Cleaning completion			
Copy of cleaning methods attached	[Yes]		<input type="checkbox"/>
Copy of deep cleaning schedule attached	[Yes]		<input type="checkbox"/>
Was clutter cleared from surfaces prior to cleaning?	[Yes / No / Describe]		<input type="checkbox"/>
Was all rubbish removed from the building?	[Yes / No / Describe]		<input type="checkbox"/>
Additional comments:			
Form completed by:	Name Role Contact	Sign	
Attach evidence of cleaning log showing additional COVID-19 and routine cleaning completed as per standard cleaning schedules (the log should be signed off)			<input type="checkbox"/>
Submitted to:	Name Role/Org Contact	Sign Date	

Acronyms and abbreviations: PDS – product data sheet; Org – organisation

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 or [email IPCAR <COVID19InfectionControl@health.vic.gov.au>](mailto:COVID19InfectionControl@health.vic.gov.au).

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, 20 September 2021.

Available at: [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au) <<https://www.coronavirus.vic.gov.au/>>