

Victorian School Cleaning Contractor Review Checklist

For principals, business managers, facilities managers and nominated school cleaning representatives reviewing the cleaning service. This is an oversight and evidence tool - not a replacement for the school's cleaning contract, service specification or official forms. Victorian government schools should also use the applicable Department cleaning arrangements.

School / campus _____	Review date _____	School representative _____	Service provider / contractor _____
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1. Confirm the governing arrangement

☐ Current cleaning contract/service specification located and reflects the campus/cleanable areas.	☐ Victorian government schools: applicable Cleaning Services Plan or School Council agreement located and current.
☐ Cleanable areas/building changes reviewed; relevant site/asset records updated where required.	☐ Regular, periodic/holiday and any approved additional cleaning requirements are identifiable.
☐ Access times, keys/security arrangements and cleaner access points are current.	☐ School/site induction requirements are current and communicated to the provider.
☐ Third-party/community use that changes cleaning needs has been identified.	☐ Responsibility for school-supplied personal consumables is understood for the applicable arrangement.

2. Review performance and evidence

Check	Status	Evidence / note
Cleaning standard achieved	☐ Yes ☐ Action	Evidence / location: _____
Recurring issues documented	☐ Yes ☐ N/A	Issue log / school system / other: _____
Scheduled onsite audit / review records	☐ Current ☐ N/A	Last audit: _____ Ref: _____
Term/periodic review where needed	☐ Current ☐ N/A	Last review: _____ Next: _____
Annual/periodic performance review where required	☐ Current ☐ N/A	Date / record: _____
Additional/emergency cleaning records	☐ Current ☐ N/A	Work order / school system / other: _____

Records, provider obligations and close-out

3. Records that should be easy to locate

☐ Current cleaning contract / service specification / applicable Department plan or agreement and scope.	☐ Cleaning issue/audit records and unresolved actions.
☐ Additional or emergency cleaning request/work-order records where applicable.	☐ School and provider contacts, escalation path and nominated school representative.
☐ Induction/site information provided to cleaners and relevant contractor records.	☐ Contractor chemical register/SDS access information and school register update details where applicable.
☐ Victorian government regional schools: required provider records are current, including public liability insurance, WWCC, ABN, WorkCover certificate and labour hire licence where applicable.	☐ Victorian government regional schools: signed agreement retained and uploaded/recorded in AIMS where required.

4. Action register

ID	Issue / action	Owner	Due date	Evidence / close-out	Done
					☐
					☐
					☐
					☐
					☐
					☐
					☐

All schools: review performance against the cleaning contract/service specification. Victorian government schools should also follow the applicable metropolitan or regional Department arrangements.

Official resources

Department of Education - Regional cleaning provider records (Victorian government schools)

<https://www2.education.vic.gov.au/pal/cleaning/guidance/cleaning-regional-schools/after-completing-the-evaluation>

Department of Education - Metropolitan provider responsibilities (Victorian government schools)

<https://www2.education.vic.gov.au/pal/cleaning/guidance/cleaning-metropolitan-melbourne-schools/specific-arrangements-service-provider-responsibilities>