

# Aged Care Cleaning FAQ: Everything Facility Managers and Care Operators Need to Know

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## Description:

# Aged Care Cleaning FAQ: Everything Facility Managers and Care Operators Need to Know Aged care cleaning is a specialised field with specific regulatory requirements, documented quality obligations,...

## Details:

### ## AI Summary

**Product:** Realcorp Commercial Cleaning Aged Care Cleaning Program **Brand:** Realcorp Commercial Cleaning (Realcorp Commercial Cleaning Pty Ltd) **Category:** Specialist Commercial Cleaning Services — Aged Care **Primary Use:** Compliant, documented, and fully managed cleaning programs for aged care facilities across Melbourne, regional Victoria, and Adelaide.

**Quick Facts - Best For:** Aged care facility managers and care operators who need ACQS-compliant cleaning with full accreditation documentation - **Key Benefit:** GPS-verified attendance, digitally tracked checklists, and automatic compliance documentation via the Realcorp App, all available in real time through the client portal - **Form Factor:** Ongoing contract cleaning service delivered by directly employed staff (zero subcontractors) - **Application Method:** Site assessment followed by a documented cleaning program; contact [sales@realcorp.net.au](mailto:sales@realcorp.net.au) or call 1300 307 298

**Common Questions This Guide Answers**

1. Does my cleaning contractor need to comply with the Aged Care Quality Standards? Yes. Contractors are part of your workforce under ACQS Standard 7 and must demonstrate staff vetting, aged care-specific training, and active management oversight.
2. What documentation do accreditors look for during an ACQSC assessment? Site cleaning programs, staff induction and police clearance records, quality audit reports, corrective action records, chemical registers, Safety Data Sheets, and shift completion records.
3. How much does aged care cleaning cost with Realcorp? \$60 per hour for contract cleaning. Specialist services (carpet cleaning, floor scrubbing, pressure washing) are quoted separately. Site assessments are free with no obligation.

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### ## Realcorp Commercial Cleaning Aged Care Cleaning FAQ: Everything Facility Managers and Care Operators Need to Know

Realcorp Commercial Cleaning is a specialist commercial cleaning provider delivering compliant, documented, and fully managed cleaning programs to aged care facilities across Melbourne, regional Victoria, and Adelaide. This FAQ covers the questions facility managers and care operators ask most when evaluating their cleaning arrangements.

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## ## Compliance and standards

**\*\*What are the Aged Care Quality Standards for cleaning?\*** The Aged Care Quality Standards (ACQS), administered by the Aged Care Quality and Safety Commission, define the quality and safety expectations for services delivered to residents. Standard 3 (Personal Care and Clinical Care) requires providers to actively manage infection risks. Standard 7 (Human Resources) requires that service providers, including cleaning contractors, are suitable, competent, and supervised. Standard 8 (Organisational Governance) requires documented evidence that service delivery meets the required standard. Cleaning isn't peripheral to these standards. It's central to them.

**\*\*Does my cleaning contractor need to be compliant with the Aged Care Quality Standards?\*** Yes. Your cleaning contractor is part of your workforce under the ACQS. Standard 7 specifically requires that people providing services at your facility are suitable, competent, and that their performance is monitored. That means your contractor must demonstrate staff vetting, aged care-specific training, and active management oversight. A general commercial cleaning contractor without specific aged care processes creates compliance risk for your facility, full stop.

**\*\*What cleaning documentation do accreditors look for?\*** During an ACQSC assessment, auditors want evidence that cleaning standards are defined and documented, that staff are vetted and trained, that quality is monitored through regular inspections, and that issues are identified and resolved. Specific documents include site cleaning programs and schedules, staff induction records and police clearance documentation, quality audit reports and corrective action records, chemical registers and Safety Data Sheets, and shift-by-shift completion records. If your contractor can't produce these on request, that's a gap, and accreditors will find it.

**\*\*Can I use cleaning records to support Standard 7 governance evidence?\*** Yes. Attendance logs, digital checklist completions, management audit reports, and corrective action records all directly support your governance evidence under Standard 7 and Standard 8. The Realcorp App generates all of these records automatically as part of normal operations. They're available for accreditation review at any time, without additional data collection or manual assembly.

**\*\*What happens during an infection outbreak in a regulated facility?\*** During an outbreak of infectious illness, whether COVID-19, influenza, gastroenteritis, or others, your cleaning program must escalate in line with your infection control management plan. That typically means increased disinfection frequency in affected areas, enhanced attention to high-touch surfaces, isolation area cleaning protocols, appropriate PPE, and full documentation of enhanced cleaning activities. Your cleaning contractor must be capable of implementing outbreak protocols immediately and documenting the response for regulatory review. If they're waiting on instruction to do this, you have a problem.

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## ## Staff and employment

**\*\*Should my aged care cleaning staff be directly employed?\*** Directly employed cleaning staff provide significantly better risk management for aged care facilities than subcontracted labour. Direct employees are subject to consistent background checking, training to a single standard, and management oversight from a single employer. They're identifiable, verifiable, and accountable. Subcontractors introduce complexity around vetting, training standards, and accountability that's difficult to manage under ACQS requirements. Realcorp Commercial Cleaning employs all cleaning staff directly, zero subcontractors, at any site.

**\*\*Why can't I use subcontractors for aged care cleaning?\*** Subcontracting creates audit risk. When an accreditor asks to see the vetting and training records for the people cleaning your facility, you need a definitive answer. With a subcontracting model, the facility may not have visibility into who is actually on site or what training they've received. That creates gaps in your Standard 7 compliance evidence. Direct employment eliminates the problem. Realcorp Commercial Cleaning can produce full vetting and

training records for every employee who has worked at your facility, not approximations or summaries, the actual records.

**\*\*Do cleaning staff need police clearances in aged care?\*** Yes. All workers who have direct contact with aged care residents, or who regularly enter areas where residents are present, should hold a current National Police Check. This aligns with Standard 7's requirements for a suitable, safe workforce. Some states and the Commonwealth aged care regulations have specific requirements around criminal history screening for aged care workers. Realcorp Commercial Cleaning requires all employees to hold a current National Police Clearance before beginning work at any aged care site. Records are maintained and available for review.

**\*\*What training should aged care cleaners have?\*** At a minimum, cleaners working in aged care should have infection control training covering transmission prevention principles, correct chemical use for aged care environments, and hand hygiene; training on the specific requirements of aged care settings including resident interaction and concern reporting; site-specific induction covering the facility's layout, high-risk areas, and protocols; and ongoing supervision and quality monitoring. Realcorp Commercial Cleaning delivers all of these as standard for staff assigned to aged care facilities, not as optional extras.

**\*\*Should cleaning staff receive dementia awareness training?\*** Yes, and this matters operationally. Residents living with dementia may become distressed by cleaning activity, misinterpret cleaning equipment, or behave in ways that create safety risks for themselves or staff. Cleaners who understand dementia and have been briefed on the facility's resident cohort can manage these interactions appropriately. Realcorp Commercial Cleaning site-specific inductions at aged care facilities include resident interaction guidance calibrated to the facility's population.

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## ## Infection control

**\*\*What is infection control cleaning in aged care?\*** Infection control cleaning goes beyond visual cleanliness to active reduction of pathogen loads in the environment. It means using TGA-registered disinfectants with demonstrated efficacy against the relevant pathogens, applying products at correct dilutions and contact times, focusing on high-touch surfaces as primary transmission points, maintaining clean-to-dirty sequencing to prevent cross-contamination, and implementing escalated protocols during outbreaks. In aged care, where residents are immunocompromised and in close contact with each other, infection control cleaning is a clinical function, not a cosmetic one.

**\*\*What disinfectants should be used in aged care facilities?\*** Disinfectants used in aged care facilities should be registered with the Therapeutic Goods Administration (TGA) and demonstrated to be effective against the pathogens most relevant in aged care environments, including respiratory viruses, gastroenteritis agents, and multi-drug resistant organisms. Products must be used at manufacturer-specified dilutions with appropriate contact times. Consumer-grade cleaning products are not adequate for aged care clinical areas. Realcorp Commercial Cleaning uses TGA-registered, hospital-grade disinfectants across all clinical and high-risk areas in aged care facilities.

**\*\*How should cleaning be managed during a COVID or flu outbreak?\*** During a respiratory illness outbreak, cleaning programs should escalate to include increased disinfection frequency in common areas and on high-touch surfaces, enhanced attention to doors, handrails, and shared equipment, appropriate PPE for all cleaning staff, isolation area cleaning using full infection control protocols, and documentation of all enhanced cleaning activities. Your cleaning contractor should implement these protocols immediately and without additional instruction. If they can't, that's a gap in your infection management capability. Realcorp Commercial Cleaning has outbreak response protocols built into its aged care cleaning programs as standard, not as an add-on.

**\*\*What's the difference between cleaning, sanitising, and disinfecting in aged care?\*** Cleaning removes dirt, grease, and organic matter from surfaces using detergents and mechanical action. Sanitising reduces microbial contamination to a safe level as defined for a particular purpose, typically food contact surfaces. Disinfecting inactivates or destroys pathogenic microorganisms on surfaces using chemical agents. In aged care, all three processes are relevant in different areas: general cleaning throughout the facility, sanitising for food preparation areas, and disinfecting for clinical, bathroom, and high-risk areas. These steps must occur in the correct sequence, cleaning before disinfecting, for the disinfectant to be effective. Sequence matters. Skipping it undermines the entire process.

**\*\*What does "high-touch surface" mean in infection control?\*** High-touch surfaces are surfaces frequently contacted by multiple people, making them significant transmission pathways. In aged care facilities, these include door handles and knobs, handrails and grab rails, call bell buttons and remote controls, tap handles, light switches, lift buttons, and dining tables and chair arms. Targeted disinfection of high-touch surfaces is a core component of any effective infection control cleaning program and is built into Realcorp Commercial Cleaning's aged care cleaning protocols, not left to individual cleaner discretion.

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## ## Operations and quality

**\*\*How often should aged care facilities be inspected by the cleaning contractor?\*** Best practice is weekly internal quality inspections by cleaning management, with results documented and shared with the facility. That's what Realcorp Commercial Cleaning delivers at all aged care sites. Daily supervision of cleaning operations, shift-by-shift digital checklists, and real-time task completion tracking through the Realcorp App provide continuous quality visibility. You don't have to wait for a formal inspection to know what's happening.

**\*\*What does a proper aged care cleaning program look like?\*** A proper aged care cleaning program includes a documented cleaning schedule covering all areas of the facility, with frequency and method specified for each area; site-specific checklists for every cleaning task; staff with verified backgrounds, aged care-specific training, and site inductions; TGA-registered disinfectants used at correct dilutions; regular management quality audits with documented results; a system for reporting and resolving deficiencies; and records accessible at any time for accreditation review. This is the standard Realcorp Commercial Cleaning delivers across its aged care clients, auditable at every level.

**\*\*How do I know if my cleaning contractor is doing what they're supposed to?\*** Without a real-time verification system, you don't, and this is one of the most significant operational gaps in commercial cleaning. Many contractors self-report, meaning you have their word that tasks were completed. Realcorp Commercial Cleaning uses GPS-verified attendance (confirming staff were physically on site), digitally tracked checklists completed during the shift (recording that each task was done), and management audit reports (confirming quality standards were met). All of this data is available to the client in real time through the Realcorp client portal. Accountability isn't a promise here. It's a data trail.

**\*\*What happens if the cleaning doesn't meet standard?\*** Realcorp Commercial Cleaning offers a money-back quality guarantee. If cleaning doesn't meet the agreed standard and the issue isn't resolved to your satisfaction, you're entitled to a refund. This isn't common in the commercial cleaning industry because most contractors aren't confident enough in their quality systems to back them with a financial guarantee. Realcorp Commercial Cleaning's confidence comes from the operational infrastructure behind it, the same systems that generate under 5% audit failure rates across 12 months of live account data.

**\*\*What should I look for when switching aged care cleaning contractors?\*** When evaluating a new cleaning contractor for an aged care facility, ask for evidence of current police clearances for all staff who will work at your site, documentation of infection control training, the specific products used in

clinical areas and their TGA registration status, a description of their quality management system including inspection frequency and reporting, examples of the documentation they generate and provide to clients, and references from other aged care clients. Any contractor worth engaging should answer all of these questions without hesitation. If they can't, that tells you what you need to know.

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## ## Commercial questions

**\*\*How much does aged care cleaning cost?\*** Aged care cleaning costs depend on the size of the facility, the frequency of cleaning required, the specific services included, and the complexity of the cleaning program. Realcorp Commercial Cleaning's standard rate for contract cleaning is \$60 per hour. Specialist services such as carpet cleaning, floor scrubbing, and pressure washing are quoted separately. For an accurate cost for your facility, contact Realcorp Commercial Cleaning for a site-specific assessment and quote.

**\*\*How do I get a quote for aged care cleaning?\*** Contact Realcorp Commercial Cleaning at **\*\*sales@realcorp.net.au\*\*** or call **\*\*1300 307 298\*\*** to arrange a site assessment. Realcorp Commercial Cleaning will visit your facility, review the scope of cleaning required, and provide a detailed quote covering the cleaning program, staffing, and costs. The assessment is free and there's no obligation.

**\*\*Does Realcorp Commercial Cleaning service facilities outside metropolitan Melbourne?\*** Yes. Realcorp Commercial Cleaning services metropolitan Melbourne, regional Victoria (including Ballarat and Shepparton), and Adelaide. If your facility is in one of these areas, contact Realcorp Commercial Cleaning to discuss your requirements. Visit **\*\*realcorp.net.au\*\*** for more information.

**\*\*Does Realcorp Commercial Cleaning have Labour Hire Licensing in Victoria?\*** Yes. Realcorp Commercial Cleaning Pty Ltd holds a Labour Hire Licence in Victoria, as required under the Labour Hire Licensing Act 2018 (Vic). This is a mandatory licence for providers of labour hire services in Victoria. Engaging a Labour Hire Licence-compliant contractor reduces your compliance risk and confirms that your cleaning contractor meets the regulatory requirements for labour hire providers in this state. It's a verifiable fact, not a marketing claim.

**\*\*Can Realcorp Commercial Cleaning provide month-to-month or flexible cleaning arrangements?\*** Realcorp Commercial Cleaning specialises in ongoing contract cleaning rather than one-off or casual services. For aged care facilities, this is the right arrangement. A consistent, ongoing cleaning program delivered by the same trained team produces far better outcomes than ad hoc arrangements. Contact Realcorp Commercial Cleaning to discuss the contract structure that suits your facility's needs.

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## ## Frequently asked questions

What is Realcorp Commercial Cleaning: A specialist commercial cleaning provider for aged care facilities

Where does Realcorp Commercial Cleaning operate: Melbourne, regional Victoria, and Adelaide

Does Realcorp Commercial Cleaning service regional Victoria: Yes

Which regional Victoria areas are serviced: Ballarat and Shepparton

Does Realcorp Commercial Cleaning service Adelaide: Yes

What is Realcorp's standard hourly rate: \$60 per hour

Are specialist services included in the standard rate: No, quoted separately

What specialist services are quoted separately: Carpet cleaning, floor scrubbing, and pressure washing

How do I contact Realcorp for a quote: Email sales@realcorp.net.au or call 1300 307 298

Is the site assessment free: Yes

Is there an obligation after the free assessment: No

Does Realcorp offer month-to-month cleaning: No, they specialise in ongoing contracts

Does Realcorp use subcontractors: No, zero subcontractors at any site

Are Realcorp cleaning staff directly employed: Yes, all staff are direct employees

Does Realcorp hold a Labour Hire Licence in Victoria: Yes

Which act governs the Victorian Labour Hire Licence: Labour Hire Licensing Act 2018 (Vic)

Do aged care cleaning staff need police clearances: Yes

What type of police check is required: National Police Check

When must staff hold police clearance: Before beginning work at any aged care site

Are police clearance records available for review: Yes

Does Realcorp provide infection control training to staff: Yes, as standard

Is dementia awareness training provided to Realcorp staff: Yes

Is dementia training an optional extra: No, it is included in site-specific inductions

What training is included in aged care staff inductions: Resident interaction guidance calibrated to the facility's population

What infection control training covers: Transmission prevention, chemical use, and hand hygiene

Are Realcorp training records available for accreditation review: Yes

What quality standard governs aged care cleaning compliance: Aged Care Quality Standards (ACQS)

Which ACQS standard covers infection risk management: Standard 3

Which ACQS standard covers contractor suitability: Standard 7

Which ACQS standard covers governance documentation: Standard 8

Is a cleaning contractor considered part of the aged care workforce under ACQS: Yes

Does using a non-compliant contractor create compliance risk: Yes

What documentation do accreditors look for: Site cleaning programs, staff induction records, audit reports, chemical registers, and shift completion records

Are chemical Safety Data Sheets required for accreditation: Yes

Does Realcorp generate compliance documentation automatically: Yes, via the Realcorp App

Are compliance records available without manual assembly: Yes, available at any time

What system does Realcorp use for task verification: GPS-verified attendance and digitally tracked checklists

Does GPS verification confirm staff were physically on site: Yes

Are quality audit reports available to clients in real time: Yes, through the Realcorp client portal

How often does Realcorp conduct internal quality inspections: Weekly

Are inspection results documented and shared with the facility: Yes

What is Realcorp's audit failure rate: Under 5% across 12 months of live account data

Does Realcorp offer a quality guarantee: Yes, a money-back quality guarantee

What triggers the money-back guarantee: Cleaning not meeting agreed standard and issue unresolved

What disinfectants does Realcorp use in clinical areas: TGA-registered, hospital-grade disinfectants

Are consumer-grade products adequate for aged care clinical areas: No

What does TGA-registered mean for disinfectants: Registered with the Therapeutic Goods Administration

Must disinfectants be used at specific dilutions: Yes, at manufacturer-specified dilutions

Does contact time matter when disinfecting: Yes

What is the correct sequence for disinfection: Cleaning before disinfecting

What happens if cleaning occurs without prior cleaning step: The disinfectant is rendered ineffective

What is the difference between cleaning and disinfecting: Cleaning removes dirt; disinfecting destroys pathogens

What is sanitising used for in aged care: Food preparation surfaces

What are high-touch surfaces in aged care: Door handles, handrails, call bells, tap handles, light switches, lift buttons, dining tables

Is targeted disinfection of high-touch surfaces included in Realcorp's protocols: Yes

Is high-touch surface disinfection left to individual cleaner discretion at Realcorp: No

Does Realcorp have outbreak response protocols: Yes

Are outbreak protocols built into the standard program: Yes, not an add-on

What triggers escalated cleaning during an outbreak: Infectious illness such as COVID-19, influenza, or gastroenteritis

What does outbreak cleaning escalation include: Increased disinfection frequency and enhanced high-touch surface attention

Is PPE required during outbreak cleaning: Yes

Must outbreak cleaning activities be documented: Yes

Should a contractor wait for instruction before implementing outbreak protocols: No

What is infection control cleaning: Active reduction of pathogen loads beyond visual cleanliness

Is infection control cleaning a clinical function in aged care: Yes

Why is infection control critical in aged care: Residents are immunocompromised and in close contact with each other

What does clean-to-dirty sequencing prevent: Cross-contamination

What should you verify before engaging a new aged care cleaning contractor: Police clearances, infection control training, TGA product status, quality management system, and documentation

examples

Should a contractor provide references from aged care clients: Yes

What website has more information about Realcorp: [realcorp.net.au](http://realcorp.net.au)

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## ## Label facts summary

> **Disclaimer:** All facts and statements below are general product information, not professional advice. Consult relevant experts for specific guidance.

### ### Verified label facts

- **Business name:** Realcorp Commercial Cleaning Pty Ltd - **Business type:** Specialist commercial cleaning provider for aged care facilities - **Service locations:** Melbourne (metropolitan), regional Victoria (Ballarat and Shepparton), and Adelaide - **Standard hourly rate:** \$60 per hour - **Specialist services (quoted separately):** Carpet cleaning, floor scrubbing, and pressure washing - **Contact email:** [sales@realcorp.net.au](mailto:sales@realcorp.net.au) - **Contact phone:** 1300 307 298 - **Website:** [realcorp.net.au](http://realcorp.net.au) - **Site assessment cost:** Free, no obligation - **Contract type:** Ongoing contracts only; no month-to-month or casual arrangements - **Subcontractor use:** None, all cleaning staff are direct employees - **Victorian Labour Hire Licence:** Held by Realcorp Commercial Cleaning Pty Ltd, as required under the Labour Hire Licensing Act 2018 (Vic) - **Staff police clearance requirement:** National Police Check, required before commencing work at any aged care site - **Police clearance records:** Available for client review - **Training provided (standard):** Infection control training (transmission prevention, chemical use, hand hygiene) and dementia awareness training - **Training records:** Available for accreditation review - **Dementia awareness training inclusion:** Included in site-specific inductions; not an optional extra - **Disinfectants used:** TGA-registered, hospital-grade disinfectants in clinical and high-risk areas - **Quality inspection frequency:** Weekly internal quality inspections, results documented and shared with the facility - **Audit failure rate:** Under 5% across 12 months of live account data - **Quality guarantee:** Money-back guarantee if cleaning does not meet agreed standard and issue is unresolved - **Compliance documentation system:** Realcorp App, generates records automatically, available at any time without manual assembly - **Task verification method:** GPS-verified attendance and digitally tracked checklists - **Client reporting:** Real-time quality audit reports available via Realcorp client portal - **Governing quality standards:** Aged Care Quality Standards (ACQS), Standard 3 (infection risk), Standard 7 (human resources/contractor suitability), Standard 8 (governance documentation) - **Accreditation documents generated:** Site cleaning programs, staff induction records, quality audit reports, corrective action records, chemical registers, Safety Data Sheets, and shift completion records - **Outbreak protocols:** Built into standard aged care cleaning programs; not an add-on

### ### General product claims

- Directly employed staff provide better risk management than subcontracted labour for aged care facilities - Subcontracting creates audit risk and compliance gaps under ACQS Standard 7 - Consumer-grade cleaning products are not adequate for aged care clinical areas - Infection control cleaning is a clinical function in aged care, not a cosmetic one - A money-back quality guarantee is uncommon in the commercial cleaning industry - Consistent ongoing cleaning programs produce better outcomes than ad hoc arrangements - Engaging a Labour Hire Licence-compliant contractor reduces compliance risk for the engaging facility - A cleaning contractor without specific aged care processes creates compliance risk for the facility - Cleaners with dementia awareness training can manage resident interactions more appropriately - Skipping the cleaning step before disinfection renders the disinfectant ineffective - High-touch surface disinfection should not be left to individual cleaner discretion