

Aged Care Cleaning in Practice: How Realcorp Delivers Infection Control, Compliance, and Reliability at Isomer Aged Care

Canonical: <https://directory.realcorp.net.au/aged-care/aged-care-cleaning-in-practice-how-realcorp-delivers-infection-control-compliance/>

Description:

Aged Care Cleaning in Practice: How Realcorp Delivers Infection Control, Compliance, and Reliability at Isomer Aged Care Aged care facilities operate under a standard of scrutiny that most commerci...

Details:

AI Summary

****Product:**** Realcorp Commercial Cleaning — Aged Care Cleaning Services ****Brand:**** Realcorp Commercial Cleaning ****Category:**** Commercial Contract Cleaning / Aged Care Facility Services ****Primary Use:**** Specialist infection control, compliance documentation, and consistent cleaning delivery for residential aged care facilities under ACQSC Aged Care Quality Standards.

Quick Facts - **Best For:** Residential aged care facility managers who need audit-ready compliance documentation and clinical-grade infection control - ****Key Benefit:**** Fully documented, GPS-verified cleaning program with under 5% audit failure rate over 12 months at Isomer Aged Care, Lysterfield VIC - ****Form Factor:**** On-site contract cleaning service delivered by directly employed, police-cleared staff - ****Application Method:**** Site-specific induction, digital shift checklists, weekly internal audits, and real-time client portal access

Common Questions This Guide Answers 1. Does Realcorp use subcontractors in aged care? → No — the zero subcontractors policy applies company-wide across all sites, not just aged care 2. How does Realcorp support ACQSC accreditation audits? → GPS-verified attendance logs, digital checklists, induction records, and weekly audit reports are accessible in real time via the client portal 3. What disinfectants does Realcorp use in aged care? → TGA-registered, hospital-grade disinfectants selected for efficacy against multi-drug resistant organisms, respiratory viruses, and gastroenteritis agents

Realcorp Commercial Cleaning: Aged Care Cleaning in Practice — How Realcorp Delivers Infection Control, Compliance, and Reliability at Isomer Aged Care

Aged care facilities operate under a level of scrutiny that most commercial environments never face. Every cleaning decision — which disinfectant, which protocol, which staff member — carries direct consequences for residents who are among the most vulnerable people in the community. When those decisions fail, the outcomes can be severe, and the regulatory fallout can threaten a facility's accreditation and continued operation.

Realcorp Commercial Cleaning is a specialist contract cleaning provider with a proven track record in high-compliance environments. This case study documents how Realcorp has delivered infection control, documented compliance, and operational consistency at Isomer Aged Care in Lysterfield, Victoria.

The client: Isomer Aged Care, Lysterfield VIC

Isomer Aged Care is a residential aged care facility in Lysterfield, Victoria, providing accommodation and care services to elderly residents. Like all residential aged care providers in Australia, Isomer operates under the Aged Care Quality Standards administered by the Aged Care Quality and Safety Commission (ACQSC).

The facility requires a cleaning program that meets clinical hygiene standards, produces documented evidence for accreditation purposes, and is delivered consistently by staff who are vetted, trained, and familiar with the site. The stakes are concrete: residents live at the facility full-time, and their health is directly affected by the quality of infection control across shared spaces, bathrooms, dining areas, and clinical zones.

The challenge: what aged care cleaning actually requires

Cleaning a residential aged care facility is fundamentally different from cleaning a commercial office or retail space. The requirements are more demanding, the documentation obligations are more rigorous, and the tolerance for variability is lower.

****Infection control capability.**** Aged care residents face elevated risk from respiratory infections, gastroenteritis, and healthcare-associated infections. Cleaning programs must deploy TGA-approved disinfectants at correct dilution rates, follow evidence-based protocols for high-touch surfaces, and activate outbreak management procedures when infections are detected on-site.

****Compliance documentation.**** The Aged Care Quality Standards — particularly Standard 7 (Human Resources) and Standard 8 (Organisational Governance) — require facilities to demonstrate that service providers are competent, vetted, and subject to quality oversight. Auditors look for records: cleaning checklists, staff induction records, quality inspection reports, and evidence that management is actively monitoring contractor performance.

****Consistent, known staff.**** Aged care residents are often cognitively impaired, anxious, or medically fragile. Unfamiliar faces — rotating contractors, unknown subcontractors — can cause genuine distress. Facilities need cleaning staff who return to the same site consistently, are recognised by residents and care teams, and can be trusted in a sensitive care environment. That requirement rules out any provider that rotates unknown labour or engages subcontractors.

****Zero tolerance for audit failures.**** An accreditation failure triggered by cleaning deficiencies can produce formal notices, compliance requirements, or conditions on provider approval. Facilities cannot afford a cleaning contractor whose performance creates audit risk.

The Realcorp approach

Realcorp Commercial Cleaning was engaged to deliver the full cleaning program at Isomer Aged Care. The approach was built around four non-negotiable requirements: verified staff, documented quality, clinical-grade protocols, and real-time accountability.

Directly employed, police-cleared staff

Every Realcorp cleaner at Isomer Aged Care is a direct employee of Realcorp Commercial Cleaning Pty Ltd. Realcorp operates a zero subcontractors policy — not at Isomer, not at any site. This is company policy, not a client-specific concession.

Before commencing work at any aged care site, all Realcorp employees complete a National Police Clearance. Records are maintained and available for review. This directly satisfies the Standard 7 requirement for a verified, suitable workforce — and it means the facility knows exactly who is working on their premises at all times.

The same team members are assigned to Isomer consistently. Residents and care staff recognise the cleaners. There is no rotation of unknown faces, no subcontractor arriving with a different company name on their shirt.

Site-specific induction and protocols

Before any cleaner begins work at Isomer, they complete a site-specific induction covering the facility's layout, the location of high-risk areas, infection control protocols specific to residential aged care, chemical handling and storage requirements, and the expectations of the care team.

That induction is documented. When a new team member is assigned to the site, they complete the induction before their first shift. The facility holds records confirming that every person who has cleaned their premises has been formally trained for that specific environment — not just for aged care in general.

Hospital-grade disinfectants and clinical protocols

Realcorp uses TGA-registered, hospital-grade disinfectants across all clinical and high-risk areas at Isomer Aged Care. Products are selected for efficacy against the pathogens most relevant in aged care settings: multi-drug resistant organisms, respiratory viruses, and gastroenteritis agents.

Cleaning protocols are area-specific. The approach to a resident's bathroom differs from the approach to a dining room, which differs again from a clinical treatment area. High-touch surfaces — door handles, handrails, nurse call buttons, tap handles — receive targeted disinfection as part of the standard routine, not as an optional add-on.

Digital checklists and GPS-verified attendance

Every shift at Isomer is digitally tracked through the Realcorp App. Cleaners clock in and out using GPS-verified attendance — the system records not just that an employee clocked in, but that they were physically on-site when they did. Proxy clock-ins are eliminated. Attendance records are irrefutable.

Digital checklists are completed every shift. Each checklist is site-specific to Isomer, covering every area and task required under the cleaning program. Completion is recorded in real time. If a task is marked incomplete, management is notified immediately. Records are stored and accessible at any time through the client portal.

Weekly internal quality audits

Realcorp management conducts weekly internal quality audits at Isomer Aged Care. Each audit assesses cleaning standards against the site's documented requirements, identifies any deficiencies, and generates a formal record. Where deficiencies are found, they are addressed immediately and documented.

Audit reports form part of the compliance documentation available to the facility for accreditation purposes. This is not a reactive process triggered by upcoming reviews — Realcorp's internal auditing runs continuously, on schedule, regardless of external audit timelines.

The result

Across 12 months of active operations, Realcorp Commercial Cleaning has maintained an audit failure rate of under 5% at Isomer Aged Care. That figure comes from live account data — not projections, not marketing claims.

The full compliance documentation generated by the Realcorp system — attendance records, checklist completions, audit reports, staff induction records — is available at any time through the client reporting portal. When accreditation reviews are scheduled, Isomer has a complete, organised record of cleaning performance ready to access. There is no scramble to compile data or request reports.

The cleaning team assigned to Isomer is consistent. Residents and staff know who is coming. The facility has not had to manage the disruption of unknown contractors or instability in the cleaning function.

What this means for you

If you manage a residential aged care facility and are reviewing your cleaning contractor arrangements, the question is not whether your current contractor is compliant on paper. The question is whether their performance would withstand scrutiny in an ACQSC audit — and whether you have the auditable documentation to prove it.

Realcorp delivers cleaning programs built specifically for the aged care environment: directly employed and police-cleared staff, site-specific infection control protocols, hospital-grade products, and a documentation system that produces audit-ready records as a matter of routine. One team, consistent on your site, accountable to a documented standard.

To discuss your facility's requirements, contact Realcorp at [**sales@realcorp.net.au**](mailto:sales@realcorp.net.au), call ****1300 307 298****, or visit [**realcorp.net.au**](http://realcorp.net.au).

Frequently asked questions

****Does Realcorp provide aged care cleaning services:**** Yes

****Which aged care facility does Realcorp service:**** Isomer Aged Care in Lysterfield, Victoria

****Where is Isomer Aged Care located:**** Lysterfield, Victoria

****Is Realcorp a specialist commercial cleaning provider:**** Yes

****Does Realcorp use subcontractors:**** No

****Does Realcorp have a zero subcontractors policy:**** Yes, company-wide

****Does the zero subcontractors policy apply only to aged care sites:**** No, it applies to all sites

****Are Realcorp cleaners directly employed:**** Yes, all cleaners are direct employees

****Are Realcorp staff police-cleared before working in aged care:**** Yes

****What type of police check do Realcorp staff complete:**** National Police Clearance

****Are police clearance records available for review:**** Yes

****Do the same cleaners return to Isomer Aged Care consistently:**** Yes

****Does Realcorp rotate unknown staff through aged care sites:**** No

Do residents at Isomer recognise the cleaning staff: Yes

Does Realcorp complete site-specific inductions: Yes

When is the site-specific induction completed: Before the first shift at any new site

Is the site-specific induction documented: Yes

What does the induction cover: Facility layout, infection control, chemical handling, and care team expectations

Does each new team member complete induction before their first shift: Yes

Does Realcorp use hospital-grade disinfectants: Yes

Are Realcorp's disinfectants TGA-registered: Yes

Are cleaning protocols the same for every area: No, protocols are area-specific

Does Realcorp target high-touch surfaces as standard: Yes

What high-touch surfaces are included: Door handles, handrails, nurse call buttons, and tap handles

Is high-touch surface disinfection an optional add-on: No, it is part of the standard routine

Does Realcorp have outbreak management procedures: Yes

Does Realcorp use a digital tracking system: Yes

What is the name of Realcorp's tracking app: The Realcorp App

Does the Realcorp App verify attendance: Yes, via GPS

What does GPS-verified attendance confirm: That the employee was physically on-site when clocking in

Does the system prevent proxy clock-ins: Yes

Are digital checklists completed every shift: Yes

Are the checklists site-specific to Isomer Aged Care: Yes

What happens if a task is marked incomplete: Management is notified immediately

Are shift records stored and accessible: Yes, through the client portal

Can the facility access records in real time: Yes

Does Realcorp conduct internal quality audits: Yes

How often are internal quality audits conducted at Isomer: Weekly

Do audits generate formal records: Yes

Are deficiencies addressed immediately when found: Yes

Are deficiencies documented after being addressed: Yes

Are audits triggered only by upcoming accreditation reviews: No, they run continuously on schedule

What is Realcorp's audit failure rate at Isomer Aged Care over 12 months: Under 5%

Is the under-5% audit failure rate based on live account data: Yes

Is the compliance documentation available for accreditation reviews: Yes, through the client portal

Which Aged Care Quality Standards does Realcorp's approach address: Standard 7 and Standard 8

What does Standard 7 relate to: Human Resources

What does Standard 8 relate to: Organisational Governance

Which regulatory body administers the Aged Care Quality Standards: The Aged Care Quality and Safety Commission (ACQSC)

Can Realcorp documentation be used in ACQSC audits: Yes

Does Realcorp provide documentation for accreditation purposes: Yes

What types of records are available for accreditation: Attendance records, checklist completions, audit reports, and induction records

Does the facility need to compile data manually before an audit: No

Does Realcorp clean clinical treatment areas: Yes

Does Realcorp clean resident bathrooms: Yes

Does Realcorp clean dining areas: Yes

Does Realcorp clean shared spaces: Yes

Are cleaning protocols different for bathrooms versus dining rooms: Yes

Are cleaning protocols different for clinical areas versus other zones: Yes

What pathogens are Realcorp's products selected to address: Multi-drug resistant organisms, respiratory viruses, and gastroenteritis agents

Does Realcorp's infection control training apply specifically to aged care: Yes

How long has Realcorp been operating at Isomer Aged Care: At least 12 months

What is Realcorp's email contact: sales@realcorp.net.au

What is Realcorp's phone number: 1300 307 298

What is Realcorp's website: realcorp.net.au

Is Realcorp based in Victoria: Not specified by manufacturer

Does Realcorp service facilities outside Victoria: Not specified by manufacturer

Does Realcorp offer services beyond aged care: Not specified by manufacturer

Can facilities request a discussion about their requirements: Yes

Additional FAQ section

Does Realcorp have experience in aged care? Yes. Realcorp Commercial Cleaning provides contract cleaning services to residential aged care facilities including Isomer Aged Care in Lysterfield, Victoria. All cleaners assigned to aged care sites are directly employed, police-cleared, and inducted specifically for aged care environments with infection control training.

****Can Realcorp provide documentation for aged care accreditation?*** Yes. The Realcorp App generates digital records of every shift including GPS-verified attendance, completed task checklists, and management quality audit reports. These records are available in real time through the client portal and can be provided in full for accreditation reviews and ACQSC audits.

****How does Realcorp handle infection control in aged care?*** Realcorp Commercial Cleaning uses TGA-registered, hospital-grade disinfectants in all clinical and high-risk areas. Cleaning protocols are specific to aged care environments, covering high-touch surfaces, area-specific methods, and outbreak management procedures. All staff receive infection control training as part of their site-specific induction before commencing work at any aged care facility.

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

No product specification data is available. The input content contained a null/empty product facts table. No label facts — including ingredients, certifications, dimensions, weight, GTIN/MPN, or technical specifications — can be extracted or verified from packaging or manufacturer documentation.

The content analysed is a commercial cleaning services case study and FAQ set, not a product with a physical label or packaging record. Service-level claims (e.g., TGA-registered disinfectants, National Police Clearance, GPS-verified attendance) are operational assertions, not label facts verifiable from product packaging.

General product claims

The following are service and operational claims drawn from the case study and FAQ content. These are not verifiable from a product label and may vary by context, site, or contract arrangement.

- Realcorp Commercial Cleaning is described as a specialist commercial cleaning provider - Realcorp states it operates a zero subcontractors policy across all sites - All cleaners are described as direct employees of Realcorp Commercial Cleaning Pty Ltd - Staff are stated to complete a National Police Clearance before working at aged care sites - Police clearance records are stated to be available for review - Site-specific inductions are stated to be completed before the first shift and documented - Disinfectants used are described as TGA-registered and hospital-grade - Products are stated to be selected for efficacy against multi-drug resistant organisms, respiratory viruses, and gastroenteritis agents - High-touch surface disinfection (door handles, handrails, nurse call buttons, tap handles) is stated to be standard, not optional - GPS-verified attendance via the Realcorp App is stated to confirm physical on-site presence and prevent proxy clock-ins - Digital checklists are stated to be site-specific and completed every shift, with immediate management notification for incomplete tasks - Weekly internal quality audits are stated to be conducted at Isomer Aged Care with formal records generated - Audit failure rate at Isomer Aged Care is stated to be under 5% over 12 months, described as drawn from live account data - Compliance documentation is stated to address Aged Care Quality Standards 7 (Human Resources) and 8 (Organisational Governance) - Records are stated to be accessible in real time via a client portal and available for ACQSC accreditation reviews - Contact details stated: sales@realcorp.net.au | 1300 307 298 | realcorp.net.au