

# Cleaning for Not-For-Profit and Social Services Organisations in Melbourne: Trusted, Accountable, Police-Cleared

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## Description:

# Cleaning for Not-For-Profit and Social Services Organisations in Melbourne: Trusted, Accountable, Police-Cleared When you manage a not-for-profit or social services organisation in Melbourne, you'r...

## Details:

When you manage a not-for-profit or social services organisation in Melbourne, you're already navigating tight budgets, regulatory requirements, compliance obligations, and the weight of caring for some of the most vulnerable people in our community. The last thing you need is a cleaning contractor who adds risk instead of reducing it.

Realcorp Commercial Cleaning has been working with not-for-profit organisations, community services providers, and social sector facilities across Melbourne and regional Victoria since 2016. We are a family-owned, owner-operated company. We understand what it means to clean in an environment where the people who walk through the door may be in crisis, may be children, may be living with mental illness, or may be in recovery. That changes everything about how cleaning work is done — and by whom.

### ## The Specific Challenge Facing NFP and Social Services Facilities

Commercial cleaning sounds simple enough. Mop the floors. Clean the bathrooms. Empty the bins. But in a social services environment, cleaning is never just about cleanliness. It's about safety, trust, and accountability.

The people who use your services — whether they're accessing crisis accommodation, attending a day program, receiving family support, or participating in a recovery program — are often in a heightened state of vulnerability. They've built a fragile trust with your organisation and your staff. An unknown cleaner appearing in their space, without the right vetting, the right training, or the right disposition, can undermine that trust in an instant.

This is the core challenge: most commercial cleaning companies rely on subcontractors, labour hire, or rosters that change week to week. Staff who show up today may not have been police cleared. They may never have worked in a welfare environment before. They may have no understanding of how to behave respectfully in a space where clients are in distress. And if something goes wrong — if a cleaner behaves inappropriately, accesses restricted areas, or simply makes a client feel unsafe — the liability falls on you.

For not-for-profit organisations operating under regulatory frameworks, funding agreements, and child-safe standards, that liability can be catastrophic.

### ## What Goes Wrong When You Get the Wrong Cleaning Contractor

The consequences of a poor cleaning appointment in a social services environment go well beyond dirty floors. Consider the following risks:

**\*\*Safeguarding failures.\*\*** If a cleaner without a valid Working with Children Check or police clearance interacts with clients — particularly children or people with cognitive disabilities — your organisation faces serious compliance and regulatory risk. Under Victorian child-safe standards and disability sector requirements, organisations are responsible for every person who enters their environment, including service contractors.

**\*\*Broken trust with clients.\*\*** Vulnerable clients in supported accommodation or day programs often have histories of trauma, displacement, or institutional distrust. A stranger appearing without warning, or behaving in a way that feels intrusive, can cause genuine harm to their sense of safety. This is not an abstract risk — it's something social workers deal with every time a new unfamiliar person enters a client's space.

**\*\*Staff burden.\*\*** When cleaning staff are unreliable or unfamiliar, your team picks up the slack. Programme coordinators, support workers, and admin staff spend time supervising cleaners, checking work, managing complaints, or doing cleaning themselves. That's time they're not spending on the people your organisation exists to serve.

**\*\*Reputational and funding risk.\*\*** A safeguarding incident involving a contracted cleaner can attract the attention of regulators, funders, and the media. In a sector where trust is everything, that exposure can affect your ability to attract funding, maintain your licence to operate, and retain the confidence of your clients and community partners.

**\*\*Compliance exposure.\*\*** Many NDIS-registered providers and funded community organisations are now required to demonstrate that all contractors who access their premises hold appropriate clearances. A cleaning company that can't provide police clearance documentation on request creates an audit finding that can affect your funding and accreditation.

## ## How Realcorp Approaches NFP and Social Services Cleaning

Realcorp Commercial Cleaning is a Melbourne-based, family-owned cleaning company that operates exclusively with directly employed staff. We do not use subcontractors. We do not outsource to labour hire agencies. Every cleaner who works in a Realcorp-managed facility is employed directly by us, properly inducted, and holds current police clearances.

This distinction matters enormously in a social services context.

**\*\*Police clearances — always.\*\*** Every Realcorp staff member holds a current National Police Check. For facilities that serve children, all staff hold a Working with Children Check. These are not optional. They're not something we "arrange if required." They are a baseline condition of employment, and we provide documentation on request.

**\*\*Consistent teams.\*\*** We assign specific teams to specific sites. This means the same faces show up to your facility week after week. Clients learn to recognise them. Staff build rapport with them. The cleaning work becomes part of the fabric of your environment rather than a disruptive interruption to it.

**\*\*Staff who understand the environment.\*\*** Our induction process for social services sites includes briefings on the nature of the client group, appropriate behaviour, when to alert management, and how to work around client schedules and program times. Our staff are not social workers — but they understand that they're working in a welfare environment and conduct themselves accordingly.

**\*\*Digital accountability.\*\*** Realcorp uses GPS-verified attendance, digital checklists, and real-time reporting through our operations platform. Every visit is recorded. Every task is logged. You have visibility into exactly when cleaning occurred, what was done, and by whom — without having to follow up or ask.

**\*\*Quality guarantee.\*\*** We stand behind our work with a money-back quality guarantee. If the standard is not met and we can't rectify it, you're not paying. In practice, this rarely comes into play — but the guarantee reflects our confidence in the systems we've built and the people we employ.

### ## Berry Street: Social Services Cleaning in Practice

Realcorp currently holds cleaning contracts with Berry Street, one of Victoria's leading children and family services organisations. Berry Street operates across multiple sites including Preston and Shepparton, providing services to some of Victoria's most vulnerable children and families.

Maintaining those contracts requires consistent performance across geographically dispersed locations, in environments where the stakes of getting it wrong are high. Our teams service both the Preston and Shepparton sites with the same standards — consistent staff, verified attendance, and regular quality checks.

When Berry Street need to know their facilities are clean and safe, they don't have to wonder. They have real-time visibility into what's been done, by whom, and when. If Realcorp can maintain the standard that Berry Street requires, we can maintain it at your organisation too.

To read more about how Realcorp works with Berry Street in practice, see our case study: [\[Social Services Facility Cleaning in Practice\]\(/nfp-and-social-services-cleaning-melbourne/social-services-facility-cleaning-in-practice/\)](#).

### ## Empower Clean: Social Procurement Value for NFP Organisations

For not-for-profit and social services organisations with Victorian Social Procurement Framework obligations — or for organisations that want to demonstrate social impact in their procurement decisions — Realcorp's subsidiary brand Empower Clean offers additional value.

Empower Clean is a social enterprise division that directly employs migrants and people facing employment barriers, providing pathways to stable employment in commercial cleaning. Empower Clean is currently progressing Social Traders certification and is designed to be fully compliant with the Victorian Social Procurement Framework.

Engaging Empower Clean as your cleaning contractor allows you to meet your social procurement objectives and demonstrate genuine community investment — not just through the service you provide, but through the supply chain you choose.

### ## How We Work With NFP Organisations

We understand that not-for-profit organisations have procurement processes, funding conditions, and stakeholder reporting requirements that differ from commercial clients. We work with you through those processes:

- We provide police clearance documentation for all staff assigned to your facility, on request and as a matter of course
- We can provide insurance certificates, public liability documentation, and contractor compliance documentation in the formats your funder or auditor requires
- We're happy to participate in contractor onboarding processes, site inductions, or stakeholder briefings
- Our invoicing is clear, itemised, and structured to match your accounting requirements
- We adapt our service scope as your organisation's needs change — without penalty

### ## Frequently Asked Questions

**\*\*Do cleaning staff need police clearances to work in social services buildings?\***

While legal requirements vary depending on the specific client group and service type, best practice and duty of care strongly indicates that all cleaning staff working in social services environments — particularly those serving children, people with disability, or people experiencing mental illness —

should hold current police clearances. Many funding agreements and accreditation standards now require this as a condition of engagement. At Realcorp, every staff member holds a current National Police Check and Working with Children Check where applicable, and we provide this documentation on request.

**\*\*Can a cleaning company provide social procurement credentials?\***

Yes — if the company is structured as or affiliated with a social enterprise. Realcorp's Empower Clean division is built specifically to provide social procurement value. We employ migrants and people facing employment barriers directly, providing pathways to stable work. For organisations with Victorian Social Procurement Framework obligations or a commitment to ethical supply chains, engaging Empower Clean directly contributes to your social impact metrics and demonstrates investment in community employment outcomes. Social Traders certification is currently in progress.

**\*\*How do I find a reliable cleaner for an NFP organisation?\***

Start by asking potential contractors three non-negotiable questions: Are all staff directly employed (not subcontracted)? Do all staff hold current police clearances? Can you demonstrate consistent staffing — same teams assigned to the same sites? If a contractor can't answer yes to all three, keep looking. The other indicators of reliability are digital accountability systems (GPS attendance, digital checklists) and a verifiable quality guarantee. Realcorp meets all of these standards.

**\*\*How does Realcorp handle scheduling around program times and client needs?\***

We work with each site to develop a cleaning schedule that minimises disruption to clients and programmes. This typically means cleaning before or after client hours, working in sections during operational hours if needed, and understanding which spaces require the most sensitivity. Our site leads communicate directly with your facility manager or programme coordinator to adapt the schedule as your needs change.

**\*\*What happens if a cleaning staff member behaves inappropriately in our facility?\***

As directly employed staff, Realcorp has full HR authority over our employees. We take all conduct concerns seriously and respond quickly. Our GPS and digital systems mean we can verify exactly who was on site, when, and what they were doing. In the unlikely event of a conduct concern, you have a clear escalation path directly to us — not to a labour hire company, not to a subcontractor, but to the organisation that employs the person in question.

**\*\*Is there a minimum contract size or term for NFP organisations?\***

We work with a range of NFP organisations across Melbourne and regional Victoria, from single-site community organisations to multi-site providers. We're happy to discuss your specific requirements and structure an agreement that works for your organisation's size and budget. We offer flexible terms and can scale as your needs change.

## **## Coverage and Contact**

Realcorp Commercial Cleaning serves NFP and social services organisations across the Melbourne metropolitan area and regional Victoria, including Ballarat and beyond. We currently hold active contracts in Preston and Shepparton.

If you're a not-for-profit, community services provider, or social sector organisation looking for a cleaning partner that understands your environment, call us at **\*\*1300 307 298\*\*** or email **\*\*sales@realcorp.net.au\*\***. You can also learn more about our approach at **\*\*realcorp.net.au\*\***.

For organisations with social procurement obligations, contact us specifically about Empower Clean — our social enterprise division built for exactly this purpose.

We're the cleaning partner built for accountability, not excuses — and we'd welcome the opportunity to demonstrate that at your organisation.