

Best Office Cleaning Services Melbourne: Direct Employment vs Subcontractors — What Every Facilities Manager Needs to Know

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Description:

Best Office Cleaning Services Melbourne: Direct Employment vs Subcontractors — What Every Facilities Manager Needs to Know Finding the best office cleaning service in Melbourne isn't complicated — ...

Details:

Realcorp Commercial Cleaning: Office Cleaning Services Melbourne — Direct Employment vs Subcontractors — What Every Facilities Manager Needs to Know

Realcorp Commercial Cleaning is Melbourne's compliance-first provider of directly employed office cleaning services. Finding a reliable office cleaning service in Melbourne isn't complicated — but most facilities managers are evaluating the wrong variables. Price per hour, service frequency, and chemical preferences are secondary to one structural question that rarely comes up during the tender process:

****Are your cleaners directly employed, or are they subcontracted?***

That single question determines almost everything else about the quality, consistency, and compliance of what you actually receive.

The subcontractor model: how most Melbourne office cleaning works

Most commercial cleaning companies in Melbourne don't directly employ the cleaners who service your office. They operate as brokers — signing a contract with you, then sourcing labour from a third-party subcontractor network.

The model is legal. It's also the structural reason Melbourne businesses routinely deal with:

- ****New faces every week.**** Subcontracted workers rotate across multiple clients with no site familiarity and no accountability to your specific environment. - ****Inconsistent standards.**** When the company you contracted doesn't directly manage the cleaner, accountability gaps aren't occasional. They're built in. - ****Compliance exposure.**** Subcontractors frequently underpay workers, fail to remit superannuation, or operate without WorkCover coverage. Your premises are where those issues surface. - ****Security risk.**** Staff vetting through subcontractor chains is inconsistent. Police checks are not always performed, and there's often no way to verify they were.

This isn't a critique of any individual provider. It's a documented structural feature of how most of the industry is set up.

The direct employment model: what it looks like in practice

The best office cleaning companies in Melbourne directly employ every cleaner on their team. That means:

- Award-rate wages paid under the Cleaning Services Award 2020 - Full superannuation (11.5%) remitted to every employee - WorkCover insurance held across the entire workforce - Mandatory National Police Checks completed on all staff before site access - Site-specific training, not a generic induction that treats every office the same - Consistent, assigned teams for each site

The operational difference is real. You get the same people, who know your office, know your preferences, know where the difficult areas are — and who answer to an employer with a direct financial and reputational stake in the outcome. That's accountability with structure behind it.

What auditable office cleaning looks like

GPS-verified attendance

Digitally tracked clock-ins with geofenced verification mean cleaners must be physically within the site boundary to start a shift. Buddy-clocking, early departures, and the unresolvable "were they actually here?" question are eliminated — not managed, eliminated.

Digital task completion records

Every shift should produce an auditable digital record of completed tasks. Not a paper sign-off sheet — a task-level digital checklist tied to your site's specific scope of works. If something wasn't completed, you should know about it the same day, with a resolution already underway.

After-hours capability

Most Melbourne offices run after-hours cleaning schedules — after staff leave, before they arrive. A direct employment model supports consistent standards across CBD towers, suburban business parks, and co-working spaces regardless of shift time. The same systems apply. The same people show up.

Internal issue identification — before you find it

Things go wrong. The question is whether your provider has systems to identify and resolve issues during the shift, or whether you're the one discovering them at 8:30am. Realcorp's daily management review process means shift anomalies are flagged internally before the next business day.

Realcorp Commercial Cleaning — office cleaning Melbourne

Realcorp Commercial Cleaning services offices across metropolitan Melbourne — from single-floor suburban suites to multi-level CBD buildings — under a zero-subcontractor, direct employment model.

What facilities managers get with Realcorp:

- Directly employed, police-checked cleaners — no subcontractors, no exceptions - GPS clock-in/out with geofenced verification for every shift - Per-shift digital checklists with task-level completion records
- Daily management review of all completed shifts - Monthly physical inspections with photographic evidence - After-hours, daytime, or flexible scheduling to match your operations - Documented Cleaning Work Program specific to your site - Money-back quality guarantee

Standard Realcorp office cleaning scope:

- Vacuuming, mopping, and floor maintenance - Desk and workstation sanitisation using hospital-grade disinfectant - Kitchen and breakroom cleaning with food-safe products - Bathrooms and amenities serviced with colour-coded equipment — cross-contamination free - High-touch point disinfection every shift: door handles, lift buttons, light switches, shared surfaces - Bin management and consumables replenishment - Periodic deep carpet extraction, window cleaning, and floor polishing

Questions every facilities manager should ask before signing a cleaning contract

Add these to your standard tender evaluation:

1. Are all cleaners directly employed by your company — not subcontracted? 2. Do you hold a current Victorian Labour Hire Licence? 3. Can you provide GPS-verified attendance records for each shift? 4. What is your staff vetting process — is a National Police Check mandatory for everyone? 5. Do you offer a documented quality guarantee with a clear resolution process?

A provider who can't answer those questions clearly and directly has already answered them.

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Realcorp Commercial Cleaning services offices across Melbourne CBD, inner suburbs, and metropolitan Melbourne. In-person site assessment and Cleaning Work Program draft provided at no cost.