

WebClean User Guide

March 2019

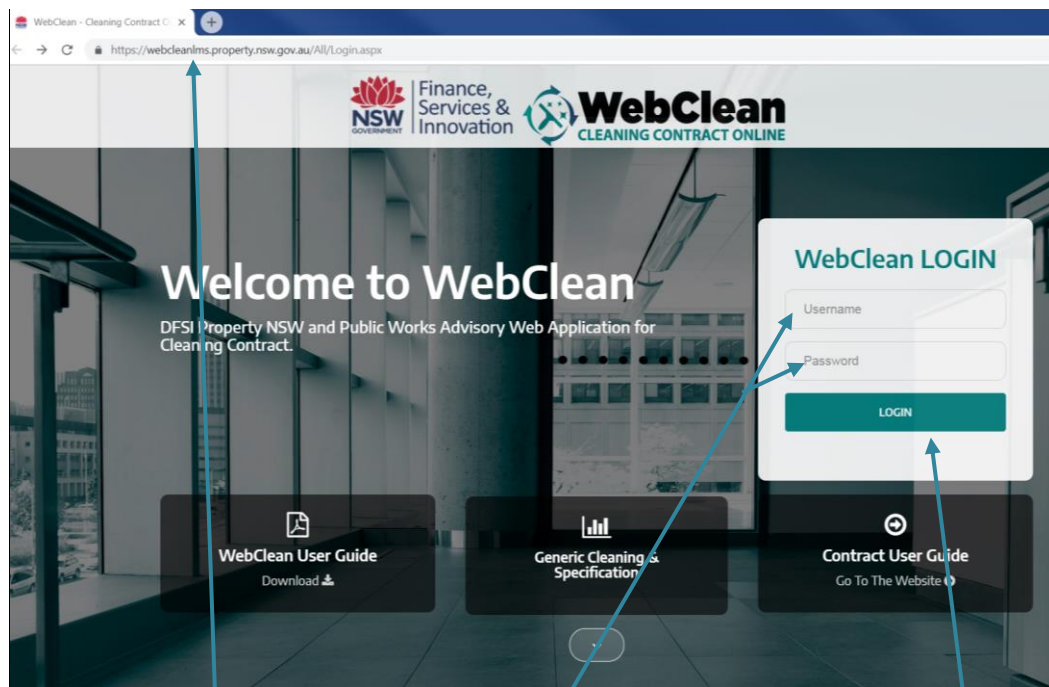


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WebClean

WebClean is an integrated system that includes a data repository of the facilities and a reporting provision to record, monitor and review various aspects (equipment register, chemical register, human resource and the workflow) of cleaning contract.

The objective of WebClean is to meet the system requirements specified in the tender document for the cleaning contract. The system is designed to facilitate making decisions, formulating strategies, reducing cost and improving quality and services of the government-cleaning contract.



The Browser
Address bar

Enter your **User ID**
And **Password**

Click on **LOGIN**

Accessing WebClean:

You can access **WebClean** via the Internet.

Open your Internet browser.

Type the following in the address bar and press Enter

<http://www.webclean.property.nsw.gov.au>

Enter your User ID and Password then click LOGIN.

Note: You require a username and password to access **WebClean**.
(DFSI) can create a username and password)

Menu Bar

To change Contracts click on the 'drop down' arrow and select appropriate contract.

Choose your Contract: Training Contract - 1001600

Home - Welcome Test Contractor 1

Click here for the Links and Downloads Page
Have you followed the local resolution process? If YES, continue to enter complaint, if NO, click here

Select a Property
--Please Select--

Report a Complaint
Request a Cleaning Service
Request Emergency Cleaning
Add Injury Log
Add Quality Monitoring

VARIATIONS AWAITING APPROVAL

Action ID	Property ID	Property	Description	Contractor Finalise	Verify Finalise	Effective Date
74	55	AUSGRID TEST SITE	Test effective date more than 3 months	True	False	30-09-2017
70	78	Somewhere Motor Registry	Reduce Cleaning from 5dpm to 3dpm	True	False	05-07-2017
63	10003	ABC Court House	Incr Level 2 to contract	True	False	03-07-2017
75	10003	ABC Court House	Testing 3 months effective date	False	False	06-09-2017

VARIATIONS AWAITING APPROVAL (DET ONLY)

Action ID	Property ID	Property	Description	Contractor Finalise	Verify Finalise	Effective Date
31	2	Somewhere Public School	New Site	True	False	01-01-2014

Categories on Menu bar:

Contract: This will only display the Contracts applicable to each user governed by the user's password. Users with access to multiple contracts can jump to a different contract by selecting the contract from the drop down menu.

Home: Click here from anywhere in WebClean to return to your personalised homepage.

Human Resources: Contains details for Cleaners and Users.

Assets: Contains details for Property, Buildings, Rooms, Demountables, Floor Surfaces, Equipment & Materials.

Management: Contains details for Inspections, QM Inspections, Variations - DoE, Variations - All Others Agencies, Cleaning (Misc), General Cleaning (Regular), Complaints, Injury Log, Periodic Cleaning & OH&S Inspections.

Services: Schedule Periodic Services, Sign-off Services.

Reports: Ad-Hoc Reports and Standard Reports.

Set-up: Functions to manage user details and passwords.

Log Off: Exit from WebClean.

Note: Each User has a Personalised Home Page.
Depending on your User Role some of the following features will appear/disappear

Personalised Homepage

The screenshot shows the 'WebClean CLEANING CONTRACT ONLINE' interface. At the top, there are logos for NSW Finance, Services & Innovation and WebClean. A navigation bar includes links for Home, Human Resources, Assets, Management, Services, Reports, Setup, and Log Off. The user is logged in as 'tencontractor'. The page title is 'Home - Welcome Test Contractor 1'. There are several action buttons on the right: Report a Complaint, Request a Cleaning Service, Request Emergency Cleaning, Add Entry Log, and Add Quality Monitoring. The main content area is divided into five sections, each with a table of job details.

Action ID	Property ID	Property	Description	Contractor Finalise	Verify Finalise	Effective Date
10	10	Government House Sydney	Refuse Cleaning from Sydney to Melbourne	True	False	05-07-2017
13	10003	ABC Court House	1st Level 2 to contract	True	False	03-07-2017

Action ID	Property ID	Property	Description	Contractor Finalise	Verify Finalise	Effective Date
16	1001	Sydney High School	Block D - Cleaning Product - close AAC 07/10/16	True	False	11-05-2016
16	10	TAFE X12 Campus	1st Demountable	True	False	21-08-2016

Action ID	Property ID	Property	Satisfactory Level	Status
1001	1001	Bob's Public School		
1002	10	AUSLAND TEST SITE		

Action ID	Property ID	Property	Scope of Work	Cleaning Status	Type	Call Date
10	10	Heaven High School	burst water tap in entrance	Awaiting Approval	Emergency Cleaning	10-06-2016
10	10003	ABC Court House	Bridge broke down overnight and water on carpet	In Progress	Emergency Cleaning	01-08-2017

Action ID	Property ID	Property	Type	Cleaning Date
10	1001	Bob's Public School	Emergency Cleaning	11-07-2016
10	10003	ABC Court House	Emergency Cleaning	07-11-2016

Personalised homepage provides you a quick overview of the jobs in progress. It is a role specific and will display only the jobs that are applicable to the role.

For example Contractors personalised homepage may display all optional cleaning requests not actioned and Managers personalised homepage may display variations not approved. Schools may only see the jobs not actioned, complaints not actioned and the cleaning schedule for their school.

Variations Awaiting Approval: List of all variations logged by Contractors that have not been approved and seeking approval from either DoE, Agencies or Property NSW.

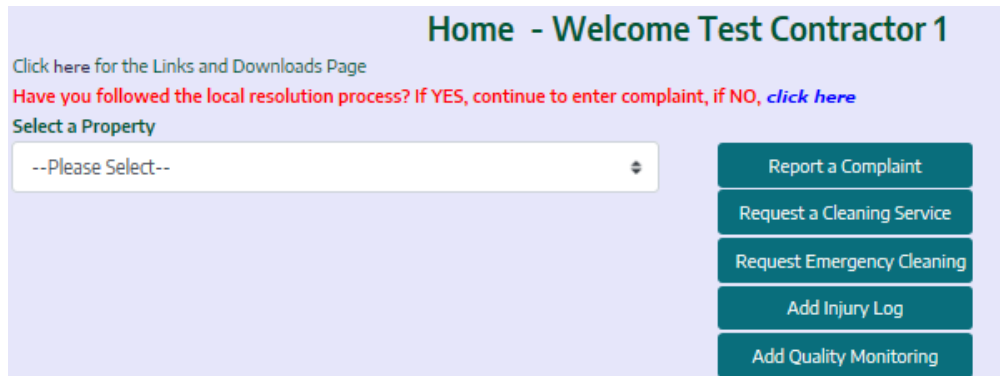
Complaints Not Actioned: List of complaints logged by the Facility Manager/School, DoE and other Agencies that have not been actioned by the Contractor.

Emergency or Miscellaneous Cleaning Not Actioned: List of Emergency or Misc Cleaning requests logged by the Facility Manager/School, DoE and other Agency User that have not been actioned by the Contractor.

Emergency or Miscellaneous Cleaning Awaiting Approval: List of all Emergency or Miscellaneous Cleaning requests logged by the Contractor that are awaiting approval by the Manager.

Hint: Personalised homepage is like your inbox. It illustrates quick overview of all the outstanding jobs without clicking into section specific pages.

Quick Navigation buttons



The screenshot shows a user interface for a contractor. At the top, it says "Home - Welcome Test Contractor 1". Below this, there are two links: "Click here for the Links and Downloads Page" and "Have you followed the local resolution process? If YES, continue to enter complaint, if NO, [click here](#)". A dropdown menu labeled "Select a Property" is currently set to "--Please Select--". To the right of the dropdown are five teal buttons: "Report a Complaint", "Request a Cleaning Service", "Request Emergency Cleaning", "Add Injury Log", and "Add Quality Monitoring".

Quick navigation button allows you to action the most commonly used items, such as complaints by selecting the site from the drop down menu and clicking on the option.

Human Resource/Cleaners:

WebClean captures the details of all the cleaners involved in the government-cleaning contract. It is vital and a contractual requirement to maintain and update cleaner's details in WebClean.

Cleaner List

The list is all the cleaners engaged in the Contract. The list is displayed in alphabetical order by Surname. You can filter the list by clicking on the alphabets.

The screenshot shows the 'Cleaner List' page in the WebClean system. At the top, there is a search bar with 'Cleaner ID' selected and a search button. Below the search bar, the title 'Cleaner List' is displayed. A table lists the details of cleaners, including their ID, names, departments, and various clearance statuses. The table has columns for Action, ID, First Name, Last Name, Department, Type, Security ID, Police Cleared, Police Clearance Date, NSW Police Clearance Status, EPAC Cleared, EPAC Clearance Date, EPAC Clearance Status, Working with Children Check Number, Working with Children Check Verified, Working with Children Check Date, and Working with Children Expiry Date. Two cleaners are visible in the table: one with ID 0370, First Name Julie, Last Name Adams, and another with ID 1625, First Name Jane, Last Name Allen. The page also includes navigation links like 'Home', 'Human Resources', 'Assets', 'Management', 'Services', 'Reports', 'Setup', and 'Log Off'.

The 'Contractor' role can access and edit the cleaner's details in WebClean by click on the pencil in the Action field below.

The **Cleaner Details** fields shown are Cleaner ID, First Name, Last Name, Place of Birth, Employment Status (Awaiting Clearance), Cleaner Type, Date of Birth etc.

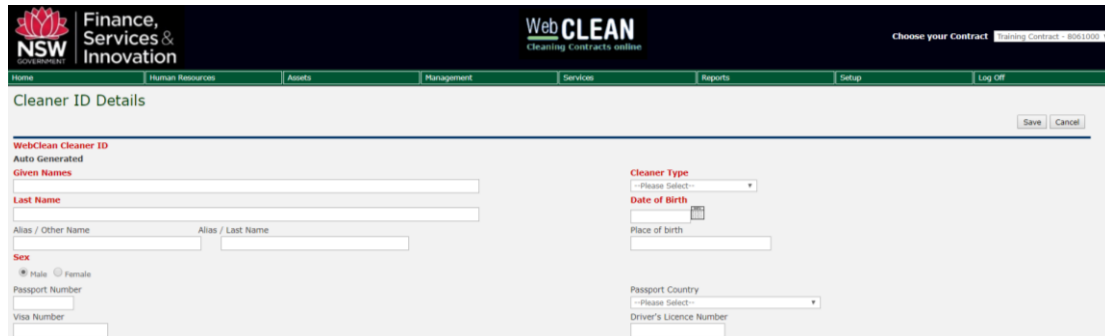
The **Security Details** contain NSW Police Clearance details, Working with Children Check Clearance details and EPAC Clearance details.

The screenshot shows the 'Cleaner Details' form in the WebClean system. The form is divided into several sections: Personal Information, Employment Status, Security Details, and Risk. The Personal Information section includes fields for Given Names, Last Name, Place of Birth, Passport Number, Visa Number, Sex, Hours per Week, Industry Start Date, and Long Service Leave. The Employment Status section includes fields for Employment Status, Cleaner Type, Date of Birth, Employer ID, Current Employer Name, Passport Country, Driver's Licence Number, Days per Week, Company Start Date, Transferred Sick Leave Balance (former GCS), and No Longer Employed. The Security Details section includes fields for NSW Police Clearance ID, NSW Police Checked Date, Working with Children Check Date, EPAC Clearance Date, and checkboxes for Sent to NSW Police, Working with Children Check Number, Sent to EPAC, and EPAC Cleared. The Risk section includes a field for Comments and a checkbox for Request to conduct CRC of this cleaner. The form also has 'Save' and 'Cancel' buttons at the top right.

Add a Cleaner

To **add** a new Cleaner click on **Add New** button from the Cleaner List page, which will open the Cleaner ID Details screen.

Enter the fields as required. Cleaner Type should be 'Awaiting Clearance'. Click on the **Save** button.

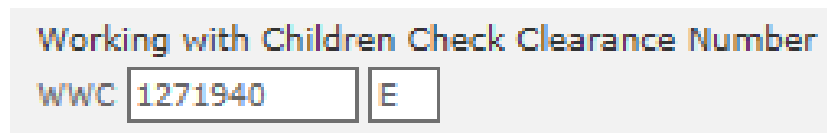


On saving the **Security Details** screen appears.

Enter the **Working with Children Check** details. The WWCC restrictions are applied on the Cleaners records making it mandatory for contractors to follow the required WWCC Number format and fields. The WWCC text box is having a have pre-defined read only value of WWC-----X.

The 7 numeric values shown as "-----" and a letter shown as 'X' must be entered by contractor in order to complete WWCC entry of the cleaner.

System validates the contractor inputs and accepts only numeric value in the first part of the text box and alphanumeric in the second part. Refer to below screen snap shot for more details.



When completed click on the tick boxes for:

Request to conduct CRC of this cleaner

I confirm that the above cleaner details are correct

This information is now submitted by Property NSW to Police, & EPAC for clearance which is done daily

When both clearances have been received back and entered on WebClean by Property NSW an emailed is sent to the Contractor's generic email address.

Cleaner Allocation List:

On the General Cleaning's Cleaner Allocation List, only those cleaners appear for allocations that are having all three (WWCC, EPAC and Police) clearances.

Cleaner Allocation List

Viewing Cleaners whose surname begins with 'B'

Click on one of the letters below to show the cleaners whose surname begin with that letter, or you can filter the results by entering a surname in the filtering box below and clicking on the filter button. For filtering by entering a name, please don't use any wildcard characters. Just type in the first letters of the name to filter by. For instance, typing 'Car' will bring back names like 'Carrington', 'Carpenter', etc.

Action	ID	First Name	Last Name	Department	Access ID	Type	Risk	Hours per Week	Guaranteed Hours per Week	Actual Allocated Hours
ADD	1831	CAROL ANNE	B		7154	CLEANER	False	15.00	15.00	0.00
ADD	30695	TRACEY LEE	B			CLEANER	False	0.00	0.00	0.00
ADD	19145	PAUL ANTHONY	B		340142	CLEANER	False	10.00	31.25	58.75
ADD	21174	ZOIE	B		133415	CLEANER	False	16.90	16.90	8.65
ADD	24972	CAIYAN	B		138923	CLEANER	False	28.75	28.75	5.00
ADD	29539	TRACEY SHARLENE	B		147781	CLEANER	False	15.15	0.00	15.15
ADD	29822	GABRIELLE LEIAH	B		140390	CLEANER	False	1.00	0.00	0.00
ADD	2121	JENNIFER JAY	B		7164	CLEANER	False	40.00	40.00	0.00
ADD	2143	SCOTT ANDREW	B		94228	CLEANER	False	40.00	40.00	0.00

Cleaner details on the Cleaner Allocation List are colour coded by comparing the Hours per Week on the Cleaners Detail screen and the General Cleaning screen.

Green – Cleaner is correctly allocated i.e. Hours Per Week = Actual Allocation Hours

Red – Cleaner is over allocated i.e. Hours per week < Actual Allocation Hours

Blue – Cleaner is under allocated i.e. Hours per week > Actual Allocation Hours

Asset Registry: Properties List:

The screenshot shows the WebClean Cleaning Contract Online interface. At the top, there are logos for NSW Government Finance, Services & Innovation and WebClean Cleaning Contract Online. A user is logged in as 'testcontractor1'. The main navigation bar includes Home, Human Resources, Assets, Management, Services, Reports, Setup, and Log Off. Below the navigation bar is a search bar with 'Type' and 'Equals' dropdowns and 'Search' and 'Clear Search' buttons. The 'Property List' section has buttons for 'Add New', 'Add Inspection', 'Add Building', and 'Add Demountable', along with 'Quick Report', 'Pricing Report', 'Inspection Report', 'Qual. Mon. Report', and 'Complaints Report'. A pagination control shows '<| First << Previous Next >> Last |>' and 'Go To Page: 1'. The main table has columns for Action, Description, ID, Type, Property ID, Region, and Town.

Action	Description	ID	Type	Property ID	Region	Town
	ABC Court House	10003	Other			
	ADHC Test Site (Closed 28/7/15)	88	ADHC			NOWHERE
	AUSGRID TEST SITE	55	Ausgrid			SMITHTOWN
	Avoca Beach PS	400	School (Public School)	1082	Hunter / Central Coast	AVOCA BEACH
	Bob's Public School	9996	School (Public School)	89072		BORTOWN
	Community Services Test Site	9089	Community Services			NOWHERE
	Court Site - UAT Testing	9991	Courts			
	Essential Energy Test Site	66	Essential Energy			SOMEWHERE
	Happy High School	4	School (High School)			HAPPY TOWN
	Happy Roads and Maritime Services Works Centre	79	NSW Roads and Maritime Services			HAPPY

WebClean includes an Asset management module. Asset management module is asset specific data repository with the capability to record all the facilities location, building, total area, and the breakdown of the area (outdoor, indoor, carpeted, resilient etc). It also includes all building and room details of the property covered by the government-cleaning contract.

To view the list of properties, click on the properties under the assets from the menu bar. It displays the list of all the properties covered by that contract.

To edit the existing property click on the Action pencil icon next to the property you want to edit. The Property Details page is explained below in more detail.

Properties List: Quick Keys

The screenshot shows the 'Property List' page with a red box highlighting the 'Add New', 'Add Inspection', 'Add Building', and 'Add Demountable' buttons. Below the buttons is a table with columns for Action, Description, and ID.

Action	Description	ID
	ABC Court House	10003
	ADHC Test Site (Closed 28/7/15)	88
	AUSGRID TEST SITE	55

Adding New: a new property is done by DFSI.

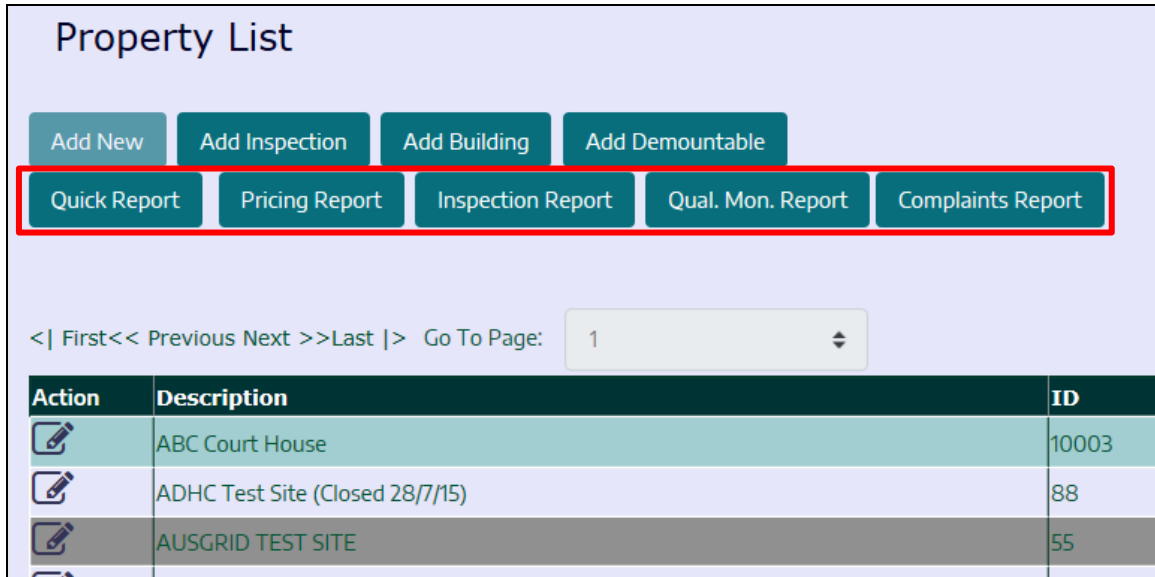
To use the **Quick Keys** first **highlight the site**. Then

Add Inspection: with the Contractor sign on it opens a blank Quality Monitoring Inspection

Add Building: opens the Building Details screen

Add Demountable: opens the Demountable Details screen

Properties List: Quick Keys (Cont.)



The screenshot shows the 'Property List' interface. At the top, there are several buttons: 'Add New', 'Add Inspection', 'Add Building', and 'Add Demountable'. Below these, a red box highlights five buttons: 'Quick Report', 'Pricing Report', 'Inspection Report', 'Qual. Mon. Report', and 'Complaints Report'. Below the buttons is a pagination control with '<| First << Previous Next >> Last |>' and a 'Go To Page:' field with the number '1'. Below the pagination is a table with three columns: 'Action', 'Description', and 'ID'. The table contains three rows of data.

Action	Description	ID
	ABC Court House	10003
	ADHC Test Site (Closed 28/7/15)	88
	AUSGRID TEST SITE	55

Quick Report: shows details of the site including contact details, number of buildings, rooms, variations, inspections (Property NSW) quality monitoring inspection (Contractors).

Pricing Report: shows the tendered prices for the site along with the current prices. Also shows any variations done for the site. More details of variations can be views under the Management option.

Inspection Report: shows the inspections undertaken by Property NSW Inspectors and if rectification letters were required. More details of the inspections can be viewed under the Management option.

Qual. Mon. Report: shows inspections undertaken by Contractors. More details of the Quality Monitoring inspections can be viewed under the Management option.

Complaints Report: shows the complaints for the site. More details of the complaints can be views under the Management option.

To **PRINT** any of these **Quick Key Reports** when the report is displayed right mouse click and select one of the print options.

Property Details:

The screenshot shows the 'Property Details' page in the WebClean system. The page is organized into several sections:

- Property Details:** Includes fields for Property ID (FM or GCC Code), Property ID (DoE), Description, and Category.
- Location Details:** Includes fields for Street, Town, Postcode, Region, Education Area, and Local Government Area.
- Contact Details:** Includes fields for Contact Title, Contact First Name, Contact Last Name, Contact Position, and Phone.
- Invoice Details:** Includes fields for Client Name, Invoice Email Address, Client ABN, Contact Name, Contact Email Address, Street/Postal Address, Suburb, Post Code, Electronic Banking Details (BSB, Account Number), Client Ref/Purchase Order, Contractor Ref No./Client Code, Office Phone, and Mobile Phone.
- Current Floor Surfaces:** A table showing various floor types and their areas.
- Additional Cleaning Notes / Requirements:** A text area for extra information.

The Property Details displays the detail of the property such as property id, property type, location details, contact details, invoice details, current floor surface area, invoice details and Additional Notes / Requirements.

Property Details: The property details include GCC code and the Property ID for DoE or Other Agencies property ID. It includes the client category, description and the location of the property.

Location Details: Location details elaborate the location of the property including the address and state. In the case of DoE sites it includes region, education area and school group.

Contact Details: Contact details display the details of the contact person usually at the site. It includes the phone and email address. DoE sites has the school email address

Invoice Details: Invoice details including ABN Number etc

Current Floor Surface: Current floor surface area displays the current floor surface area broken down into 7 main floor surface types for Agencies and 8 for DoE. Current floor surface area is read only for all user roles and is calculated by variations.

Site Plans: School Site Plan can be view from this screen. The link is located under the 'Hard Floor External' box.

Additional Notes / Requirements: Displays details of cleaning requirements outside normal specification eg change in days per week clean, additional areas to be cleaned

Notes: (1) Contractors must keep the site Contact Details up to date...

(2) Additional Cleaning Notes is used if there is any significant information about the site eg cleaning days, cleaning areas, specific cleaning tasks etc

Building List:

Action	ID	Property ID	DET ID	Property	Description	Function	Size (m2)	Local Code
	8001	9996	89072	Bob's Public School	tentBuilding		729.25	
	B3	9996	89072	Bob's Public School	Building 3			
	BA	9996	89072	Bob's Public School	Building A			

Building List displays the list of buildings in the selected property. To view the building in the selected property click on building located under the asset registry from the menu bar.

You can filter the building of a specific property. You can add or edit new buildings or rooms from the building list page. Most roles do not have access to delete buildings or any assets in WebClean.

To add a new building click on add new building icon, which opens the building details page.

To edit the building click on the edit pencil icon

To add a new room, select the building and click on add new room button. This will open the room details page

To view the rooms in building, click on view rooms for building button

Building Details

Action	ID	Description	Size (m2)	Floor	Local Ref
	Test14Nov1	Test14Nov12	140.25	Lower Ground Floor	
	R1	Administration	125	Ground	
	R2	Classroom	75	Ground	
	R3	Hall	389	Ground	

Building Details displays the details of the building. The floor surface area in the Buildings Detail page is read-only as the floor surface area is calculated at the room level.

Property: Displays the property where the building is located

Building Code: It must be unique to the Property

Site ID (if known): Enter the site ID (optional field)

Enter the size of the building in square meters and year built if known.

Floor surface area: Current floor surface area displays the current floor surface area broken down into 7 main floor surface types for Agency and 8 for DoE. Current floor surface area is read only for all user roles and is calculated at room level.

Room List:



Room list displays all the rooms in the property or the building. From the room list page you can get a add, edit or delete the existing room.

To add a room, click on the add new room button

To edit a room, click on the edit button

To delete a room, click on the delete button

Room Details

Property: 9996 Bob's Public School
 Room Code (must be Unique to Property, Building, and Floor): R1
 Description: Administration
 Room Type: Administration
 Building ID: B001
 Floor: Ground
 Site ID (if applicable): 0
 Total Area (m²): 125

Floor Surfaces (m²)

Carpet: 100.00	Resilient Floors Sealed: 0.00	Resilient Floors Low Maint.: 0.00	Toilet Ablution Areas: 25.00	No. of Cubicles / Stalls: 0
Timber Sealed: 0.00	Timber Unsealed: 0.00	Hard Floor Internal: 0.00	External Hard Surfaces: 0.00	External Eating Area: 0.00
Commercial Kitchen Area: 0.00	Material Workshop Area: 0.00	COLA Area: 0.00		

Room Details display the details of the room in any given property

Property: Displays the property where the room is located

Room Code: Enter the room code

Floor: Select the floor from the dropdown menu

Description: Enter the description of the room and the floor surface area.

Room Type: you also need to select the room type

Floor Surface Area: Current floor surface area displays the current floor surface area broken down in 7 main floor surface types for Agency and 8 for DoE.

Contractors are required to enter the floor surface area of the room in the floor surface area provided for Agency clients however Department of Education sites is updated monthly by DFSI Systems Unit from AMS data provided by Education.

Note: Whenever there is a new variation, contractors are first required to update the details in the floor type of the rooms in the asset registry (followed by creating a variation from the variation screen).

Demountable List:

Action	Property ID	Property	Type	Code	Description	Action
	3827	Beresford Road PS		OS 750	Learning Unit - ESL	N/A
	3827	Beresford Road PS		OS 506	Learning Unit - Standard With P.A.A A/C	N/A
	3827	Beresford Road PS		OS 506	Learning Unit - Standard With P.A.A A/C	N/A

Demountables screens are only used for Department of Education sites.

Demountable List displays the list of all the demountables in the selected property. To view the demountables, select the property from the dropdown. It will display the list of all demountables for that property.

This information is provided by Department of Education via there AMS data and is uploaded monthly into WebClean

Demountable Details

Demountable details display the details of the demountable.

The following Fields are displayed:

Property, Demountable Code, Demountable type, Description,

Movement Action: Select either Install or Release.

Date Installed / Released: Enter a date of movement.

Floor surface area: Current floor surface area displays the current floor surface area broken down in 8 main floor surface types.

Equipment List:

Action	ID	Property	Description	Type	Condition	Tested Date	Outcome	Serial No
	53077	ABC Court House	Back Pack	Vacuum	Good	01-01-2017	P	50541833
	53078	ABC Court House	Polisher	Polisher	Good	11-09-2017	P	68765
	18906	AUSGRID TEST SITE	Rocket Vacuum	Vacuum	Good	04-11-2013	P	104578
	21066	Avoca Beach PS	Polisher	Polisher	Good	04-02-2014	P	
	5	Community Services Test Site	ZZZ Vacuum Cleaner	Vacuum	Good		P	
	18805	Happy Roads and Maritime Services Works Centre	Nalvik Vacuum	Vacuum	Good	06-08-2013	P	5023840

Equipment List displays all the mechanical and electrical equipment in the property. It displays the summary such as description, type, condition, tested date and the outcome of the equipment used in the facility.

Contractors are required to update the equipment list within 8 weeks.

Users can add, edit or delete equipment from the equipments list.

To add equipment, click on the add new equipment button

To edit equipment, click on the edit button

To delete equipment, click on the delete button

Equipment Details

Equipment Details

Property: 10003 ABC Court House
 Contact Person: [Text Field]
 Equipment Name: [Text Field]
 Registered Date: 15/12/2013 [Date Picker]
 Notes / Comments (1000 chars max): [Text Area]

Property Address: [Text Field]
 Contact Telephone: [Text Field]
 Equipment Model: [Text Field]
 Condition: 1 - Good [Dropdown]
 Equipment Serial No.: 68765 [Text Field]
 Equipment Type: Polisher [Dropdown]

INSPECTION SECTION
 Equipment Tested Date: 11/09/2017 [Date Picker]
 Tested By: J.L. Electrical [Text Field]
 Outcome: Pass Fail
 Comments (1000 chars max): [Text Area]

Equipment Details displays all the details of all the mechanical and electrical equipment in the property.

Equipment details page includes two major sections: Details of the equipment and the inspector's section.

Equipment Name: Enter the name of the equipment. Example vacuum cleaner

Equipment Model: Enter the model of the equipment

Equipment Serial No: Enter the serial number of the equipment

Registered Date: Enter the date the equipment were registered

Condition: Enter the present condition of the equipment

Equipment Type: Select the equipment type from the drop-down menu

Inspector Section

Equipment Tested Date: The date when the equipment were tested

Tested By: The person who inspected the equipment.

Outcome: The outcome after the inspection: Such as pass or fail.

Note: The fields with red headings are mandatory fields. The inspection section is to be completed after the inspection.

Materials List:

Action	ID	Property	Type	Description	Location	Storage	Safety Date	Colour Coding
	61463	ABC Court House	Hazardous	Break Up	Cleaners Room	N/A	10-01-2019	Y
	61462	ABC Court House	Non-Hazardous	Wipe Out	Cleaners Room	N/A	14-12-2020	Y
	27	Bob's Public School	Disinfectant	Sweet Smell	Cleaners Room	Sitr	11-09-2013	Y
	25	Community Services Test Site	Polish / Sealer	XXX Polisher	Cleaners Room		12-12-2020	Y
	51355	Happy Roads and Maritime Services Works Centre	Non-Hazardous	Absorb	Cleaners Room		10-09-2014	Y
	51356	Happy Roads and Maritime Services Works Centre	Hazardous	Break Up	Cleaners Room	Cleaners Room	11-11-2014	Y
	51357	Somewhere Motor Registry	Acid / Alkali Cleaners	Bleach - Lemon	Cleaners Room		06-10-2014	Y

Material List displays all the materials used in the property. It displays the summary such as description, location, storage, safety date etc.

Contractors are required to update the material list within 8 weeks.

Users can add, edit or delete materials from the materials list.

To add material, click on the add new material button

To edit material, click on the edit button

To delete material, click on the delete button

Materials Details

Property
9996 Bob's Public School

Contact Person
Jim Jackson

Material Name
Sweet Smell

Hazchem Code
Sitr

Material Safety Datasheet
MSDS58/4567

Notes / Comments (1000 chars max.)

Property Address
123 Bob Street BOBTOWN 9999

Contact Telephone
895 8945

Material Location
Cleaners Room

Tech. Data Bulletin No.
1259-985581

Expiry Date (MSDS)
11/01/2013

Material Type
Disinfectant

Colour Coding
 Yes No

Materials Details displays the details of the materials used in the property.

Material Name: name of the materials used

Material Location: details of where the materials are located

Material Type: Select the material type from the dropdown

Hazchem Code: Dangerous good codes

Tech. Data Bulletin: enter the technical data bulletin of the materials

Colour Coding: select if the materials have been colour coded.

Material Safety Data Sheet: enter the material safety data sheet details

Expiry Date (MSDS): enter the expiry date of the MSDS

Note: The fields with red headings are mandatory fields.

Inspection List:



The screenshot shows the WebClean Cleaning Contract Online interface. At the top, there is a header with the NSW Government logo, 'Finance, Services & Innovation', and 'WebClean CLEANING CONTRACT ONLINE'. A 'Choose your Contract' dropdown is set to 'Training Contract - 8061000'. Below the header is a navigation menu with 'Home', 'Human Resources', 'Assets', 'Management', 'Reports', 'Setup', and 'Log Off'. A search bar is present with 'Inspection ID' and 'Equals' filters. The main content area is titled 'Inspection List' and includes a note: 'Please note that ONLY the user that initially entered the record can edit that record.' There is a 'Filter by Property' dropdown set to '--All Records--' and buttons for 'Add Inspection' and 'Quick Report'. A table displays inspection records with columns: Action, ID, Property ID, Property, Type, Inspection Date, Re-Inspection Date, Letter Type, Inspector, and Report. Two records are visible: one for 'Happy Roads and Maritime Services Works Centre' and another for 'Bob's Public School'. A 'Page 1 of 1' indicator and a 'Quick Report' button are also present.

Action	ID	Property ID	Property	Type	Inspection Date	Re-Inspection Date	Letter Type	Inspector	Report
	2	75	Happy Roads and Maritime Services Works Centre	Random	18-02-2019		Satisfactory with QA required - NCR - WHS	Property NSW Inspector	
	1	9996	Bob's Public School	Random	11-02-2019	21-02-2019	Satisfactory with reinspection required - NCR - COMPLIANCE	Property NSW Inspector	

NSW DFSI Inspectors perform inspections. An inspection indicates the level of Contractor performance at the site in line with the specification requirements.

There are 5 types of Inspections: **Complaint, Joint, Random, Re-Inspection, Sensitive Site, No Internal Access.** All Inspections for the Contract can be viewed from the Inspection list.

To view the inspections, click on the inspection, which is located under the management in the menu bar. You can filter the record by selecting the property, which will display the summary of all the inspections for that property.

To view the inspections that have been digital submitted click on the 'Book' icon on the Report column for printing or downloading from WebClean.

The list displays the summary of the Property ID, Property Name, Type of Inspection, Inspection Date and Re-Inspection Date.

Only Inspectors can add and edit an inspection and Administration can delete inspections.

To add, click the add button

To edit click the edit button

To delete only WebClean Admin have ability to delete records.

When you click on add or edit, it opens the details page.

Quick Report: generates a snap shot of the inspection showing the Contract Compliance issues. Highlight the inspection, click Quick Report and the summary is displayed. Right mouse click to print.

Note: Only DSFI (Property NSW) Inspectors perform Inspections. Quality Monitoring Inspections are performed by Contractors

Inspection Details:

Home Human Resources Assets Management Services CRC Reports Setup Log Off

CLEANING INSPECTION WEB INTERFACE

Please note that only the user that entered the record can edit the record.

Inspection ID: 2

Property: Bob's Public School ID: 9996

Date: 04/02/2019 Time: 08:15 (hh:mm)

Inspection Type: Random

Contractor: Inspector Name: Paul Fergo

CLEANING PERFORMANCE		
Assessment	A	U
1 Toilets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 Toilet unit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.2 Urinals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.3 Handbasins	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.4 Dispensers/mirrors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 Consumables	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.6 Floors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.7 Walls/Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.8 Showers/bath tubs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.9 Ledges	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2 Internal refuse	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Liners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.2 Containers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.3 Full/empty	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3 External areas	<input type="checkbox"/>	<input type="checkbox"/>
3.1 Paved areas	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.2 Grassed areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3 Verandahs/steps	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.4 Bubblers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.5 Refuse areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4 Floor area	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.1 Floors (uncarpeted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.2 Floors (carpeted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.3 Edges/corners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.4 Under furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.5 Stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.6 Mats	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5 Walls/doors/windows	<input type="checkbox"/>	<input type="checkbox"/>
5.1 Glass partitions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.2 Walls	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.3 Windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.4 Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.5 Skirting/ledges	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Entry glass	<input type="checkbox"/>	<input type="checkbox"/>
6 High level	<input type="checkbox"/>	<input type="checkbox"/>
6.1 Light fittings	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Ledges	<input type="checkbox"/>	<input type="checkbox"/>
6.3 Walls	<input type="checkbox"/>	<input type="checkbox"/>
6.4 Windows - internal	<input type="checkbox"/>	<input type="checkbox"/>
6.5 Windows - external	<input type="checkbox"/>	<input type="checkbox"/>
6.6 Fans	<input type="checkbox"/>	<input type="checkbox"/>
7 Fixtures/fittings	<input type="checkbox"/>	<input type="checkbox"/>
7.1 Desks/tables	<input type="checkbox"/>	<input type="checkbox"/>
7.2 Chairs	<input type="checkbox"/>	<input type="checkbox"/>
7.3 Office equipment/PCs	<input type="checkbox"/>	<input type="checkbox"/>
7.4 Shelves/ledges	<input type="checkbox"/>	<input type="checkbox"/>
7.5 Blackboard ledges	<input type="checkbox"/>	<input type="checkbox"/>
7.6 Lockers	<input type="checkbox"/>	<input type="checkbox"/>
7.7 Beds	<input type="checkbox"/>	<input type="checkbox"/>
7.8 Cabinets	<input type="checkbox"/>	<input type="checkbox"/>
7.9 Sinks	<input type="checkbox"/>	<input type="checkbox"/>
8 Other	<input type="checkbox"/>	<input type="checkbox"/>
8.1 Public reception	<input type="checkbox"/>	<input type="checkbox"/>
8.2 Canteens	<input type="checkbox"/>	<input type="checkbox"/>
8.3 Food prep areas	<input type="checkbox"/>	<input type="checkbox"/>
8.4 Halls/gyms	<input type="checkbox"/>	<input type="checkbox"/>
8.5 Cell blocks	<input type="checkbox"/>	<input type="checkbox"/>
8.6 Swimming pools	<input type="checkbox"/>	<input type="checkbox"/>
8.7 Meal rooms/kitchens	<input type="checkbox"/>	<input type="checkbox"/>
8.8 Blinds	<input type="checkbox"/>	<input type="checkbox"/>
8.9 External Seating	<input type="checkbox"/>	<input type="checkbox"/>
8.10 Other 1	<input type="checkbox"/>	<input type="checkbox"/>
8.11 Other 2	<input type="checkbox"/>	<input type="checkbox"/>

Inspection Details page displays the details of the inspection. Users are expected to select either acceptable or unacceptable in the form. This selection triggers the results in Performance Summary.

Date: Enter the in dd/mm/yyyy (*click on the calendar for an easy way.*)

Time: in hh:mm

Inspection Type: from the drop down menu select *Complaint, Joint, Random, Re-Inspection or Sensitive Site*).

Inspector Name: will default to the User ID however can be changed.

Fill the details in the cleaning performance by either selecting acceptable or unacceptable.

Note: If there are any errors with the report they will appear in RED at the top of the report. Fix the error and SAVE Inspection again and the screen will take you back to Inspection List screen.

Performance Summary and Contract Compliance

PERFORMANCE SUMMARY					
Performance Rating			Overall image		
Total performance acceptable	<input type="text" value="24"/>		<input checked="" type="radio"/> Satisfactory <input type="radio"/> Needs Attention <input type="radio"/> Unsatisfactory		
Total performance unacceptable	<input type="text" value="3"/>				
Performance %	<input type="text" value="88.88"/>				
CONTRACT COMPLIANCE					
	Yes	No	Yes	No	Shortfalls advised to Contractor
CC1 Quality Assurance	<input type="checkbox"/>	<input type="checkbox"/>	CC5 Colour coding	<input type="checkbox"/>	SF1 Communications book <input type="text"/>
CC2 Communications book	<input type="checkbox"/>	<input type="checkbox"/>	CC6 Periodic schedules	<input type="checkbox"/>	SF2 Phone / Verbal <input type="text"/>
CC3 Uniforms	<input type="checkbox"/>	<input type="checkbox"/>	CC7 Cleaners rooms	<input type="checkbox"/>	SF3 CMU to action <input type="text"/>
CC4 Photographic ID	<input type="checkbox"/>	<input type="checkbox"/>	CC8 O H & S	<input type="checkbox"/>	
Letter Required:	<input type="text" value="--Please Select--"/>				
Re-Inspection Date:	<input type="text"/>		Re-Inspection Time:	<input type="text" value="(hh:mm)"/>	
Compliance Requirements: (4000 characters max.)					
3.1 Paved area around Admin & Building C - remove rubbish 4.3 Blocks A & B - Vacuum to corners in rooms 4.5 Stairs in Block D - remove debris from corners					
					<input type="text" value="4000"/> characters left

Performance Summary:

Performance summary elaborates the performance summary of the inspection. The Performance Rating % is automatically calculated based on the items selected in the cleaning performance.

Select the Overall Image from the three options (*Satisfactory, Needs Attention, Unsatisfactory*) provided.

Contract Compliance

Under the Contract Compliance click on the appropriate boxes (*Yes or No*) for the issues inspected.

Compliance Requirements: Record any defaults in the Compliance Requirements box provided up to 4000 characters. Click Save when done.

Inspector's Declaration & Sign Off

Yes *I Lynne Circosta confirm that I have conducted a cleaning inspection, sought comment and discussed the results of the Inspection with the site manager / school principal / authorised person at the site during the inspection as per the details below.*

(School Principal/Site Manager/Authorised person) Name:

Designation / current position:

Contact No.:

Email:

Inspector Sign-Off:

 **13/09/2017**

Signature Date of Signature

Once the inspection record is completed the Inspector needs to sign off the declaration by entering the details required in RED and add their signature.

There are 3 Types for Saving an Inspection

CLEANING INSPECTION REPORT
edit the record.

The **'Save'** button is a save 'draft' and will generate the ID and can be used if the process is not able to be completed in one action. You will always remain on this page. This option can also be used to **'SAVE'** a completed inspection that will NOT generate a digital report email notification to the client however if there was a 'Letter Required' entered than an email is also sent to the Contractor.

The **'Save to List'** button will also save data on the report that is not complete however will take you back to the Quality Monitoring List.

The **'Submit'** button finalises the inspection and submits by email a digital pdf copy of the report to the client using the email address on the Property Details screen. If there was a 'Letter Required' entered than a copy is also sent to the Contractor.

Contractors QM Sheet:

The screenshot displays the WebClean Cleaning Contract Online interface. At the top, there is a header with the NSW Government logo, 'Finance, Services & Innovation', and the 'WebClean CLEANING CONTRACT ONLINE' logo. A 'Choose your Contract' dropdown menu is set to 'Training Contract - 8061000'. Below the header is a navigation menu with options: Home, Human Resources, Assets, Management, Services, Reports, Setup, Log Off. A search bar is present with 'Inspection ID' and 'Equals' filters. The main content area is titled 'Quality Monitoring List' and includes a note: 'Please note that ONLY the user that initially entered the record can edit that record.' There is a 'Filter by Property' dropdown set to '--All Records--' and buttons for 'Add' and 'Quick Report'. A table lists inspection records with columns: Action, ID, Property ID, Property, Type, Inspection Date, Inspector, and Report. The table contains one record: ID 9996, Property 'Bob's Public School', Type 'Random', Inspection Date '15-02-2019', and Inspector 'Maryanne Johnson'. A 'Quick Report' button is located at the bottom right of the table. The footer of the interface shows 'Page 1 of 1' and navigation controls for 'First', 'Previous', 'Next', and 'Last'.

A Quality Monitoring Report is a quality assurance inspection performed by the Contractor, which indicates the level of Contractor performance at the site in line with the specification requirements. The number of QM's for a site is determined by the contract value of the site. Once every 4 weeks for sites valued over \$40,000 or 3 monthly for sites valued under \$40,000.

There are 5 types of QM's: **Complaint, Joint, Qual. Monitoring Report, Random, Re-Inspection and Sensitive Site.**

All QMs for the Contract can be viewed from the QM list.

To view the QM, click on the inspection, which is located under the management in the menu bar. You can filter the record by selecting the property, which will display the summary of all the inspections for that property.

To view the QM that has been digital submitted click on the 'Book' icon on the Report column for printing or downloading from WebClean.

You can add and edit or delete inspections.

To add, click the add button

To edit click the edit button

To delete only WebClean Admin have ability to delete records.

When you click on add or edit, it opens the details page.

Quick Report: generates a snap shot of the inspection showing the Contract Compliance issues.

To view the inspections, click on the inspection, which is located under the management in the menu bar. You can filter the record by selecting the property, which will display the summary of all the inspections for that property.

To view the inspections that have been digital submitted click on the 'Book' icon on the Report column for printing or downloading from WebClean.

QM Sheet:

Please note that only the user that entered the record can edit the record.

Quality Monitoring ID: 5

Property: Bob's Public School ID: 9996

Date: 15/02/2019 Time: 10:00 (hh:mm)

Inspection Type: Random

Contractor: Inspector Name: Maryanne Johnson

CLEANING PERFORMANCE								
	Assessment			Assessment			Assessment	
	A	U		A	U		A	U
1 Toilets			4 Floor area			7 Fixtures/fittings		
1.1 Toilet unit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.1 Floors (uncarpeted)	<input type="checkbox"/>	<input type="checkbox"/>	7.1 Desks/tables	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.2 Urinals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.2 Floors (carpeted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.2 Chairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.3 Handbasins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.3 Edges/corners	<input type="checkbox"/>	<input type="checkbox"/>	7.3 Office equipment/PCs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.4 Dispensers/mirrors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.4 Under furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.4 Shelves/ledges	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 Consumables	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.5 Stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.5 Blackboard ledges	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Floors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.6 Mats	<input type="checkbox"/>	<input type="checkbox"/>	7.6 Lockers	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Walls/Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>				7.7 Beds	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Showers/bath tubs	<input type="checkbox"/>	<input type="checkbox"/>	5 Walls/doors/windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.8 Cabinets	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Ledges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5.1 Glass partitions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.9 Sinks	<input type="checkbox"/>	<input type="checkbox"/>
			5.2 Walls	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2 Internal refuse	<input type="checkbox"/>	<input type="checkbox"/>	5.3 Windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8 Other	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Liners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5.4 Doors	<input type="checkbox"/>	<input type="checkbox"/>	8.1 Public reception	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Containers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5.5 Skirting/ledges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8.2 Canteens	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Full/empty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5.6 Entry glass	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8.3 Food prep areas	<input type="checkbox"/>	<input type="checkbox"/>
						8.4 Halls/ovms	<input type="checkbox"/>	<input type="checkbox"/>

QM Sheet page displays the details of the inspection. Users are expected to select either acceptable or unacceptable in the form. This selection triggers the results in the performance summary.

Date: Enter the in dd/mm/yyyy (*click on the calendar for an easy way.*) and **Time:** in hh:mm

Inspection Type: select the type from the drop down menu

Inspector Name: will default to the signed on User ID however can be changed.

Fill the details in the cleaning performance by either selecting acceptable or unacceptable.

Performance Summary & Contract Compliance in QM sheet:

PERFORMANCE SUMMARY			
Performance Rating	Overall image		
Total performance acceptable	<input type="text" value="27"/>	<input checked="" type="radio"/> Satisfactory <input type="radio"/> Needs Attention <input type="radio"/> Unsatisfactory	
Total performance unacceptable	<input type="text" value="2"/>		
Performance %	<input type="text" value="93.10"/>		
CONTRACT COMPLIANCE			
	Yes	No	
CC1 Quality Assurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CC5 Colour coding
CC2 Communications book	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CC6 Periodic schedules
CC3 Uniforms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CC7 Cleaners rooms
CC4 Photographic ID	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CC8 O H & S
Compliance Requirements: (4000 characters max.)	<input type="text" value="4000"/> characters left		
5.5- vac/wipe some windows tracks - throughout 7.4- wipe top of white board ledge - next to pigeon holes - admin hallway 7.4- wipe book shelves - library			

Performance Summary:

Performance summary elaborates the performance summary of the inspection. The Performance Rating % is automatically calculated based on the items selected in the cleaning performance.

Select the Overall Image from the three options (*Satisfactory, Needs Attention, Unsatisfactory*) provided.

Contract Compliance

Under the Contract Compliance click on the appropriate boxes (*Yes or No*) for the issues inspected.

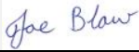
Client Comments: Entry any comments made by the Client.

Property Manager Signoff (QM): Click on box to indicate the Client has signed the documentation

Compliance Requirements: Record any defaults in the Compliance Requirements box provided up to 4000 characters. Click Save when done.

Note: If there are any errors with the report they will appear in RED at the top of the report. Fix the error and SAVE Inspection again and the screen will take you back to Inspection List screen.

Contractor's Declaration & Sign Off

Client Comments	Property Manager Signoff (Q/A)
<input type="text" value="No Issues"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Yes	<i>I Lynne Circosta (Dept of Finance and Services) confirm that I have conducted a QM inspection, sought comment and discussed the results of the Inspection with the site manager / school principal / authorised person available at the site during the inspection as per the details below.</i>
(School Principal/Site Manager/Authorised person) Name:	<input type="text" value="Joe Blow"/>
Designation / current position:	<input type="text" value="Principal"/>
Contact No.:	<input type="text" value="02 9876 5432"/>
Email:	<input type="text"/>
<hr/>	
Contractor Sign-off:	
	<input type="button" value="Sign"/> <input type="button" value="Revoke Signature"/>
<hr/>	13/09/2017
Signature	Date of Signature
<hr/>	
<input type="button" value="Save To List"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Once the QM record is completed the Contractor needs to sign off the declaration by entering the details required in RED and add their signature.

There are 3 Types for Saving a QM

Quality Monitoring

The **'Save'** button is a save 'draft' and will generate the ID and can be used if the process is not able to be completed in one action. You will always remain on this page. This option can also be used to **'SAVE'** a completed QM that will NOT generate a digital report email notification to the client.

The **'Save to List'** button will also save data on the report that is not complete however will take you back to the Quality Monitoring List.

The **'Submit'** button finalises the QM and submits by email a digital pdf copy of the report to the client using the email address on the Property Details screen.

Note: If there are any errors with the report they will appear in RED at the top of the report. Fix the error and SAVE Inspection again and the screen will take you back to Inspection List screen.

Consultation List:

NSW Finance, Services & Innovation

WebClean CLEANING CONTRACT ONLINE

Choose your Contract: Training Contract - 8061000

User Logged in: API

Home Human Resources Assets Management Reports Setup Log Off

Search ID Equals Search Clear Search

Consultation List

Filter by Property: --All Records-- Add New Consultation Quick Report

Action	ID	Property	Type	Meeting Date	Meeting Time	Contractor Rep.	Facility Rep.	Report
	1	Bob's Public School	Formal Meeting	11-02-2019	09:00	Amy Jones	Jim Jackson	31

Page 1 of 1

<| First << Previous Next >> Last |> Go To Page: 1

Contractors are to maintain the log of visits to clients. These visits can be Client Request, Contractor Request, Formal Meeting, Management System Change or Survey Response Follow Up

To add a new Consultation, select the site from Filter by Property then click on the add new button

To edit the Consultation, click on the edit button

To delete only WebClean Admin have ability to delete records.

When you click the add new or the edit button it opens Consultation details page.

Consultation Details

WebClean CLEANING CONTRACT ONLINE

Choose your Contract: Train

Home Human Resources Assets Management Reports Setup Log Off

Consultation Details

Print Submit Save To List Save Cancel

Property: 9996 Bob's Public School

Property Address: 123 Bob Street BOBTOWN 9999

Contact Person: Jim Jackson

Contact Telephone: 895 8945

Meeting Date: 11/02/2019

Meeting Time: 09:00 (hh:mm)

Meeting Type: Formal Meeting

Contractor Representative: Amy Jones

Facility Representative: Jim Jackson

Facility Rep. Title: Principal

SCHOOL SECTION

Annual Ancillary Cleaning: Yes No

Status - Flexible / Ancillary Cleaning: Yes No

Status - Additional Ancillary Works: Yes No

CONTRACTOR SECTION

General Cleaning Discussed: Yes No

Vacation Schedule / Periodic Work Schedules discussions and issues (eg Window screens, access to hall etc): Yes No

CONTRACTOR SECTION

Users are expected to select from the Yes or No options for all the items regarding the Consultation.

Upon completion of the form, users are to enter **Outcome/Notes** at the bottom of the form.

Outcome / Notes (4000 chars max.) characters left

School happy to receive email copy of report

Notified Principal of change of staff due to Cleaner retiring

Yes *I Joe Blow (Dept of Finance and Services), confirm that I have conducted a Formal Liaison meeting with the School Principal / Authorised Person nominated as the site representative as per the details below, to discuss cleaning issues including work schedules, working hours and any other general cleaning matters.*


(School Principal/Site Manager/Authorised person) Name:

Designation / current position:

Contact No.:

Email:

Contractor Sign-off:



Once the Consultation record is completed the Contractor needs to sign off the declaration by entering the details required in RED and add their signature.

There are 3 Types for Saving a Consultation

Consultation Details

The **'Save'** button is a save 'draft' and will generate the ID and can be used if the process is not able to be completed in one action. You will always remain on this page. This option can also be used to **'SAVE'** a completed QM that will NOT generate a digital report email notification to the client.

The **'Save to List'** button will also save data on the report that is not complete however will take you back to the Quality Monitoring List.

The **'Submit'** button finalises the QM and submits by email a digital pdf copy of the report to the client using the email address on the Property Details screen.

Note: The Declaration must always have the client's details and **must** be entered in WebClean

General Cleaning:

General Cleaning Details screen logs the details of the cleaners and the schedule for all-regular cleaning. All general cleaning schedules should be entered at the start of the contract. The **Number of Hours** data is updated via variations.

Contractors are required to update the cleaning status, schedule and other details mentioned below.

Enter the time: This is usually the start time and the completion time.

Select the days when the cleaning is performed by ticking the check box next to the day

Enter the details of cleaners who will be involved in the regular cleaning by clicking add a cleaner form the record button.

General Cleaning

Property: 9996 Bob's Public School
DETPropertyID: 89072
Contact Person: Jim Jackson
GENERAL CLEANING SCHEDULE
Cleaning Time: From 4:30 To 5:30 (hh:mm)
Number of Days: SUN MON TUE WED THU FRI SAT

Property Address: 123 Bob Street BOBTOWN 9999
Contact Telephone: 895 8945

CLEANING DETAILS	Surface Area (m ² Tender)	Number of Hours	Flexible Hours
Carpet	0.00	0.01	0.00
Resilient Floors	0.00	1.00	0.00
Total Ablution Areas	0.00	1.71	0.00
Hard Floor Internal	0.00	0.00	0.00
External Hard Surfaces	0.00	1.90	0.00
Timber Floor	0.00	0.00	0.00
Commercial Kitchen	0.00	0.00	0.00
Material Workshop	0.00	0.00	0.00
COLA	0.00	0.00	0.00
Total Site Area (Hectare)	0.00	0.00	0.00
Miscellaneous Hours	0.00	0.00	0.00
Additional Hours	0.00	0.00	0.00
TOTALS	0.00	4.72	0.00

Flexible/Ancillary Arrangements? Reduced From: _____ Included In: _____ Adjusted Flexible Hours(Read Only): 0.00

Additional Ancillary Work? (Read Only) Go to the Optional Cleaning Screen to add Additional Ancillary Work Items

CLEANER DETAILS: [Add a Cleaner for this record](#)

ID	First Name	Last Name	Access ID	From Time	To Time	Hours Weekday	Hours Sat	Hours Sun	Delete?
13303	Julie	Arbans	0	05:00	05:50	4.72	0.00	0.00	<input type="checkbox"/>

Total Cleaner Hours (all cleaners) 4.72

Additional Carpet Cleaning

Sq. Mtr	Date Cleaned
<input type="text"/>	<input type="text"/>

Previous Cleaning Records
The table below shows any previous Cleaning records previously saved for this property.
[Sq. Meter Date Cleaned Delete?](#)

Additional Carpet Cleaning: If a site has more than one carpet clean in a year the extra cleans must be added to this field after invoicing through the Optional Cleaning module.

Note: Cleaners Details should be **updated regularly** to ensure clients are aware of who is working on their site.

Complaints List:

The screenshot shows the 'Complaints List' page in the WebClean system. At the top, there are logos for NSW Government Finance, Services & Innovation and WebClean CLEANING CONTRACT ONLINE. A navigation bar includes links for Home, Human Resources, Assets, Management, Reports, Setup, and Log Off. A search bar is present with 'Property ID' and 'Equals' dropdowns. The main content area is titled 'Complaints List' and includes a filter for 'Property' set to '9996 - Bob's Public School (89072)'. Below the filter is a table with columns for Action, Property ID, Property Name, Building, Requestor, Status, Date, and Resolution. The table contains one row with the following data: Action (edit icon), 9996, Bob's Public School, Building 3, Alec Brown, Complete, 11-02-2019, and Not Actioned Yet. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'Go To Page: 1'.

Prior to entering a Complaint the Local Level Dispute Resolution must have been actioned. Complaints List displays the summary of all the complaints, performance reported by the users.

The list displays the summary of the property details, requestor, status, call date and resolved date.

Users can add, or edit complaints record from the list.

To **add** a complaint, select the site and click on add new button. This will open the complaint details page.

To **edit** click on the edit button which will open the details page for users to edit the complaints.

Only selective user roles can delete complaints.

Complaints details

The screenshot shows the 'Complaint Reporting' details page. It includes a 'Performance ID: 1' and 'Save'/'Cancel' buttons. The 'Property' section shows '2063 Aberdeen PS'. The 'Contact Name' is 'Sagesthorpe St ABERDEEN 2336' and the 'Telephone No.' is '6543 7271'. The 'Buildings' section has a list of buildings on the left and a 'Buildings affected' list on the right. The 'Location Details' section has a 'Building G' dropdown. The 'Type of Complaint' is set to 'Security'. The 'Complaint Details (1000 chars max)' field contains the text 'The building was left unlocked last night.' The 'Reported By' field is 'Adams Smith'. The 'Caller Tel. No.' is '02 999 444' and the 'Call Date' is '12/02/2019'. A note at the bottom states 'An email notification will be sent to the Contractor and Commerce upon saving this record.'

Complaints details displays the details of the complaints logged by the user. It captures an overview including the status of the complaints.

When lodging a complaint first select the building from the buildings list.

Enter the reporting type

Select the location detail where the complaints are reported. For example kitchen sink on the south block was not cleaned.

Enter the priority and the type of complaints

It is also required to enter the performance details in less than 500 characters

Enter other details such as reported by, contact number and reported date.

Note: The Local Level Dispute Resolution process must be used prior to entering a Complaint in WebClean.

Complaints details (cont.)

The screenshot displays the 'Complaints details' form in the WebClean system, divided into two main sections: 'CONTRACTOR SECTION' and 'SCHOOL SECTION'.
CONTRACTOR SECTION:
- Contractor Comments: A text area containing the message 'Cleaner has been given a warning letter due to the security issue.'
- Representative Name: A text field with 'Lucy Bower' entered.
- Representative Phone Number: A text field with '02 111 222 333' entered.
- Status: A dropdown menu showing '1 - Complete'.
- Date Resolved: A date picker showing '12/02/2018'.
SCHOOL SECTION:
- Principal Name: A text field.
- Principal Phone Number: A text field.
- Status: A dropdown menu with the option 'Please Select...'.
- Date Resolved: A date picker.
- School Comments: A large text area for additional notes.

Contractor Section:

Upon receiving the complaints, contractors are to respond to it at earliest as possible. Upon responding to the call, contractors are to enter and update the outcome of the complaints such as the status and date resolved.

School Section:

The School Principal will set the status of the work along with his/her name and date of setting this status. If he/she is satisfied then the status will be 'Complete' and if not satisfied then 'Not Complete'.

There will be auto email notifications to Contractor, Regional Asset Management Unit (RAMU) at DoE on completion of lodging a complaint into the system and also another set of emails to School Principal and RAMU on setting flag as 'Complete' by the Contractor on completion of a job.

On '**Saving**' the Complaint an email is sent to the Contractor for action as well as a copy to Property NSW

Variation List:

The screenshot shows the WebClean Cleaning Contract Online interface. At the top left is the NSW Government logo and 'Finance, Services & Innovation'. The main header features the 'WebClean CLEANING CONTRACT ONLINE' logo and a 'Choose your Contract' dropdown menu set to 'Training Contract - 8061000'. Below the header is a navigation bar with links: Home, Human Resources, Assets, Management, Reports, Setup, Log Off. A search bar is present with 'ID' and 'Equals' filters. The main content area is titled 'Variation List - Other Facilities - Non-DoE Properties'. It includes a 'Filter by Property' dropdown set to '--All Records--' and a 'Quick Report' button. Below this is a table with columns: Action, ID, Property ID, Property, Description, Contractor, Status, Effective Date, Approval Date, and Contractor Ref. The table contains one row with ID 77, Property ID 70, Property 'Somewhere Motor Registry', Description 'UAT Somewhere MR - m2, Hrs & Add Services', Contractor 'ABC Cleaning Company', Status 'Approve', Effective Date '04-02-2019', Approval Date '18-02-2019', and Contractor Ref 'Property NSW'. The page number 'Page 1 of 1' and a 'Go To Page' field are at the bottom left, and another 'Quick Report' button is at the bottom right.

A variation occurs if a site has changes due to area, hours, surfaces, demountable movements etc.

There are mainly 2 types of variations rates: DoE and All Other Agencies.

The Contractor will enter the variation and await either Department of Education or Property NSW approval.

Variation list page displays the list of variations in that contract.

Note: There are 4-variation list pages.

DoE Properties and Other Agencies have variations options for existing sites along with New Properties variation types.

This display shows Property ID, Property Name, Description of Variation, Contractor, Effective Date, Approval Date and Verify Finalise Date.

Contractors can add and edit the records from Variation list

To add a new variation, click on the add new button

To edit a variation, click on the edit button

To delete only WebClean Administrator has the ability to delete records.

When you click the add new or the edit button it opens the details page.

Variation Details:

Home Human Resources Assets Management Services CRC Reports Setup Log Off

Variation Details - DoE Facilities

ID: Save Cancel

Property: Bob's Public School 9996

Variation Description Variation Type Contractor Reference / ID Change Cl

GENERAL CLEANING

Item #	Surface Details	Variation Change (+/-)		Rate	\$ Adjustment per month	Cleaning Details	Changed Hours Weekly
		Positive	Negative				
8.1.1	Carpet	<input type="text"/>	<input type="text"/>	0.72	<input type="text"/>	Carpet	<input type="text"/>
8.1.4	Resilient Floors	<input type="text"/>	<input type="text"/>	0.58	<input type="text"/>	Resilient Floors	<input type="text"/>
8.1.6	Timber Floors	<input type="text"/>	<input type="text"/>	0.28	<input type="text"/>	Timber Floors	<input type="text"/>
8.1.8	Toilet / Ablution Areas	<input type="text"/>	<input type="text"/>	2.26	<input type="text"/>	Total Ablution Areas	<input type="text"/>
8.1.9	Internal Hard Floor Surfaces	<input type="text"/>	<input type="text"/>	0.13	<input type="text"/>	Hard Floor Internal	<input type="text"/>
8.2.3	External Hard Surfaces	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>	Commercial Kitchen Areas	<input type="text"/>
8.1.10	Commercial Kitchen Areas	<input type="text"/>	<input type="text"/>	0.80	<input type="text"/>	External Hard Surfaces	<input type="text"/>
8.1.11	Material Workshop Areas	<input type="text"/>	<input type="text"/>	0.98	<input type="text"/>	Material Workshop Areas	<input type="text"/>
8.2.2	COLA Area	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>	COLA Area	<input type="text"/>

HOURLY RATES

Item #	Description	Hours Per Year (+/-)		Rate	\$ Adjustment per month (hrs per year * Rate) / 12
		Positive	Negative		
10.1.3	Cleaning within Normal Hours (Mon-Fri)	<input type="text"/>	<input type="text"/>	12.57	<input type="text"/>
10.1.4	Cleaning Rate - Saturdays	<input type="text"/>	<input type="text"/>	17.63	<input type="text"/>
10.1.5	Cleaning Rate - Sundays	<input type="text"/>	<input type="text"/>	22.69	<input type="text"/>
10.1.6	Cleaning Rate - Public Holidays	<input type="text"/>	<input type="text"/>	27.75	<input type="text"/>
10.2.32	On-site Staff - Additional Cleaning	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>
10.2.33	Other Staff - Additional Cleaning	<input type="text"/>	<input type="text"/>	21.99	<input type="text"/>

Unsched Unscheduled / Other Rate Unadjusted Rate: Adjusted Rate here (Enter 0.00)

Total Miscellaneous Hours Total:

PERIODIC CLEANING

8.1.12	Periodic Carpet Cleaning	<input type="text"/>	<input type="text"/>	0.24	<input type="text"/>
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ADDITIONAL CLEANING SERVICES (NOT FOR SCHOOL USE)

GENERAL

Current Monthly Rate	Revised Monthly Rate	PERIODIC Current Carpet Rate	Revised Carpet Rate
3894.99	<input type="text"/>	479.47	<input type="text"/>
Current Yearly Rate			
46739.83			

Increased Area Description

Decreased Area Description

CHANGE OF CLEANING DAYS (MONDAY - FRIDAY)

Contractor Name	Contractor Comments	Recorded Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contractor Finalise <input type="checkbox"/>	Effective Date (dd/mm/yyyy) <input type="text"/>	
Verifying Manager Name <input type="text"/>	Verifying Manager Comments <input type="text"/>	Verification Date (dd/mm/yyyy) <input type="text"/>
Confirm Verification <input type="checkbox"/>	Verifying Manager Approve <input type="text"/>	
Approving Manager Name <input type="text"/>	Approving Manager Comments <input type="text"/>	
Approve <input type="text"/>	Approval Date <input type="text"/>	

Variation Details page elaborates the variation details. The variation process involves contractors entering the variation. Manager (Agencies, DoE, Facility or Property NSW) verifies and approves the variation. Upon approval the variation takes effect and the rates are adjusted accordingly.

Variation Description: Enter a meaningful reason for the variation (this description will appear on the screen when viewing variations).

Variation Change (+ /-): Enter the variation change in square meters, which calculates the rates automatically. The costs are adjusted based on the information you enter.

Changed Hours Weekly Enter the weekly adjustment to cleaning hours relating to the variation.

Additional Cleaning Services (NOT FOR SCHOOL USE): Enter cleaning of eg refrigerator, microwave, loading / unloading of dishwashers etc.

Increased Area Description & Decreased Area Description: This area is used if a more detailed description of the variation is required.

Contractor: Enter Contractor's details such as person entering, dates etc. To finalise click the finalise button which triggers a notification to verify and approve variation.

Verifying Manager: Enter the officers name, date and click the verification button to acknowledge the variation.

Approving Manager: Enter the name, date and click the approve button to select approve or reject the variation. Upon approval, the variation takes effect and the rates will be calculated in the next monthly payment.

Note: Any **Agency** variation that affect changes to the site's **Buildings & Rooms data** it must be updated.

Emergency or Optional Cleaning List:



The screenshot shows the WebClean Cleaning Contract Online interface. At the top, there are logos for NSW Government Finance, Services & Innovation and WebClean. The user is logged in as Broadt. The main content area is titled "Emergency Cleaning List". It features a search bar with "ID" and "Equals" filters, and a "Filter by Property" dropdown menu set to "9996 - Bob's Public School (89072)". Below the filter is a "Service Report" button and a "Year 1, Tendered Rate" dropdown. A table displays the following data:

Action	ID	Property	Scope	Status	Approval Status	Type	Call Date	Est. Comp. Date	Contractor Ref
		Bob's Public School	drinks outside room blocked and overflowed			Emergency Cleaning	08-02-2019		

Page 1 of 1
<| First << Previous Next >> Last |> Go To Page: 1

Emergency / Optional Cleaning captures the procedures, schedule and the cost involved for all miscellaneous cleaning. There are mainly two types of miscellaneous cleaning, which are emergency cleaning and optional cleaning.

Emergency or Optional Cleaning list displays the summary of all optional cleaning within the contract. Users can filter all misc cleaning by properties by selecting the property from the dropdown box.

Contractors add, edit, delete or print the service report of all misc cleaning displayed.

To request an emergency / optional cleaning, select the property and click on add new button. This opens either the Emergency Cleaning Details or Optional Cleaning Details cleaning details page.

To edit click on the edit button.

To delete click the delete button.

To print the service report, select the job and click the service report button.

Facility Managers and Agencies can request emergency cleaning service however its **best to phone** the Contractor direct

Emergency or Optional Cleaning Details:

The Optional & Emergency screens are the same. Details below relate to both options from the menu bar.

Emergency Cleaning Details

Cleaning ID: Auto Generated

Property: 9996 Bob's Public School

Contractor Ref. No.:

Cleaning Type: 1 - Emergency Clean

Contact Name: Jim Jackson

Contact Address: 123 Bob Street BOBTOWN 9999

Telephone No.: 895 8945

Buildings affected: R006 - Sick Bay

Room Numbers (100 chars max):

Caller (Requested By): Mary Smith

Caller Tel. No.:

Call Date: 04/02/2019

Time of Call: (hh:mm)

Logged By (First Name, Last Name): Amy Adams

Estimated Completion Date:

Actual Completion Date:

Date to Clean: 04/02/2019

Location Details: Sick Bay Room

Scope of Work: Child vomited on floor

CONTRACTOR SECTION

Status: 6 - Completed

CLEANER DETAILS

Add a Cleaner for this record

ID	First Name	Last Name	Department	Access ID	Cleaner Type	Delete?
----	------------	-----------	------------	-----------	--------------	---------

Estimated Hours: 1.00

Start Time: 10:00 (hh:mm)

Time to Clean: 12:00 (hh:mm)

Nature of Surface: Linoleum

Estimated Cost:

Costing: Cost Adjustment: 1.000000

Note: Costing Rates are based upon the Date To Clean value above.

ADD A COSTING

ID	Item	Description	Unit	Quantity	Rate
----	------	-------------	------	----------	------

Costs

ID	Sched Rate	Description	Unit	Rate	Quantity	Amount	Delete?
1	10.1.1	Urgent Callout Fee (TO INCLUDE FIRST HOUR OF ONSITE LABOUR)	1	45.0000	1.00	45.00	

Costing Status: 1 - Invoiced

APPROVAL DETAILS

Approved Amount: 45.00

Approved By: Sue Jacey

Approval Status: 1 - Approved

Approval Comments (1000 chars max):

Upon requesting the service, Contractors will respond to the call.

Contractors are required to complete the contractor's section:

Contractors are first to enter the details of the person who will be completing the job by clicking add a cleaner button

Pop up window appears where contractor can select the cleaners from the list. Upon selection click save and close the popup window.

Contractors are required to enter the estimate and the date when the job will be performed. Click the save button when done.

Upon completion, system triggers a message to the requestor about the cost of the job and the date when the job will be done.

Requestors are to approve the job by entering the details in the approval section.

Contractors are then required to do the costing based on the schedule rate and invoice the requestor.

Note: For DoE Assets Optional cleaning is to be invoiced to School Principal. Emergency cleaning is to be invoiced to DoE- School Infrastructure NSW, Property & Facilities Management. For all other Facilities, Contractors are to invoice the Facility Manager or the Agency Manager.

Service Report:

Contractors are required to take a copy of the service report while attending the job, get it signed by the Facility Manager and attach it along with the invoice upon completion.

To produce the report highlight the entry and click on **Service Report**.

The screenshot shows the WebClean Cleaning Contract Online interface. At the top, there is a header with the NSW Government logo, 'Finance, Services & Innovation', and the 'WebClean CLEANING CONTRACT ONLINE' logo. A 'Choose your Contract' dropdown menu is set to 'Training Contract - 8061000'. Below the header is a navigation menu with links: Home, Human Resources, Assets, Management, Services, CRC, Reports, Setup, Log Off. A search bar is present with 'ID' and 'Equals' filters. The main content area is titled 'Emergency Cleaning List' and includes a 'Filter by Property' dropdown set to '--All Records--'. A 'Service Report' button is highlighted. Below the filter is a table with columns: Action, ID, Property, Scope, Status, Approval Status, Type, Call Date, Est. Comp. Date, and Contractor Ref. The table contains one entry for 'Bob's Public School' with a scope of 'Child vomited on floor', status 'Completed', and call date '04-02-2019'. A 'Page 1 of 1' indicator and navigation controls are at the bottom.

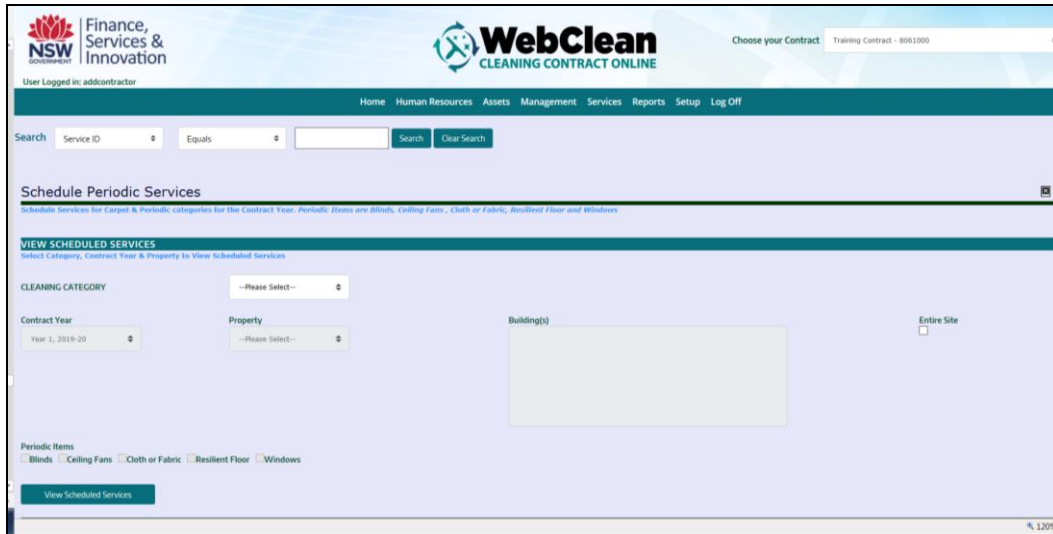
Service Report						
ID:	1					
Property ID:	9996					
Property:	Bob's Public School					
Buildings Affected:	Building 3					
Room No:	R0006 - Sick Bay					
Caller:	Mary Smith	Nature of Cleaning Surface:	Linoleum			
Caller Tel. No.:		Cleaning Type:	Emergency Cleaning			
Date of Call:	04/02/2019	Date to Clean:	04/02/2019			
Time of Call:		Time to Clean:	12:00			
Logged By:	Amy Adams	Estimated Hours:	1.00			
Cleaning Status:	Completed		Estimated Completion Date:			
Contractor Ref No.:			Actual Completion Date:			
			No. of Cleaners:	0		
Location Details:						
Sick Bay Room						
Scope of Work:						
Child vomited on floor						
Cleaners						
ID	First Name	Last Name	Department	Access ID	Cleaner Type	Checked Date
Costs:						
ID	Sched Rate	Description	Unit	Rate	Quantity	Amount
1	10.1.1	Urgent Callout Fee (TO INCLUDE FIRST HOUR OF ONSITE LABOUR)	1	45.0000	1.00	45.00
Total						45.00
Approved By:						Approved Amount:
Joe Avery						45.00
Signature:						Date
Facility Manager Certification						
I certify that the above service has been completed.						
Name	Signature:				Date	
					/ /	
I certify that the contractor arrived within two hours of the call.						
Name	Signature:				Date	
					/ /	

Contractors are required to take a copy of the service report while attending the job, get it signed by the Facility Manager and attach it along with the invoice upon completion.

Schedule Periodic Services:

Under the Services Tab is the Schedule Periodic Services which is used to schedule the periodic and carpet cleaning services.

Users can add and edit periodic cleaning records.



Periodic Cleaning Details

Periodic Cleaning is all programmed cleaning activity done on periodic basis such as blinds, ceiling fans, windows etc

To check if any Periodic Cleaning has been scheduled select the following in order:

Cleaning Category (Periodic or Carpet)

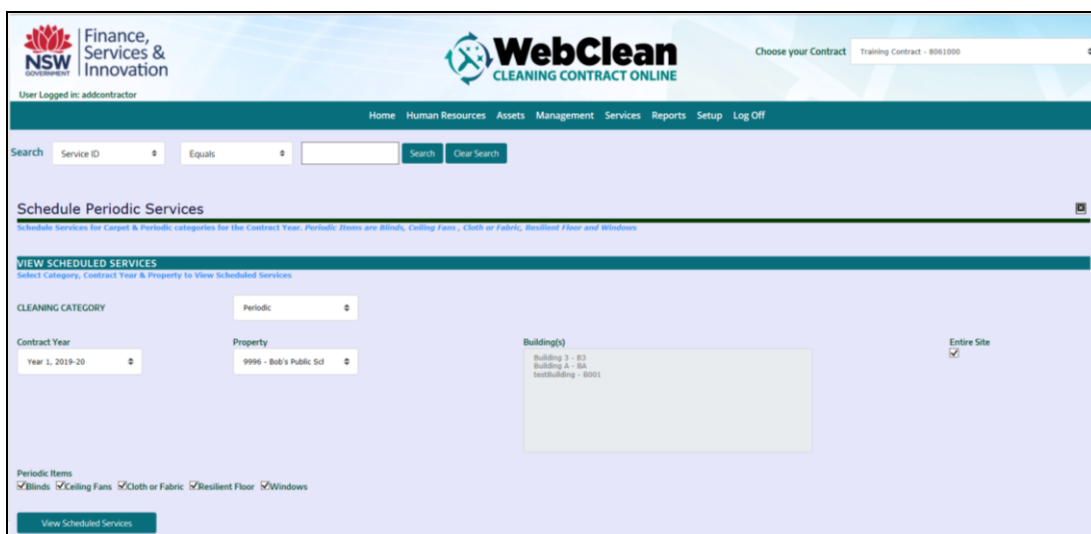
Contract Year (defaults to current year)

Property from dropdown list

Buildings for the site appear. You can select individual buildings or click on the Entire Site check box.

Select the Periodic Items to be performed.

Click on '**View Scheduled Services**' for status of selected site



If there are no schedules created to date the **No Records Found** message appears.

The screenshot shows a light blue interface with a dark teal header. At the top left is a button labeled 'View Scheduled Services'. To its right, the text 'No Records Found' is displayed. Below the header, the section is titled 'SCHEDULE PERIODIC SERVICES' in bold teal. Underneath, there is a sub-header: 'System schedules and auto-generate services for selected property, contract year and category'. Two lines of instructional text follow: 'Select Service Frequency & Click the *Display Scheduler* button' and 'Enter the Dates to Start & End Services as per the frequency & Click on *Generate Services Now* button to generate the service'. A 'Service Frequency' dropdown menu is shown with the text '--Please Select--' and a downward arrow. To the right of the dropdown is a dark teal button labeled 'Display Scheduler'.

Add Periodic Cleaning Schedule

From the **Service Frequency** dropdown select one of the options. Click the **Display Scheduler** button

This screenshot is similar to the previous one, but the 'Service Frequency' dropdown menu is open, showing a list of options: '--Please Select--', 'Yearly', 'Half Yearly', 'Quarterly', and 'Monthly'. The 'Display Scheduler' button remains visible to the right of the dropdown.

Below is the displayed schedule for the frequency selected.

The screenshot shows the 'SCHEDULE PERIODIC SERVICES' section with the 'Service Frequency' dropdown set to 'Quarterly'. The 'Display Scheduler' button is still present. Below this, there are three columns of input fields. The first column is labeled 'Schedule Number' and contains four rows: 'First Schedule', 'Second Schedule', 'Third Schedule', and 'Fourth Schedule'. The second column is labeled 'Date to Start Services From' and contains four calendar icons. The third column is labeled 'Date to End Services' and also contains four calendar icons. At the bottom left of this section is a dark teal button labeled 'Generate Services Now'.

As mentioned on the screen 'Enter the Dates to Start & End Services' as shown below.

Click on **Generate Services Now** button

Below are the generated services

Edit	ID	Contract Year	Site	Start Date	Finish Date	Approval Date	Complete
	5	1	Bob's Public School	23-04-2019	26-04-2019		False
	6	1	Bob's Public School	16-07-2019	19-07-2019		False
	7	1	Bob's Public School	08-10-2019	11-10-2019		False
	8	1	Bob's Public School				False

Page 1 of 1
 < First << Previous Next >> Last > Go To Page: 1

By clicking on the Edit pencil this will take you to the Periodic Cleaning Details screen where the verification and sign off is performed. Sign off will be explained later in the User Guide.

Note: To verify and sign off Periodic Schedules you can go direct by selecting from the Menu bar *Management / Periodic Cleaning*

Add Carpet Cleaning Schedule:

Under the Services Tab is the Schedule Periodic Services which is used to schedule the periodic and carpet cleaning services.

Users can add and edit carpet cleaning records.

The screenshot shows the 'Schedule Periodic Services' interface. At the top, it says 'Schedule Periodic Services' and 'Schedule Services for Carpet & Periodic categories for the Contract Year. Periodic Items are Blinds, Ceiling Fans, Cloth or Fabric, Resilient Floor and Windows'. Below this is a section titled 'VIEW SCHEDULED SERVICES' with a sub-header 'Select Category, Contract Year & Property to View Scheduled Services'. The 'CLEANING CATEGORY' is set to 'Carpet'. The 'Contract Year' is 'Year 1, 2019-20'. The 'Property' is '9996 - Bob's Public Sch'. The 'Building(s)' list includes 'Building 3 - B3', 'Building A - BA', and 'tentBuilding - B001', with 'Entire Site' checked. Under 'Periodic Items', 'Blinds', 'Ceiling Fans', 'Cloth or Fabric', 'Resilient Floor', and 'Windows' are listed with checkboxes. A 'View Scheduled Services' button is present, and the text 'No Records Found' is displayed. Below this is the 'SCHEDULE PERIODIC SERVICES' section, which states 'System schedules and auto-generate services for selected property, contract year and category'. It instructs to 'Select Service Frequency & Click the Display Scheduler button' and 'Enter the Dates to Start & End Services as per the frequency & Click on Generate Services Now button to generate the service'. The 'Service Frequency' dropdown is set to 'Yearly', and a 'Display Scheduler' button is visible.

Carpet Cleaning is all programmed cleaning activity done on periodic basis (once per year) This option is similar to Periodic Cleaning with the major difference being that the **Service Frequency** is Yearly and there is a cost connected to this service which is invoiced to the client.

This is a close-up of the 'SCHEDULE PERIODIC SERVICES' section. It includes the title 'SCHEDULE PERIODIC SERVICES' and the text 'System schedules and auto-generate services for selected property, contract year and category'. Below this, it says 'Select Service Frequency & Click the Display Scheduler button' and 'Enter the Dates to Start & End Services as per the frequency & Click on Generate Services Now button to generate the service'. The 'Service Frequency' dropdown menu is open, showing options '--Please Select--' and 'Yearly'. A 'Display Scheduler' button is located to the right of the dropdown.

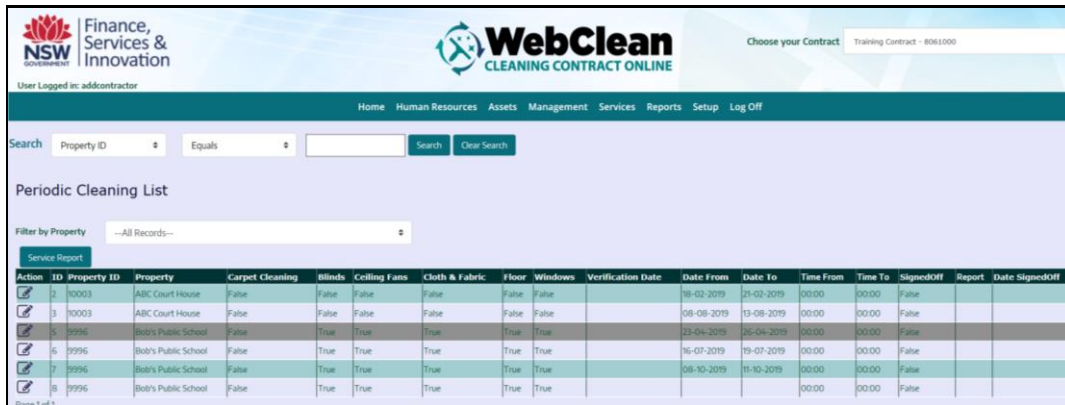
With the

Note: If a client requires more than one carpet clean a year the first clean of the year is actioned using this option. However for any additional clean the 'Optional Cleaning' module is used with the current price of Carpet Cleaning shown on the Pricing History Report to be used. A notation is also required on the General Cleaning screen under the 'Additional Carpet Cleaning' field.

Periodic / Carpet Cleaning Sign Off

From the menu bar select Management / Periodic Cleaning.

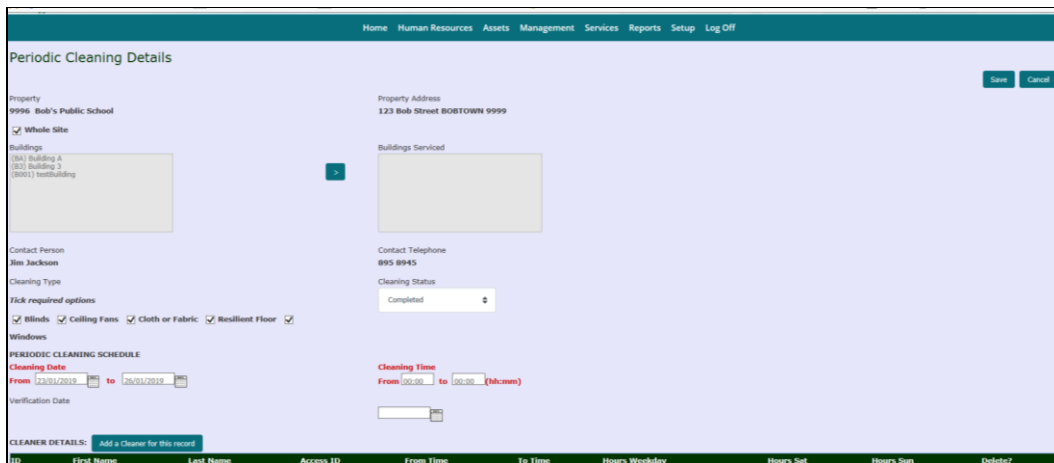
From the Periodic Cleaning List select the entry to be signed off / approved and click on the Action Pencil.



The screenshot shows the 'WebClean CLEANING CONTRACT ONLINE' interface. At the top, there is a navigation menu with 'Home', 'Human Resources', 'Assets', 'Management', 'Services', 'Reports', 'Setup', and 'Log Off'. Below the menu is a search bar with 'Property ID' and 'Equals' filters. The main content area is titled 'Periodic Cleaning List' and includes a 'Filter by Property' dropdown set to '--All Records--'. A 'Service Report' button is visible above a table of records. The table has columns for Action, ID, Property ID, Property, Carpet Cleaning, Blinds, Ceiling Fans, Cloth & Fabric, Floor, Windows, Verification Date, Date From, Date To, Time From, Time To, SignedOff, Report, and Date SignedOff. The data rows show records for ABC Court House and Bob's Public School.

Action	ID	Property ID	Property	Carpet Cleaning	Blinds	Ceiling Fans	Cloth & Fabric	Floor	Windows	Verification Date	Date From	Date To	Time From	Time To	SignedOff	Report	Date SignedOff
	2	10003	ABC Court House	False	False	False	False	False	False		18-02-2019	21-02-2019	00:00	00:00	False		
	3	10003	ABC Court House	False	False	False	False	False	False		08-08-2019	13-08-2019	00:00	00:00	False		
	5	9996	Bob's Public School	False	True	True	True	True	True		25-06-2019	25-06-2019	00:00	00:00	False		
	6	9996	Bob's Public School	False	True	True	True	True	True		16-07-2019	19-07-2019	00:00	00:00	False		
	7	9996	Bob's Public School	False	True	True	True	True	True		08-10-2019	11-10-2019	00:00	00:00	False		
	8	9996	Bob's Public School	False	True	True	True	True	True				00:00	00:00	False		

Fill out the details for the Cleaning Status and Cleaning Time and check the Cleaning Dates previously entered remain the same.



The screenshot shows the 'Periodic Cleaning Details' form. It includes fields for Property (9996 Bob's Public School), Property Address (123 Bob Street BOBTOWN 9999), Contact Person (Wm Jackson), and Contact Telephone (895 8945). There are checkboxes for 'Whole Site', 'Blinds', 'Ceiling Fans', 'Cloth or Fabric', and 'Resilient Floor'. A 'Cleaning Status' dropdown is set to 'Completed'. The 'PERIODIC CLEANING SCHEDULE' section has 'Cleaning Date' (From 22/01/2019 to 26/01/2019) and 'Cleaning Time' (From 00:00 to 00:00 (hh:mm)). A 'Verification Date' field is also present. At the bottom, there is a 'CLEANER DETAILS' section with a button 'Add a Cleaner for this record' and a table with columns: ID, First Name, Last Name, Access ID, From Time, To Time, Hours Weekday, Hours Sat, Hours Sun, and Delete?.

Click on the 'Add a Cleaner for this record' button. The **Cleaner Allocation List** appears.

Enter the General Cleaning Hours for Weekday, Sat. Hours & Sun. Hours along with the Standard Time the cleaning was done. Then click on the **ADD** button.

Cleaner Allocation List
 Viewing Cleaners whose surname begins with 'A'

Click on one of the letters below to show the cleaners whose surname begin with that letter, or you can filter the results by entering a surname in the filtering box below and clicking on the filter button. For filtering by entering a name, please don't use any wildcard characters. Just type in the first letters of the name to filter by. For instance, typing 'Car' will bring back names like 'Carrington', 'Carpenter', etc.

Action	ID	First Name	Last Name	Department	Access ID	Type	Risk	Hours per Week	Guaranteed Hours per Week	Actual Allocated Hours
ADD	13703	Julie	Adams	HUNTER		CLEANER	False	45.00	0.00	35.00

GENERAL CLEANING DETAILS:
 General Cleaning Hours: Weekday: Sat. Hours: Sun. Hours:
 Standard Time (hh:mm) From: To:

Filter Results via Last Name:

[A][B][C][D][E][F][G][H][I][J][K][L][M][N][O][P][Q][R][S][T][U][V][W][X][Y][Z]
 Page 1 of 1
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The Cleaners Details appear. Click on the **Save** button.

CLEANER DETAILS:

ID	First Name	Last Name	Access ID	From Time	To Time	Hours Weekday	Hours Sat	Hours Sun
13703	Julie	Adams		06:00	08:00	2	0	0

On Saving you are returned to the List for that site. If you require a Service Report highlight the line and click on **the Service Report** button.

NSW Finance, Services & Innovation
 WebClean CLEANING CONTRACT ONLINE
 Choose your Contract: Training Contract - 8961890

User Logged In: addcontractor
 Home Human Resources Assets Management Services Reports Setup Log Off


Search: Property ID: Equals:

Periodic Cleaning List
 Filter by Property: 9996 - Bob's Public School (89072)

Action	ID	Property ID	Property	Carpet Cleaning	Bills	Ceiling Fans	Cloth & Fabric	Floor	Windows	Verification Date	Date From	Date To	Time From	Time To	SignedOff	Report	Date SignedOff
<input checked="" type="checkbox"/>	6	9996	Bob's Public School	False	True	True	True	True	True		26-07-2019	26-07-2019	00:00	00:00	False		
<input checked="" type="checkbox"/>	7	9996	Bob's Public School	False	True	True	True	True	True		26-07-2019	26-07-2019	00:00	00:00	False		
<input checked="" type="checkbox"/>	8	9996	Bob's Public School	False	True	True	True	True	True		26-07-2019	26-07-2019	00:00	00:00	False		

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To print the report right mouse click and select print.

Service Report - Periodic Cleaning								
ID:		5						
Property:		Bob's Public School 9996 123 Bob Street BOBTOWN 9999						
Contact:		Jim Jackson						
Phone:		895 8945						
Blinds:	True	CARPET CLEANING	False					
Ceiling Fans:	True	Monday Hours:	False					
Cloth & Fabric Chairs:	True	Tuesday Hours:	False					
Floor:	True	Wednesday Hours:	False					
Windows:	True	Thursday Hours:	False					
Cleaning Date (From):	23/01/2019	Friday Hours:	False					
Cleaning Date (To):	26/01/2019	Saturday Hours:	False					
Cleaning Time (From):	00:00	Sunday Hours:	False					
Cleaning Time (To):	00:00							
Cleaners								
ID	First Name	Last Name	Access ID	From Time	To Time	Hours Weekday	Hours Sat	Hours Sun
13703	Julie	Adams	0	06:00	08:00	2.00	0.00	0.00
Approved By:				Approved Amount:				
Signature:				Date				
								
Facility Manager Certification								
I certify that the periodic cleaning has been completed satisfactorily.								
Approved By (Site):								
Designation (Site):								
Date								

After the client has signed the report the Verification Date needs to be added to the WebClean entry.

Note: The above option should only be used if the email address on the Property Details screen is not the address of the person to sign off the report...

All DoE sites should be done using the automatic email sign off as explained below

To Sign Off click the **Sign Off** box

Enter the details for:

Contract Manager / Authorised person Name

Designation / current position

Contact No.

Email

In the Contractor Sign-off area when you click on the **Sign** button the signature appears.

Periodic Cleaning Details

Sign-Off

Sign Off *I Maryanne Johnson confirm that I have verified the periodic cleaning job as per the details above.*


(Contract Manager/Authorised person) Name: Maryanne Johnson

Designation / current position: Area Supervisor

Contact No.: 0411 111 222

Email:

Contractor Sign-off:

Signature:  Sign Revoke Signature

Date of Signature: 13/02/2019

Site Sign Off

Site Representative Name:

Site Representative Designation:

Date Signed:

I agree that the periodic cleaning job is completed with satisfactory level and consented the Contractor representative to sign off on behalf of me

Click on the **Save** button. You are returned to the List screen and the notification appears advising and email has been to the client.

Periodic Cleaning List

An email has been sent to the site representative/manager to verify and approve contractor to sign off this periodic cleaning record on his/her behalf

Filter by Property: 9996 - Bob's Public School (89072)

Service Report

Below is the email advising the Contractor will be in contact to discuss and sign off this periodic cleaning.



At this stage with a Carpet Cleaning sign off the costing appears on the Periodic Report
Carpet Cleaning - Monthly

Following discussion with the client you return to the entry and fill out:

Site Sign Off

Site Representative Name

Site Representative Designation


Which has the statement 'I agree that the periodic cleaning job is completed with satisfactory level and consent for the Contractor representative to sign off on behalf of me.'

Click on the **Save** button. You are returned to the List screen and the notification appears advising and email has been to the client.

Below is the email advising the Client that the Contractor has signed off on their behalf



To check the completed report, highlight the entry and click on the **Service Report** button



**Finance,
Services &
Innovation**

User Logged in: lynec

Search

Periodic Cleaning List

Filter by Property

Service Report

Action	ID	Property ID	Property	Carpet Cleaning
	2	10003	ABC Court House	False
	3	10003	ABC Court House	False
	5	9996	Bob's Public School	False
	6	9996	Bob's Public School	False
	7	9996	Bob's Public School	False
	8	9996	Bob's Public School	False

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https://webcleanms.property.nsw.gov.au/ASPX/ReportCleaningPer.aspx?ID=5

Service Report - Periodic Cleaning


ID: 5

Property: Bob's Public School 9996
123 Bob Street
BOBTOWN 9999

Contact: Jim Jackson
Phone: 895 8945

Blinds:	True	CARPET CLEANING	False
Celling Fans:	True	Monday Hours:	False
Cloth & Fabric Chairs:	True	Tuesday Hours:	False
Floor:	True	Wednesday Hours:	False
Windows:	True	Thursday Hours:	False
Cleaning Date (From):	23/01/2019	Friday Hours:	False
Cleaning Date (To):	26/01/2019	Saturday Hours:	False
Cleaning Time (From):	00:00	Sunday Hours:	False
Cleaning Time (To):	00:00		

Cleaners								
ID	First Name	Last Name	Access ID	From Time	To Time	Hours Weekday	Hours Sat	Hours Sun
13703	Julie	Adams		06:00	08:00	2.00	0.00	0.00

Approved By: Maryanne Johnson
Signature: 
Date: 13/02/2019

Approved Amount:

Facility Manager Certification
I certify that the periodic cleaning has been completed satisfactorily.

Approved By (Site): John Sutton
Designation (Site): Principal
Date: 13/02/2019

Injury Log List:

The screenshot shows the WebClean interface for the Injury Log List. At the top left is the NSW Government logo and 'Finance, Services & Innovation'. The top right features the 'WebClean CLEANING CONTRACT ONLINE' logo and a 'Choose your Contract' dropdown menu set to 'Training Contract - 8061000'. Below the header is a navigation menu with links: Home, Human Resources, Assets, Management, Services, Reports, Setup, and Log Off. A search bar contains 'Injury ID' and 'Equals' dropdowns, with 'Search' and 'Clear Search' buttons. The main section is titled 'Injury Log List' and includes a 'Filter by Property' dropdown set to '--All Records--' and an 'Add New Log' button. Below this is a table with the following data:

Action	ID	Property	Type	Nature	Injury Date	First Name	Last Name	Description
	1	Bob's Public School	Other muscular stress	Sprain/strain	24-01-2019	Joe	Jones	Strained back moving chairs in hall to strip and seal floor

At the bottom of the table, it says 'Page 1 of 1' and includes navigation controls: '<| First << Previous Next >> Last |>' and a 'Go To Page:' dropdown set to '1'.

Injury log list displays the summary of all injury related activity within the contract. Injury list has the facility to display the list of all injuries filtered by the Property.

The summary elaborates the property, type, nature, injury date and the person involved.

Users can add and edit injury details from the list.

To report an injury, select the site and click on **Add New Log** button. This will open the injury details page.

To edit click on the edit button which will open the details page for users to edit the complaints.

Note: This injury log is to record the injury of the cleaning staff. School staff or other facility staff injury are not to be logged in WebClean.

Injury Details

Injury details page displays the details of the injury including the workers compensation. Users are expected to enter as much details as possible including the details of the injury, location details and nature, cause, dates and person involved.

Details: Enter the details of the injury

Location: Enter the location where the incident happened

Nature of injury: Select from the drop-down menu the nature of the incident

Cause of Injury: Select from the list of the dropdown provided

Continue to enter: the first name, last name, gender, age at injury and date of birth.

It is recommended to enter the witness description of all injuries that may result to workers compensation.

Workers Compensation Details:

Contractors are to maintain and update the workers compensation details of all the injuries that result in workers compensation.

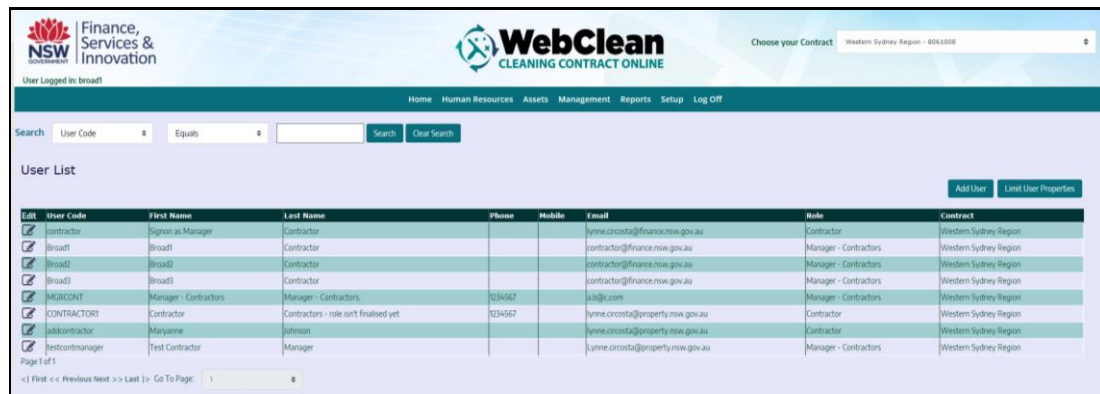
Enter all the financial details such as **Policy Number, Claim Number and Claim Status**

Enter all the dates such as **Date Ceased Work, Date Resumed Work, Date Received** and **Date Closed**

Users are also required to enter the financial details such as **Amount Paid, Amount Outstanding, Net Incurred** and if the issue has been Addressed.

There is facility to enter a long description for all financial details and comments.

User List:



The screenshot displays the 'User List' page in the WebClean system. At the top, there is a navigation bar with the NSW Government logo, 'Finance, Services & Innovation', and the 'WebClean CLEANING CONTRACT ONLINE' logo. A dropdown menu for 'Choose your Contract' is set to 'Western Sydney Region - 8061008'. Below the navigation bar, there is a search bar with 'User Code' and 'Equals' filters, and buttons for 'Search' and 'Clear Search'. The main content area is titled 'User List' and includes 'Add User' and 'Limit User Properties' buttons. The table below lists the following users:

Edit	User Code	First Name	Last Name	Phone	Mobile	Email	Role	Contract
<input checked="" type="checkbox"/>	contractor	Signon as Manager	Contractor			lynnecosta@finance.nsw.gov.au	Contractor	Western Sydney Region
<input checked="" type="checkbox"/>	Broad1	Broad1	Contractor			contractor@finance.nsw.gov.au	Manager - Contractors	Western Sydney Region
<input checked="" type="checkbox"/>	Broad2	Broad2	Contractor			contractor@finance.nsw.gov.au	Manager - Contractors	Western Sydney Region
<input checked="" type="checkbox"/>	Broad3	Broad3	Contractor			contractor@finance.nsw.gov.au	Manager - Contractors	Western Sydney Region
<input checked="" type="checkbox"/>	MGRCON1	Manager - Contractors	Manager - Contractors	0234567		u@qk.com	Manager - Contractors	Western Sydney Region
<input checked="" type="checkbox"/>	CONTRACTOR1	Contractor	Contractors - role isn't finalised yet	0234567		lynnecosta@property.nsw.gov.au	Contractor	Western Sydney Region
<input checked="" type="checkbox"/>	testcontractor	Maryanne	Johnson			lynnecosta@property.nsw.gov.au	Contractor	Western Sydney Region
<input checked="" type="checkbox"/>	testcontractmanager	Test Contractor	Manager			lynnecosta@property.nsw.gov.au	Manager - Contractors	Western Sydney Region

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User list page displays the list of users using the system.

User list allows root user to add, delete or reset password for other users.

Root user is the user who has access to create additional users of similar role to the contract. For example a root users for contractors can create additional user (contractors) of similar role to use the system. School can create another school role.

To add a new user click add new user button. This will take you the users details page.

To limit the user, Select the row of the user and click the limit users button. This will take you to the limit users detail page.

User Details:

The screenshot shows the 'User Details' form in the WebCLEAN system. The form is divided into two tabs: 'Details Tab' and 'Options Tab'. The 'Details Tab' contains the following fields:

- User ID (must be unique in system):** Text input field containing 'TestManagerCont'.
- Reset Password?:** Text input field.
- First Name:** Text input field containing 'TestManagerCont'.
- Role:** Dropdown menu with 'Manager - Contractors' selected.
- Last Name:** Text input field containing 'Tester'.
- Phone:** Text input field.
- Address:** Text input field.
- Fax:** Text input field.
- City:** Text input field.
- Mobile:** Text input field.
- State:** Dropdown menu with '--Please Select--' selected.
- Email:** Text input field containing 'lynn.circosta@commerce.nsw.gov.au'.
- Post Code:** Text input field containing '0'.
- Active:** Checkmark in a box.

User details page shows the details of the user such as name, password, role and email. Passwords of one user are not visible to other users.

User ID: enter the UserID or the username (if you enter the username that already exists the system will generate an error).

Reset Password? Enter the password

First Name: Enter your first name

Role: Enter the role of the user. You can only create users with similar roles. (For example Commerce can create only Commerce accounts).

Last Name: Enter your last name

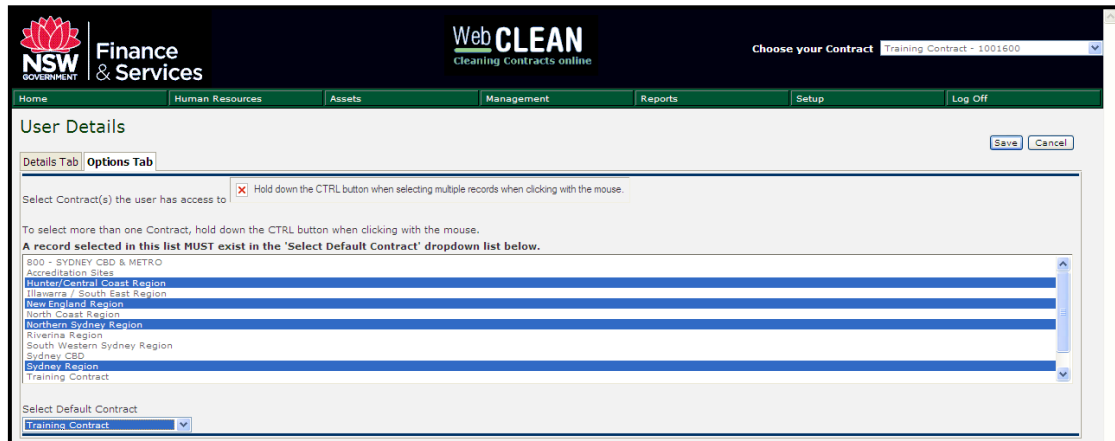
Address: Enter the details

Email: Enter your email address You have to enter the emails so the user can receive emails

Active: Activates the user

Once you have entered the details Click the **Options** tab prior saving. Next page.

Users details –Option:



Here you are restricting the users to the number of contracts they can view. Contractors with multiple contracts can limit users to one, two or all contract.

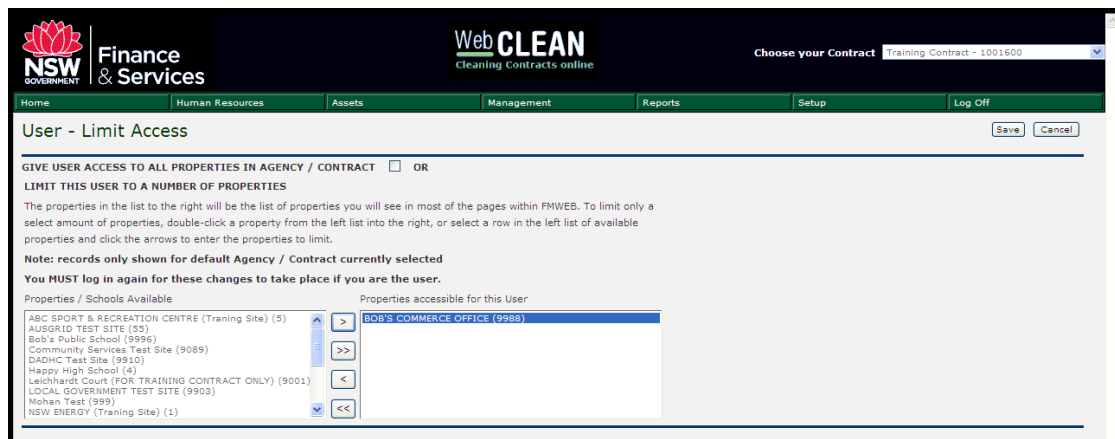
Select the contract/s for the user

Select the default agency.

Default agency is the default contract for the user when the user logs on.

Once done click the save button. It will take you back to the list page.

User Limit Access



You can also limit the user with the number of properties they can view.

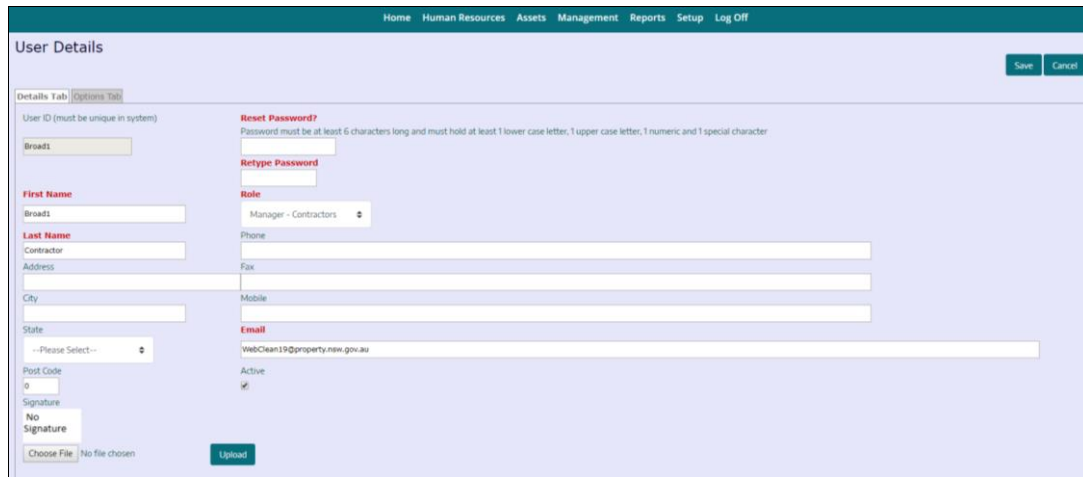
To limit the user, click the limit my access button. It will take you to users limit access page.

Select the schools/properties you want to limit the user. The user will only be able to access those properties when they log in. You can assign users to all properties in the contract by clicking on the tick box next to agency contract.

Click the save button.

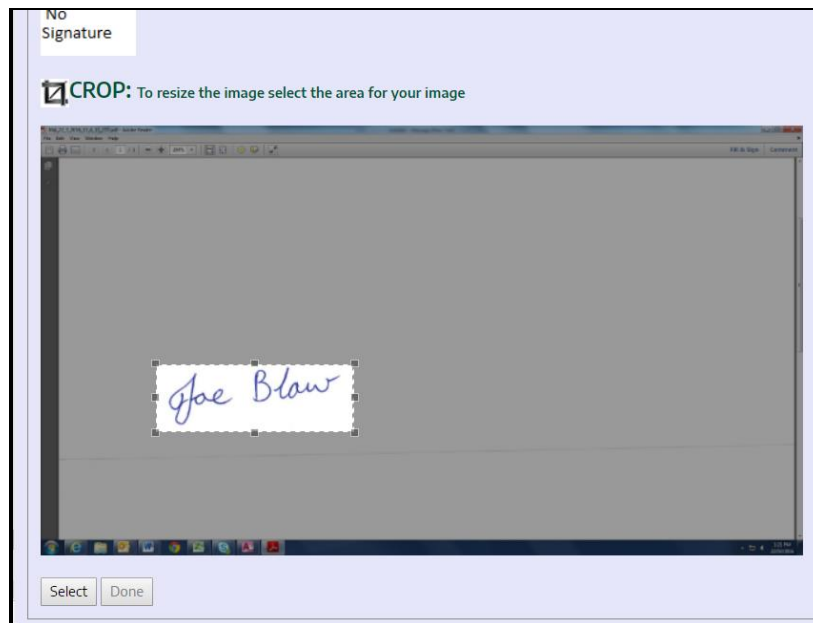
Adding a Digital Signature to WebClean

Create and save your signature in the format either png, jpeg, jpg or gif. From the WebClean menu select Setup > Edit My Details.



Click the Choose File button and locate the signature you have created. Click on the 'Open' button and the path appears below the signature box and the signature appears.

Click on the 'Upload' button and the signature appears



The signature needs to be cropped by clicking on the top left hand side of the signature and dragging to the bottom right to highlight the signature, then click on 'select' button.

Click on the 'Done' button and save.

The signature appears

The screenshot shows a web form titled "User Details" with two tabs: "Details Tab" (selected) and "Options Tab". The form contains several input fields for user information, including "First Name" (Joe), "Last Name", "Address", "City", "State" (a dropdown menu), and "Post Code". There are also fields for "Phone", "Fax", and "Mobile". A "Reset Password?" section is visible, with a note: "Password must be at least 6 characters long and must hold at least 1 lower case letter, 1 upper case letter, 1 numeric and 1 special character". Below this are "Reset Password" and "ReType Password" fields. The "Email" field contains "joe.blaw@finance.nsw.gov.au". At the bottom, there is an "Active" checkbox which is checked. A "Signature" field is highlighted with a red box, containing a handwritten signature "Joe Blaw". To the right of the signature field is a "Browse" button and an "Upload" button. In the top right corner of the form, a "Save" button is highlighted with a red box, and a "Cancel" button is next to it.

The System will ask you to change your password once you have edited your details.