

Cleaning Accountability Framework

Points Available: 1

Developed in partnership with ISPT

Aim

To recognise property owners that adopt sustainable cleaning standards in their cleaning supply chain.

Rating Tool Eligibility



**Green Star
Performance**

Note: This Innovation Challenge is applicable to *Green Star – Performance only*

Why is this Innovation Challenge Important?

A growing body of evidence suggests that there is a need for a consistent approach to issues associated with the employment standards of cleaners and viability of business models in the cleaning industry. These issues¹ can:

- Result in sham contracting arrangements giving rise to legal risks²;
- Disrupt tenant operations;
- Lead to underpayments and loss of superannuation for cleaners; and
- Create uncertainty and financial hardship for cleaners.

This innovation challenge seeks to address the issues in the cleaning supply chain and provide a consistent approach to issues associated with the employment standards of cleaners and viability of business models in the cleaning industry through the Cleaning Accountability Framework 3 Star Standard.

The Cleaning Accountability Framework (CAF) is an independent, industry-led entity comprised of representatives from across the cleaning supply chain, including:

- Property investors, owners and managers.
- Cleaning companies.

¹ Bringing Cleaners The Justice They Deserve <https://www.cleaningaccountability.org.au/news/bringing-cleaners-the-justice-they-deserve/>

² Clean up your Act: FWO Condemns Sham Contracting in the Cleaning Industry <https://employsure.com.au/media-releases/sham-contracting-cleaning-industry/>

- Employee representatives.
- Industry associations.
- Government agencies.
- Universities.

The Cleaning Accountability Framework (CAF) acknowledges that all those involved in the cleaning supply chain have to work together on improving industry standards. CAF has developed a code of conduct, a procurement toolkit (pricing schedule and industry benchmarks), compliance and auditing tools and a certification scheme.

The purpose of the certification scheme is to focus on labour supply chains in the cleaning sector and to:

- Support sustainable business models and responsible contracting practices.
- Help site owners and investors manage risk by ensuring a company is not indirectly allowing illegal labour practices to occur on its sites.
- Assist tenants by ensuring they benefit from quality cleaning services.
- Improve the employment conditions of cleaners.

Compliance Requirements

To claim this Innovation Challenge your project must:

- Demonstrate that the building targeting this innovation challenge has been certified against the Cleaning Accountability Framework (CAF) 3 Star standard during the performance period.
 - For the initial certification, compliance must be demonstrated as having been achieved for at least the final 3 months of the performance period.
 - For recertification, compliance must be demonstrated as having been achieved for the entire performance period.

Alternative Compliance Methods

A [technical question](#) may be submitted to the Green Building Council of Australia (GBCA) when an applicant wishes to advocate for an alternative yet equivalent method of meeting the Compliance or Documentation Requirements. Any technical questions submitted for this Innovation Challenge will be processed as free-of-charge.

Documentation Requirements

Provide the following required documentation:

- Submission Template outlining how the project team has addressed the Innovation Challenge. The Submission Template also enables project teams to provide feedback on the Innovation Challenge to inform future developments.

Provide documentation to support the claims made within the Submission Template. This may include:

- CAF Certificate demonstrating that the building targeting this innovation challenge has been certified against the Cleaning Accountability Framework (CAF) 3 Star standard during the performance period.

Guidance

Referenced Standards

- Cleaning Accountability Framework (CAF) 3 Star Standard: <https://www.cleaningaccountability.org.au/caf-3-star-standard/>