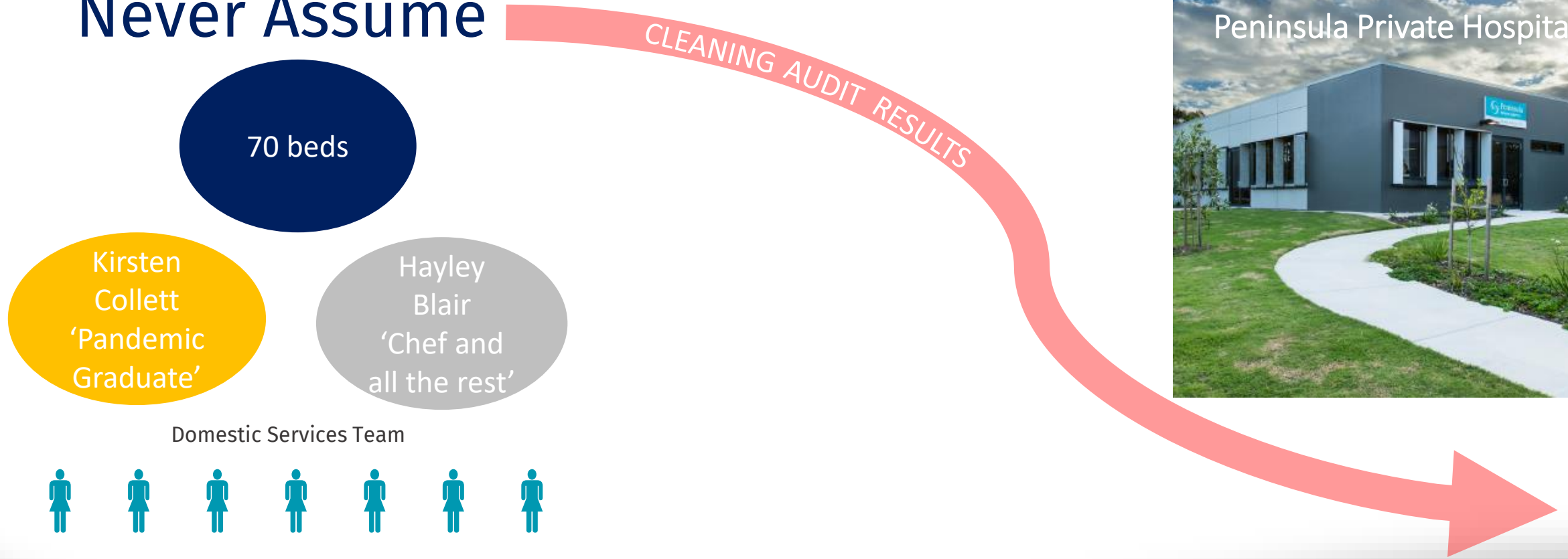


# Improving cleaning standards by enhancing domestic staff engagement

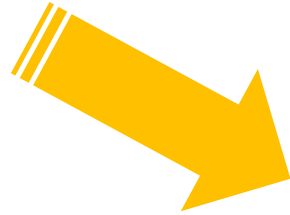
## Never Assume



We would like to acknowledge the GM/DON of Peninsula Private and National Infection Prevention Manager for their ongoing support with this project. We thank our amazing Domestic Services Team for all their hard work.

# 'Ah Ha' Moment

Vendor  
education



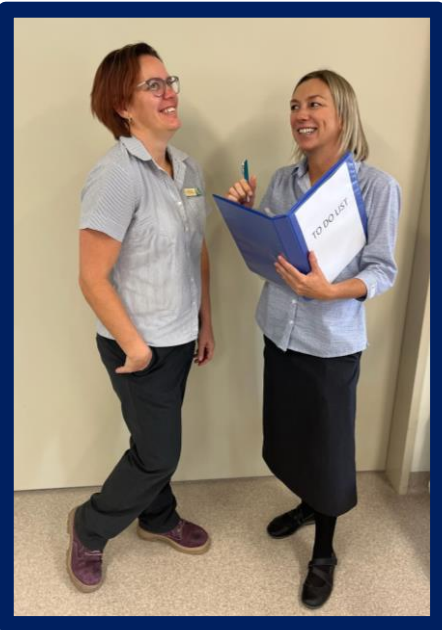
Organisational  
processes

The  
Review

Engagement &  
communication  
with cleaners

Current  
cleaning  
practices

Guidelines  
for best  
practice



# O Dear...



## Findings:

- Knowledge gaps and language
- Internal and external resource availability
- Insufficient hours
- Attitudes in the workplace
- Lack of training

# Hard Yards

## Robust environmental cleaning program

## Engagement activities

# Professional development

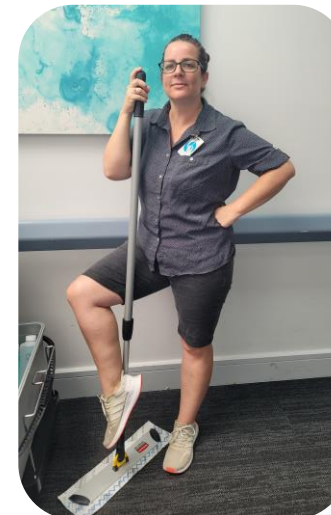
## Shift times and duties

Correct  
equipment

# Cleaning schedules



# 20%

[illegible]

# Happily Ever After



**HAPPY** **PERSONAL SAFETY** **HEALTH CARE WORKER**  
**LUNCH & LEARN** **EMPOWERED** **BUDDY SHIFTS**  
**MICROFIBRE** **PART OF THE TEAM** **LINEN** **RESPECTED** **SATISFIED** **HIGH-TOUCH**  
**CLEANING SCHEDULES** **TERMINAL CLEAN** **RECOGNISED** **NURSES**

