

# Information for cleaning contractors

Current as of 11 February 2022



## Provide a safe work environment for cleaners

- Ensuring that cleaners have access to the appropriate personal protective equipment (including masks) and adequate supplies of chemicals and materials has never been more critical.
- If a cleaner is asked to clean an area that has been contaminated by a known or suspected case of COVID-19, you should inform them of the contamination and provide them with the appropriate personal protective equipment and training required.
- Where cleaning specifications have been increased or reallocated, ensure that cleaners have sufficient time in which to meet additional or changed workloads.

## Consulting with your employees about measures to minimise the risk of COVID-19

- Discuss health and safety matters with cleaners, taking a consultative approach to allow cleaners to express views before any decision is made.
- Participation of cleaners in discussions about health and safety is important, as they are more likely to know about the risks of their work. Joint involvement in identifying hazards and assessing and controlling workplace risks will help build cleaners' commitment to this process and any changes that may result.

## Paid personal leave

- Ensure that cleaners have access to paid personal leave if they are unable to work due to ill health, mandated self-isolation or carers duties. Most cleaners have a paid personal leave entitlement, and yet frequently experience barriers to accessing it. Now is the time to relax evidentiary requirements relating to sick leave, e.g. not requiring cleaners to provide documentation for a single day of absence. This is important to reduce the risk of cleaners turning up to work sick.
- Cleaners who are unable to earn an income because they have to self-isolate or quarantine due to COVID-19 or care for someone subject to these requirements may be eligible for the Pandemic Leave Disaster Payment.

COVID-19:

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- Some states and territories also have hardship payments available for workers isolating whilst awaiting COVID-19 test results.
- Make sure you are providing up to date information to employees about these payments and how to access them.

## *For further information*

- [Safe Work Australia](#) provides detailed information on how to keep your employees safe during COVID-19.
- See the Fair Work Ombudsman's [resources](#) page on employers' health and safety obligations.
- Any cleaning contractors involved in CAF can contact their CAF file manager at [info@cleaningaccountability.org.au](mailto:info@cleaningaccountability.org.au) if they have any questions about how to continue to meet the CAF 3 Star Standard in the context of COVID-19.
- Refer to the Fair Work Ombudsman or to United Workers Union if you are not involved in CAF.