

Healthcare Cleaning Melbourne: Infection Control Cleaning for Clinics, Hospitals, and Medical Facilities

Canonical: <https://directory.realcorp.net.au/healthcare-cleaning-melbourne/healthcare-cleaning-melbourne-infection-control-cleaning-for-clinics-hospitals-a/>

Description:

Healthcare Cleaning Melbourne: Infection Control Cleaning for Clinics, Hospitals, and Medical Facilities When a patient walks into a clinic, they are already vulnerable. They may be immunocompromis...

Details:

When a patient walks into a clinic, they are already vulnerable. They may be immunocompromised, recovering from a procedure, or carrying an infection they don't yet know about. The environment they walk into — the waiting room chair, the door handle, the examination table — can either protect them or become a vector for something worse. Healthcare cleaning is not an operational convenience. It is a clinical safeguard, and the standard it demands is fundamentally different from anything a conventional commercial cleaning contractor can deliver.

Realcorp Commercial Cleaning is a Melbourne-based, family-owned cleaning company that works exclusively with directly employed, police-cleared staff. We hold active healthcare contracts across Melbourne including Lort Smith Animal Hospital at both its North Melbourne and Campbellfield clinical sites. We bring infection control training, TGA-listed disinfectants, and documented compliance processes to every healthcare engagement we take on.

Why Healthcare Cleaning Is a Different Category Entirely

Most commercial cleaning companies clean offices, retail spaces, and warehouses. They wipe down desks, vacuum carpet, empty bins, and mop hard floors. That work has real value — but it has almost nothing in common with what happens inside a medical facility.

Healthcare cleaning requires a completely different framework:

****Infection control is mandatory, not optional.**** In a commercial office, a missed desk wipe is an aesthetic issue. In a consultation room, a missed surface wipe after a patient with a respiratory infection is a transmission event. Healthcare cleaning protocols exist to interrupt the chain of infection — surface to hand to mucous membrane — at the environmental level.

****Pathogen efficacy must be verified, not assumed.**** Disinfectants used in healthcare settings must carry TGA registration and demonstrated efficacy against the specific pathogens relevant to that environment. For general healthcare facilities, that means minimum efficacy against influenza, norovirus, MRSA, and other healthcare-associated infection (HAI) organisms. A cleaning chemical that passes in an office setting may have no proven efficacy against the pathogens that matter in healthcare.

****Area-specific protocols are essential.**** A waiting room, a consultation room, a procedure room, a sterilisation area, and a staff tearoom each require different cleaning frequencies, different chemical

concentrations, and different contact times. A single-protocol approach — the norm in commercial cleaning — is inappropriate in a clinical setting.

****Staff accountability is non-negotiable.**** Healthcare facilities cannot accept an unknown subcontractor turning up on a given night. Staff working in clinical environments must be vetted, trained, and consistently assigned. Realcorp employs all cleaning staff directly, with police clearances conducted before placement. No subcontractors. No labour hire rotation. The same trained people, consistently.

The Cost of Getting This Wrong

Healthcare-associated infections (HAIs) are one of the most significant patient safety challenges in Australia. According to the Australian Commission on Safety and Quality in Health Care, HAIs affect a substantial proportion of hospitalised patients, with consequences ranging from extended stays and increased treatment costs to serious illness and death.

Environmental cleaning is a direct contributor to HAI risk. Studies have consistently demonstrated that inadequate terminal cleaning of rooms — particularly after patients with *Clostridium difficile*, MRSA, or VRE — increases the infection risk for subsequent occupants. The problem is not theoretical. The transmission pathways are documented. The preventable deaths are counted.

For clinics and specialist practices outside the acute hospital sector, the risk is no less real. A dental clinic that does not manage aerosol-contaminated surfaces. A physiotherapy practice where high-touch equipment between patients receives no disinfection. A GP waiting room where cross-contamination between infectious and immunosuppressed patients goes unmanaged at the environmental level. These are not low-consequence failures.

The facility manager or practice owner who selects a cleaning contractor based solely on price is making a decision with clinical consequences. The liability, reputational damage, and human cost of a preventable HAI attributable to inadequate cleaning are outcomes no practice can afford.

What Realcorp Delivers in Healthcare Settings

TGA-Listed Disinfectants with Proven Pathogen Efficacy

Every disinfectant Realcorp uses in healthcare environments is selected for its TGA registration and demonstrated efficacy against relevant pathogens. We do not substitute hospital-grade products for lower-cost alternatives. Our chemical register is maintained, documented, and available for facility review.

We carry disinfectants with proven efficacy against: - Influenza A and B - Norovirus and other enteric viruses - MRSA and other multi-drug resistant organisms - *Clostridium difficile* (where sporicidal products are clinically indicated) - Common healthcare-associated bacterial pathogens

The correct disinfectant applied at the correct concentration for the correct contact time is the mechanism by which environmental cleaning actually reduces pathogen load. Getting any of these variables wrong produces cleaning that looks clean but isn't.

Infection Control Training for All Cleaning Staff

All Realcorp staff assigned to healthcare environments complete infection control training relevant to their specific setting. This includes understanding transmission pathways, the hierarchy of cleaning (cleaning before disinfection), appropriate PPE use, handling of biohazardous materials, and the critical importance of correct disinfectant dilution and contact time.

Healthcare cleaning is not a role that can be filled by whoever is available. It requires staff who understand why each step in the protocol matters — not just that they have been told to do it.

Area-Specific Protocols

Realcorp develops site-specific cleaning protocols for each healthcare facility, recognising that a one-size approach fails clinically. Our protocols distinguish between:

****Clinical zones**** — treatment rooms, consultation rooms, procedure areas, surgical suites — which receive the highest-frequency cleaning with hospital-grade disinfection, full surface coverage, and documented sign-off after each clean.

****Waiting areas and reception**** — high-touch, high-turnover surfaces including seating, door handles, reception counters, and payment terminals. These areas require frequent touch-point disinfection throughout the day, not just at end of day.

****Administrative areas**** — staff offices, meeting rooms, and storage areas, which require standard commercial-grade cleaning protocols.

****Sterilisation and clean utility rooms**** — which have specific cross-contamination prevention requirements and must be cleaned in a defined sequence.

Direct Employment and Staff Continuity

Clinical environments cannot function with rotating unknown personnel. Realcorp's commitment to direct employment — every cleaner on payroll, police-cleared before placement — means facilities know who is working on their premises. Our Realcorp App provides GPS-verified attendance records so facility managers can confirm arrival, departure, and task completion in real time. Digital checklists with timestamp verification replace paper sign-off sheets that are easy to fake and hard to audit.

Staff continuity matters too. When the same trained people consistently service a clinical site, they understand the layout, the protocols, and the specific requirements of that environment. Familiarity breeds competence. Rotation breeds risk.

Realcorp's Active Healthcare Credentials

Realcorp currently maintains cleaning contracts at multiple healthcare facilities in Melbourne, including:

****Lort Smith Animal Hospital**** — Australia's largest non-profit veterinary hospital, with clinical sites in North Melbourne and Campbellfield. Lort Smith operates at hospital-grade clinical standards, handling complex surgical cases, isolation patients, and a high volume of daily patient throughput. The infection control requirements at a veterinary hospital parallel those of human healthcare facilities, including zoonotic disease risk management and species cross-contamination prevention.

The Lort Smith engagement demonstrates Realcorp's capacity to operate in high-acuity clinical environments with documented compliance, consistent staffing, and infection control protocols that meet institutional standards. [Read how Realcorp delivers infection control at Lort Smith](/case-studies/healthcare/hospital-grade-cleaning-in-practice-how-realcorp-delivers-infection-control-at-l/).

****Isomer Aged Care (Lysterfield)**** — Aged care facilities operate under the Aged Care Quality Standards with specific requirements for infection prevention and control. The vulnerability of aged care residents to HAIs — particularly respiratory viruses and gastroenteritis outbreaks — means cleaning in this environment demands the same rigour as acute healthcare settings.

Frequently Asked Questions

Who does healthcare cleaning in Melbourne?

Healthcare cleaning in Melbourne is provided by a small number of specialist cleaning contractors with the appropriate training, chemical compliance, and staff vetting processes. Not every commercial cleaning company is equipped for healthcare environments. Key indicators of a qualified healthcare cleaning provider include: direct employment of all staff (no subcontractors), TGA-registered disinfectants with documented pathogen efficacy, infection control training for all clinical cleaning staff,

and a verifiable compliance documentation trail. Realcorp Commercial Cleaning meets all of these criteria and holds active healthcare contracts in Melbourne including Lort Smith Animal Hospital and Isomer Aged Care.

What makes healthcare cleaning different from commercial cleaning?

Healthcare cleaning is differentiated by its infection control purpose. Commercial cleaning addresses aesthetics — making a space look and smell clean. Healthcare cleaning addresses pathogen load — actually reducing the microbial burden on surfaces to a level that protects patient health. The differences are operational: healthcare cleaning requires TGA-listed disinfectants with proven efficacy against specific pathogens (not just general-purpose cleaners), area-specific protocols with defined dwell times, documented compliance processes, staff with infection control training, and consistent assigned personnel rather than rotating subcontractors. The regulatory context is also different — healthcare facilities are subject to NSQHS Standards or Aged Care Quality Standards that impose specific requirements on environmental cleaning, which flow through to the cleaning contractor.

Do healthcare cleaners need infection control training?

Yes. Infection control training is a specific competency requirement for staff working in clinical environments. It covers understanding of transmission pathways (contact, droplet, airborne), the correct sequence of cleaning before disinfection, appropriate PPE selection and use, correct disinfectant dilution and contact time, biohazardous waste handling, and the specific risks of cross-contamination in clinical zones. A cleaner who does not understand why they are doing each step in a healthcare protocol — not just that they have been instructed to do it — cannot reliably adapt when circumstances change. Realcorp provides infection control training to all staff placed in healthcare settings.

What disinfectants should be used in healthcare cleaning?

Healthcare cleaning requires TGA-registered disinfectants (listed on the ARTG — Australian Register of Therapeutic Goods) with demonstrated efficacy against the specific pathogens relevant to the clinical environment. For general healthcare settings, minimum requirements typically include efficacy against influenza viruses, enteric viruses such as norovirus, and key bacteria including MRSA. Product selection also depends on the surface material (some disinfectants damage equipment or instruments), the cleaning context (general environmental cleaning vs terminal cleaning after an infectious patient), and whether sporicidal activity is required. Realcorp maintains a healthcare chemical register with all relevant efficacy data and safety information.

Can any cleaning company take on a healthcare contract?

Technically, any cleaning company can bid for a healthcare contract. Whether they should is a different question. Healthcare facilities that appoint cleaning contractors without verifying infection control capability, staff vetting processes, and chemical compliance are accepting clinical risk. A contractor who rotates casual labour, uses unregistered or unverified cleaning chemicals, provides no documented compliance trail, and has no infection control training in place cannot deliver safe outcomes in a clinical environment. Healthcare facility managers and practice owners owe it to their patients — and their accreditation status — to verify that their cleaning contractor can actually meet the standard required.

What areas of Melbourne does Realcorp service for healthcare cleaning?

Realcorp services healthcare facilities across metropolitan Melbourne and regional Victoria, including inner city, inner suburbs, eastern, northern, western, and south-eastern Melbourne. We also service Adelaide. For healthcare clients with multiple sites — a common scenario for healthcare networks and veterinary groups — we can coordinate consistent protocols and staffing across all locations.

Serving Melbourne's Healthcare Facilities

Realcorp Commercial Cleaning works with healthcare facilities across Melbourne and regional Victoria. Whether you operate a single GP clinic, a multi-site specialist practice, a veterinary hospital, an allied health centre, or an aged care facility, we bring the same documented, consistent, infection control-focused cleaning approach to every engagement.

We are family-owned, owner-operated, and directly accountable for every cleaner we place on your premises. Our money-back quality guarantee reflects that accountability.

To discuss your healthcare cleaning requirements, contact Realcorp:

- **Phone:** 1300 307 298 - **Email:** sales@realcorp.net.au - **Web:** realcorp.net.au

Learn more about [why Realcorp is the cleaning partner built for accountability]([/why-realcorp/why-real-corp-the-commercial-cleaning-partner-built-for-accountability-not-excuse/](#)) and our approach to [infection control cleaning]([/aged-care-cleaning-melbourne/infection-control-cleaning-for-aged-care/infection-control-cleaning-for-aged-care-hospital-grade-protocols-for-residential/](#)).