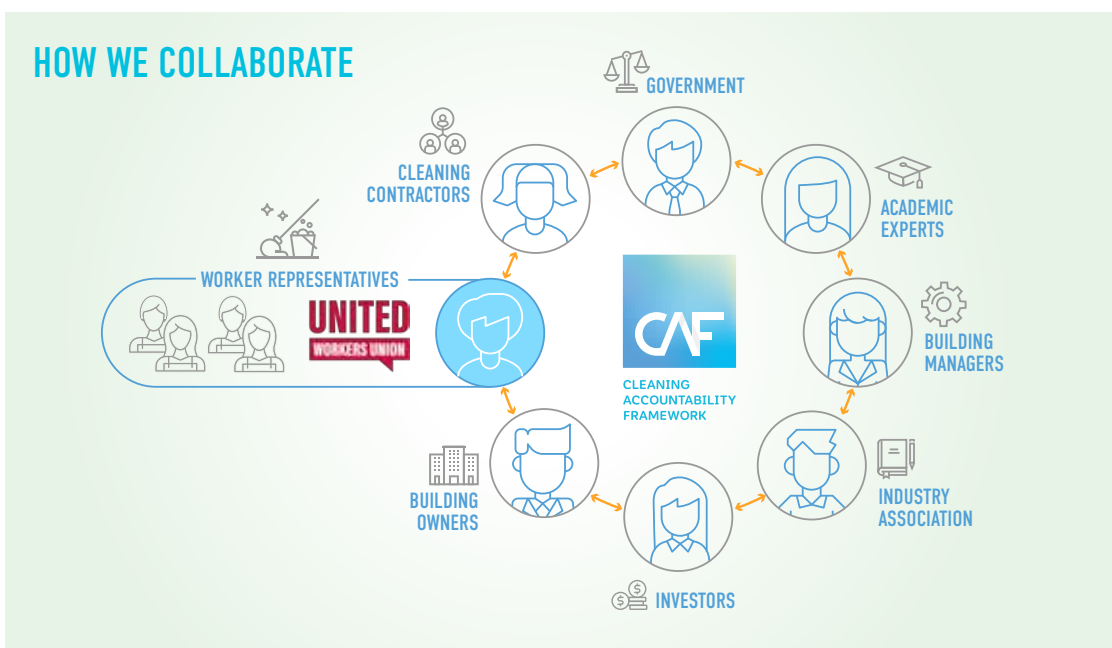


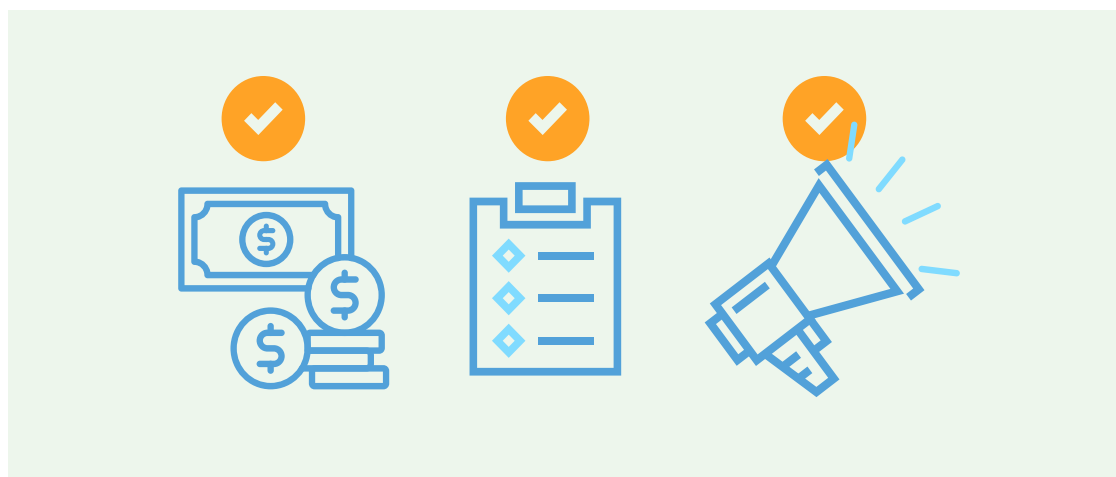
Cleaners' guide to CAF

THE CLEANING ACCOUNTABILITY FRAMEWORK (CAF) IS AN INDEPENDENT ORGANISATION. WE WORK TOGETHER WITH BUSINESS, GOVERNMENT AND THE UNION TO PROMOTE LABOUR RIGHTS AND STANDARDS IN THE CLEANING INDUSTRY.

CAF Star rating scheme

A CAF Star rating scheme is at the heart of CAF. CAF works with cleaners, cleaning contractors, building managers, owners and tenants to check whether the CAF Standard is being met at a particular building.





CAF 3 Star Standard checklist:

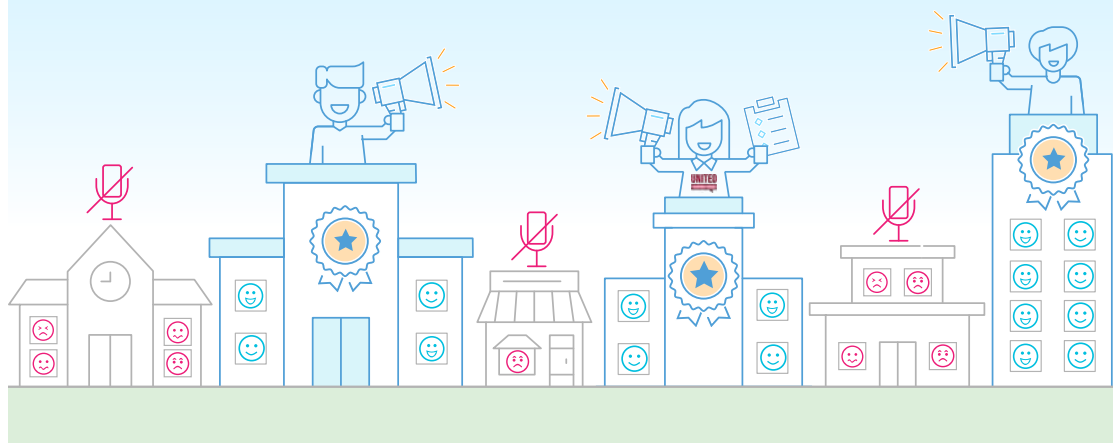
- Cleaners are paid at least minimum wage and can access leave and other entitlements
- Employers are acting lawfully, including correctly paying cleaners' wages, tax and superannuation
- Employers have policies and processes in place to deal with bullying and grievances
- Cleaners are working within safe and reasonable limits
- The workplace is safe
- Employers are keeping correct employee records and are financially viable
- Cleaners are free to join their union if they choose to
- All stakeholders will work together in good faith to resolve any issues

Cleaners' role

Worker engagement

Cleaners are essential to CAF checking that the 3 Star Standard is being met at their workplace. Cleaners will be the people that make sure the CAF Star rating system is genuine – that the boxes being ticked are grounded in reality. For this to happen, CAF works with all stakeholders to encourage and empower cleaners to speak up about their working conditions.

CAF REPS HELP CLEANERS



CAF Representative

To make sure the CAF Star rating is not just a once a year check, cleaners will nominate a CAF Representative (also a cleaner) who will receive training, support and an allowance to help them monitor CAF standards at their building. Although all cleaners are responsible for monitoring CAF standards, the CAF Representative is there to assist new and existing cleaners with questions or concerns they may have and help them raise issues with the employer.

TOGETHER WE CAN MAKE A POSITIVE DIFFERENCE TO THE CLEANING INDUSTRY.

What is the CAF 3 Star Standard?

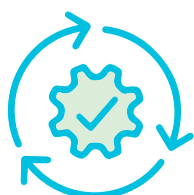
- Employers must pay cleaners the correct pay, superannuation, paid leave (annual leave, personal leave, long service leave, compassionate leave).
- Cleaning contractors and building owners and managers are committed to improving job security for cleaners when the cleaning contract in their building changes.
- Cleaning contractors respect the visa conditions of any cleaner who is working on a visa so that cleaners are not forced to breach their visa conditions.



- There are enough contracted hours to enable cleaners to complete their work safely and without having to stay back late without being paid. The owner has paid enough in the contract to enable your employer to meet the cost of all of your wages, super, leave, training, uniforms, equipment, and supplies.

- There can be no unauthorised subcontracting. If subcontracting is authorised and taking place, then all cleaners employed by the subcontractor must be receiving all their minimum wages and conditions e.g. leave, super, etc. Your employer cannot engage you as an independent contractor using an ABN – this is illegal sham contracting and it places you at risk of being underpaid and uninsured (not covered) if you injure yourself at work.

- Your employer, the building manager, and the building owner must be transparent and accountable to CAF during the CAF audit process and on an ongoing basis once the building is certified.



- Cleaners have a safe working environment, all insurances are in place, necessary equipment, supplies and personal protective equipment are available; all cleaners receive general and WH&S (workplace health and safety) induction before they start work, and receive regular training on a regular basis; there is a clear process to report bullying and harassment and your employer adequately addresses reports of bullying.

- Your employer remains financially viable and able to meet the cost of your wages and entitlements, with regular checks undertaken by the building owner.



- Cleaners are paid to attend two CAF meetings each year and are invited to complete the CAF survey, which allows them to provide feedback on whether the CAF 3 Star Standard is currently being met at the building. Cleaners nominate a CAF Representative.

- Cleaners are able to join, participate in and be represented by their union, United Workers Union. The cleaning contractor and the building manager cannot treat union members unfairly and must respect cleaners' right to Freedom of Association.

- When issues are raised by cleaners or through the CAF audit, the cleaning contractor (your employer), the building manager and the building owner must take an active role in investigating and remediating (fixing) those issues.

FOR MORE INFO ABOUT CAF VISIT [CLEANINGACCOUNTABILITY.ORG.AU](https://cleaningaccountability.org.au)