

Choosing a Commercial Cleaner

What to look for in insurance, supervision, staff training, quality control and reporting.

Getting past the sales pitch

Most commercial cleaning quotes look similar on price. The real differences show up in how a provider manages insurance, staff, quality and communication — this guide covers what to check before signing.

Key Considerations

01

Insurance & Compliance

A provider working on your site should carry appropriate cover and meet relevant workplace obligations.

- Public liability insurance current and at an appropriate level
- Workers' compensation cover for all staff on site
- Compliance with relevant work health and safety requirements

02

Staff Training & Supervision

Consistent quality depends on trained staff and active supervision, not just a signed contract.

- Structured induction and ongoing training programs
- Site supervision and regular quality checks
- Background-checked staff, particularly for sensitive sites

03

Scope Clarity

A clear, written scope avoids disputes about what is and isn't included.

- Detailed scope of works covering every area and frequency
- Clear inclusions and exclusions to avoid surprises
- A defined process for handling ad-hoc or additional requests

04

Quality Control

Ongoing quality checks catch issues before they become recurring problems.

- Scheduled site audits or inspections
- A documented process for raising and resolving issues

- Consistent standards across all shifts and staff

05

Reporting & Communication

Visibility into what's been done builds trust and accountability.

- Regular reporting or completed-task confirmation
- A single point of contact for day-to-day issues
- Responsive communication for urgent requests

06

Flexibility & Scalability

Your cleaning needs will change — your provider should be able to change with them.

- Ability to adjust frequency or scope as the site evolves
- Support for multi-site or growing operations
- Access to specialist services (carpet, floors, high access) without a new provider

Questions worth asking

A short list of practical questions to raise with any prospective cleaning provider.

Topic	Ask
Insurance	Can you provide a current certificate of currency for public liability and workers' comp?
Staffing	Are staff directly employed, and what training do they complete before starting on site?
Supervision	How often is the site inspected, and by whom?
Reporting	What reporting or confirmation do we receive after each clean?
Scope changes	How are additional or one-off requests quoted and actioned?

Not sure where to start?

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Master Clean operates as a fully insured, single-supplier model with quality assurance and responsive support across Melbourne and Victoria.

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