

Cleaning Operations Plan

SAMPLE

Table of Contents

Purpose and Scope 4

WHS Responsibilities 4

 Officers (e.g. Directors, Senior Managers) 4

 Managers and Supervisors..... 5

 Workers..... 5

 Contractors and Subcontractors..... 5

Planning Cleaning Operations 6

 Pre-Task Planning 6

 Cleaning Schedules and Frequencies 6

Hazard Identification and Risk Management 7

 Common Cleaning Hazards 7

 Risk Assessment Process 7

Safe Work Procedures for Cleaning Tasks..... 8

 General Cleaning Procedure 8

 Floor Cleaning (Mopping, Scrubbing, Buffing) 8

 Bathroom and Toilet Cleaning 8

 Kitchen and Food Area Cleaning 9

 Room and Client Area Cleaning (Disability and Aged Care) 9

 Event and Post-Function Cleaning 9

Chemical Management and Hazardous Substances..... 10

 Selection and Procurement 10

 Labelling and Storage 10

 Use, Handling and Dilution 10

 Safety Data Sheets (SDS)..... 11

Personal Protective Equipment (PPE) 11

 PPE Selection and Use 11

 PPE Maintenance and Replacement..... 11

Manual Handling and Ergonomics 12

 Risk Factors 12

 Controls..... 12

Infection Prevention and Control.....	12
Standard Precautions.....	12
Transmission-Based Precautions (Disability and Aged Care).....	12
Outbreak and Deep Cleaning.....	13
Waste Management and Sharps.....	13
General Waste and Recycling.....	13
Clinical and Infectious Waste (Disability and Aged Care).....	13
Sharps Management.....	13
Working Hours, Fatigue and Remote/Isolated Work.....	14
Fatigue Management.....	14
Remote and Isolated Work.....	14
Emergency Preparedness and Response.....	14
Site Induction and Emergency Information.....	14
Cleaning-Related Emergencies.....	14
Training, Induction and Competency.....	15
Induction.....	15
Ongoing Training.....	15
Consultation, Communication and Reporting.....	16
Worker Consultation.....	16
Communication with Clients and Other Duty Holders.....	16
Hazard, Incident and Near Miss Reporting.....	16
Monitoring, Review and Continuous Improvement.....	17
Inspections and Audits.....	17
Review of this Cleaning Operations Plan.....	17
Recordkeeping.....	17

Purpose and Scope

This Cleaning Operations Plan sets out the work health and safety (WHS) arrangements for cleaning activities undertaken by [Company Name]. It is designed to ensure that cleaning tasks are planned, resourced and carried out in a way that eliminates or minimises risks to workers, clients, visitors and others who may be affected by cleaning operations.

This plan applies to all cleaning work undertaken by [Company Name] in:

- Commercial premises (e.g. offices, retail, warehouses, schools, public facilities)
- Disability and aged care settings (e.g. group homes, NDIS participant homes, residential aged care, day programs)
- Hospitality and events venues (e.g. hotels, restaurants, cafes, clubs, function centres, stadiums, temporary event sites)

It covers both routine and non-routine cleaning tasks, including:

- Daily and periodic cleaning
- Deep cleans and end-of-lease cleaning
- Infection control cleaning (including outbreak response)
- Post-event cleaning and site ground
- Specialist cleaning (e.g. kitchen degreasing, bathroom descaling, carpet cleaning, window cleaning within reach)

WHS Responsibilities

Officers (e.g. Directors, Senior Managers)

Officers of [Company Name] must exercise due diligence to ensure the company complies with its WHS duties. This includes:

- Keeping up to date with WHS legislation and relevant codes of practice
- Ensuring [Company Name] has appropriate resources and processes to manage WHS risks associated with cleaning operations
- Verifying that WHS controls (e.g. safe work procedures, training, equipment maintenance) are implemented and effective

Checklist for Officers:

- WHS is a standing agenda item at management meetings
- WHS performance indicators for cleaning operations are monitored (e.g. incident rates, near misses, corrective actions)
- Adequate budget is allocated for safe equipment, PPE, training and supervision

Managers and Supervisors

Managers and supervisors are responsible for day-to-day implementation of this Cleaning Operations Plan. They must:

- Plan cleaning work so that risks are identified and controlled before tasks commence
- Ensure workers are trained and competent in relevant cleaning procedures and safe work methods
- Provide and maintain suitable cleaning equipment, chemicals and personal protective equipment (PPE)
- Monitor work practices and correct unsafe behaviours
- Ensure incidents, hazards and near misses are reported, investigated and addressed

In disability, aged care, hospitality and events environments, supervisors must also coordinate with client representatives (e.g. facility managers, care coordinators, event organisers) to ensure cleaning work does not create additional risks for vulnerable clients, guests or the public.

Workers

Workers, including employees, casual hire workers and contractors engaged by [Company Name], must:

- Take reasonable care of their own health and safety and that of others
- Follow all safe work procedures, instructions and training
- Use PPE and equipment provided, and report any defects or issues immediately
- Report hazards, incidents, injuries and near misses without delay
- Cooperate in incident investigations and WHS improvement initiatives

In disability and aged care settings, workers must also respect client privacy and dignity while cleaning and follow any site-specific infection control or behavioural support plans.

Contractors and Subcontractors

Where [Company Name] engages subcontract cleaners or specialist services (e.g. high window cleaning, waste removal), [Company Name] will:

- Verify the contractor's WHS capabilities and insurances
- Provide relevant site information and hazards
- Coordinate WHS responsibilities to avoid overlapping duty conflicts

Contractors must comply with this Cleaning Operations Plan and any site-specific WHS requirements.

Planning Cleaning Operations

Pre-Task Planning

Before commencing work at any site, [Company Name] will ensure:

- A site-specific risk assessment has been conducted
- Cleaning schedules and scopes of work are documented and agreed with the client
- Access arrangements, security procedures and emergency procedures are understood
- Any high-risk tasks (e.g. work at height, confined spaces, use of hazardous chemicals) are identified and controlled

Planning considerations for different sectors:

- **Commercial:** after-hours access, security systems, shared access with other tenants, slip risks in public corridors
- **Disability and Aged Care:** cleaning around mobility aids, oxygen equipment, medical devices, infection control requirements, behaviour-related risks
- **Hospitality and Events:** late night work, alcohol-related behaviours of patrons, rapid turnaround times, large volumes of waste and broken glass

Cleaning Schedules and Frequencies

Cleaning schedules must balance hygiene standards, client expectations and worker safety. Overly compressed schedules can increase rushing, manual handling injuries and slips.

Schedules should:

- Clearly list area, tasks, frequencies and any special instructions
- Allow realistic time frames for safe work, including set-up and pack-up
- Identify tasks requiring two workers (e.g. heavy lifting, work in isolated areas at night)

Cleaning Schedule Template

Area/Room	Task Description	Frequency	Required Chemicals/Equipment	PPE Required	Special Instructions