



Serbian Community Centre W.A. (Inc.)
228 Kenwick Road,
MADDINGTON WA 6109

SERBIAN COMMUNITY CENTRE WA INC.

Cleaning Services
Procurement & Contract Package

[Invitation to Quote](#) • [Scope of Services](#) • [Service Levels](#) • [Pricing Schedule](#) • [Evaluation Matrix](#) • [Cleaning Services Agreement](#)

Principal	Serbian Community Centre WA Inc.
Site	498 Kenwick Road, Maddington WA 6109
Venue profile	Community and event venue – licensed capacity up to 700 persons
Issue	Version 1.0 – September 2026
Contract term	Initial term to be inserted in Schedule 1
Prepared for	Committee of Management

Operational contract package. Confirm ABN, authorised signatories, final contract term, insurance limits and accepted pricing before execution.

Package Contents

- Part A – Invitation to Quote and Supplier Instructions
- Part B – Cleaning Scope of Services and Technical Specification
- Part C – Service Levels, KPIs, Inspection and Rectification
- Part D – Contractor Submission and Pricing Schedule
- Part E – Quote Evaluation Matrix
- Part F – Cleaning Services Agreement
- Schedules 1–8 – Contract particulars, scope, pricing, access, compliance, inspection, variations and incidents

PART A – Invitation to Quote

1. Purpose

Serbian Community Centre WA Inc. (the Centre) invites suitably experienced commercial cleaning providers to submit a fixed and transparent quotation for routine, event-related and periodic cleaning services at the Centre. The objective is to appoint a reliable contractor that can maintain a consistently clean, safe and presentation-ready venue before and after community activities, functions and public events.

2. Procurement principles

- Value for money, not lowest price alone.
- Clear inclusions and no hidden or retrospective charges.
- Reliable staffing and event-responsive availability.
- Demonstrated commercial/event venue cleaning experience.
- Strong WHS, chemical handling, insurance and incident management.
- Documented quality control, inspection and rapid rectification.
- Respect for the Centre, its members, hirers, volunteers and property.

3. Mandatory quote requirements

- Legal business name, ABN, registered address and primary contact.
- Current public liability and workers compensation insurance evidence, where applicable.
- Any subcontracting only with prior written approval and equivalent compliance.
- Proposed staffing model, supervisor arrangements and response times.
- At least two recent commercial references, preferably event venues, halls, hospitality or community facilities.
- Completed Pricing Schedule with GST clearly identified.
- Full disclosure of exclusions, minimum call-outs, surcharges and after-hours rates. Any undisclosed charge is deemed included.
- Acceptance that ordinary cleaning of outdoor/parking areas actually used by an event is included in the event-clean price and is not separately chargeable.

4. Quote validity and clarification

Quotes should remain valid for at least 60 days. The Centre may seek clarification, negotiate scope or pricing, request a site inspection, reject any or all quotations, or discontinue the process without appointing a contractor. No supplier is entitled to reimbursement of quotation costs.

5. Site inspection

Suppliers should inspect the premises before final pricing. A supplier that elects not to inspect remains responsible for delivering the full contracted scope at the accepted rates.

PART B – Cleaning Scope of Services

6. Service objective

The contractor must leave all areas included in each service clean, hygienic, free of visible litter, dust, grime, spills, odours and avoidable marks, with floors safe and dry, agreed consumables replenished, bins emptied, and the venue ready for safe use.

7. Areas within scope

Area	Minimum scope
Main hall / function areas	Floors, accessible surfaces, tables/chairs when set out or moved by agreement, stage edges, skirtings, internal glass touchpoints, doors and high-contact points.
Toilets and amenities	Toilets, urinals, basins, mirrors, taps, dispensers, partitions, accessible amenities, floors, walls/splash areas, bins and odour control.
Commercial kitchen / servery	Floors, sinks and externally accessible surfaces, splash areas, benches where cleared, cupboard fronts and waste areas. Internal appliance deep cleaning only if expressly ordered.
Bar / service areas	Floors, counters where cleared, sinks, external fronts, glass/contact points and waste bins.
Offices / meeting rooms	Floors, bins, accessible desks/surfaces without disturbing papers, touchpoints and internal glass.
Foyers / entrances / corridors	Floors, mats, doors, glass, handles, ledges, signage surrounds and visible cobwebs.
Verandas / patios / outdoor seating	Sweeping, spot washing where required, litter collection, bins, used tables/seating and event-related debris.
Car parks / vehicle areas / external paths	Event-related litter and debris, bottles/cans/cups/food packaging, cigarette litter, bin surrounds and ordinary spills safe to clean by standard methods.
Waste / bin areas	Bagging and placement into nominated bins, cleaning obvious spill residue and leaving the area orderly.

8. Routine cleaning – minimum requirements

- Vacuum, sweep and/or mop applicable floors using suitable methods.
- Remove visible dust, fingerprints, marks, cobwebs and grime from accessible surfaces and touchpoints.
- Clean and disinfect toilets, urinals, basins, taps, handles and sanitary touchpoints.
- Clean mirrors and internal glass to a streak-free finish.
- Empty internal bins; replace liners where required; transfer ordinary waste to nominated Centre bins.
- Spot-clean doors, walls and partitions where visibly marked.
- Clean entrance mats and leave entrances presentation-ready.
- Replenish agreed consumables from Centre stock or contractor supply as stated in Schedule 3.
- Report maintenance defects, leaks, damage, pest activity, blocked drains, unsafe conditions, missing consumables or unusual waste.

9. Event cleaning – pre, during and post-event

A post-event clean includes all internal and external areas actually used by or materially affected by the event, unless the Centre expressly limits the booking.

- Collect and remove event-related litter from internal areas.
- Clean ordinary food/beverage spills and residue.
- Clean toilets and amenities to a hygienic, odour-controlled standard.
- Vacuum/sweep/mop floors and spot-clean visible marks.
- Empty bins and transfer ordinary event waste to designated Centre bins.
- Clean booked bar, servery and kitchen-interface areas left ready for cleaning.
- Check entrances and exit paths and remove event-related debris.

MANDATORY OUTDOOR / PARKING INCLUSION

If the car park, outdoor seating, verandas, patios, external paths, entrances, smoking areas, bin surrounds or other outdoor areas are used by attendees, hirers, caterers, contractors or event operations, ordinary cleaning of those utilised or affected areas is automatically included in the event cleaning price and must not be charged as a separate fee. This includes ordinary event litter such as cups, cans, bottles, food packaging, serviettes, cigarette butts and comparable debris, together with ordinary spot cleaning safely achievable with standard commercial cleaning methods.

Additional payment may only be claimed for exceptional remediation genuinely outside ordinary event cleaning, such as illegal dumping, hazardous or regulated waste, specialist biohazard remediation, major oil/chemical contamination, or substantial damage-related cleanup. The contractor must obtain written approval from an authorised Centre representative before chargeable exceptional work, except where immediate action is reasonably necessary to control an urgent safety hazard.

10. Kitchen and food-area controls

- Cleaning must not contaminate exposed food, food-contact surfaces or utensils.
- Only suitable chemicals may be used in food-handling areas; manufacturer directions and SDS requirements must be followed.
- Food preparation benches must be clear before contractor cleaning unless specifically instructed.
- No oil, grease, food waste or chemicals may be disposed of unlawfully into drains.
- Deep cleaning of ovens, exhaust hoods, grease filters, cool rooms, refrigerators, dishwashers or specialist kitchen plant is excluded unless expressly priced and ordered.

11. Periodic cleaning

Frequency	Indicative work
Monthly / as ordered	Detailed edges/skirtings, door frames, internal glass, accessible high dusting, detailed amenity descaling.
Quarterly / as ordered	Machine scrub/deep floor treatment appropriate to floor type; detailed kitchen/bar exteriors; detailed high-contact clean.
Six-monthly / annual / as ordered	High-level dusting, accessible light fittings, wall washing, external windows, pressure cleaning or specialist floor work only if specifically priced.

12. Methods, equipment and chemicals

- Contractor supplies ordinary labour, supervision, commercial equipment, PPE and chemicals unless Schedule 3 says otherwise.
- Equipment must be safe, serviceable and electrically compliant where applicable.
- Separate cloths/mops/equipment must prevent cross-contamination between toilets, kitchens/food areas and general areas; recognised colour coding is preferred.
- Wet floor signage must be used whenever slip risk is present.
- Chemicals must not be mixed contrary to manufacturer instructions and must be stored securely.
- The Centre may prohibit products reasonably considered unsuitable for the premises.

13. Exclusions unless specifically ordered

- Pest control; specialist mould remediation; asbestos or hazardous-material work.
- Specialist sharps/biohazard/trauma/sewage remediation.
- External high-pressure cleaning, elevated-access work, roof/gutter cleaning.
- Internal cleaning of specialist kitchen appliances/exhaust systems unless scheduled.
- Construction waste, abandoned furniture, illegal dumping or waste not lawfully accepted in Centre bins.
- Repair of physical damage.

An exclusion does not permit the contractor to ignore an immediate safety risk. The contractor must isolate or warn of the risk where practicable and promptly notify the Centre.

PART C – Service Levels, KPIs and Quality Control

14. Performance standards

KPI	Required standard
Attendance / completion	100% of booked services attended and completed within the agreed service window unless approved otherwise.
Presentation quality	No obvious litter, visible soil, significant streaking, persistent odour or missed high-use area at handover.
Amenities	Toilets hygienically cleaned; floors safe/dry; fixtures visibly clean; bins emptied; agreed consumables replenished.
Event outdoors	All outdoor/parking areas actually used by the event checked and ordinary event debris removed as an included service.
Rectification	Critical defects immediately where possible; other service defects within 4 hours or before the next booked use, whichever is sooner.
Reporting	Damage, hazards, unusual waste, maintenance defects and security incidents promptly reported.
Security	100% compliance with keys, alarm, access and lock-up instructions.

15. Inspection and acceptance

The Centre may inspect services using Schedule 6. Payment does not constitute acceptance of defective work. Work below standard must be rectified at no additional cost. Repeated failures may trigger a performance meeting, reasonable cost recovery for substitute rectification, or termination under the Agreement.

16. Defect categories

- Critical – immediate hygiene, safety, security or contamination risk.
- Major – material area not cleaned, amenities unusable, significant litter/spill, or event-used outdoor/parking area omitted.
- Minor – localised presentation defect without immediate hygiene or safety risk.

PART D – Contractor Submission & Pricing

17. Supplier information

Information required	Supplier response
Legal business name	
Trading name	
ABN	
Registered address	
Contact person	
Phone / email	
Years in business	
Number of cleaning staff	
Supervisor / after-hours contact	
Public liability insurer / limit	
Workers compensation insurer / policy	

18. Pricing – supplier to complete

Service	Price	Notes
Routine clean – standard visit	\$_____ + GST	State included hours/areas.
Pre-event presentation clean	\$_____ + GST	State assumptions.
Post-event – up to 100 attendees	\$_____ + GST	Outdoor used areas included.
Post-event – 101–300 attendees	\$_____ + GST	Outdoor used areas included.
Post-event – 301–500 attendees	\$_____ + GST	Outdoor used areas included.
Post-event – 501–700 attendees	\$_____ + GST	Outdoor used areas included.
During-event cleaner – hourly	\$_____ + GST	Minimum hours: _____.
Additional approved labour – hourly	\$_____ + GST	Written approval only.
Monthly deep clean	\$_____ + GST	Attach inclusions.
Quarterly/detail clean	\$_____ + GST	Attach inclusions.
Consumables option	\$_____ + GST	List items/unit rates.

Pricing rule: All ordinary labour, supervision, equipment, chemicals, PPE, travel, administration, ordinary waste handling, and cleaning of outdoor/parking areas actually used for the event are included in the applicable quoted service price unless a specific exclusion is expressly accepted in writing before contract execution.

19. Supplier declarations

- ☐ We have read and accept the Scope and performance requirements.
- ☐ We have disclosed all exclusions and surcharges.
- ☐ We will not charge separately for ordinary cleaning of event-used parking or outdoor areas.
- ☐ We maintain legally required insurance, worker protections and training.
- ☐ We will obtain written approval before subcontracting.
- ☐ Our quotation remains valid for _____ days.

Authorised representative: _____ Signature: _____ Date: ____ / ____ / ____

PART E – Quote Evaluation Matrix

Criterion	Weight	Supplier A	Supplier B	Assessment notes
Scope compliance / understanding	25%	___/5	___/5	Accepts mandatory areas and outdoor inclusion; clear methodology.
Price / transparency	25%	___/5	___/5	Competitive total cost; no hidden charges; clear event tiers.
Experience / references	15%	___/5	___/5	Relevant event/commercial venue experience.
Staffing / reliability	15%	___/5	___/5	Coverage, supervision, contingency and after-hours responsiveness.
WHS / insurance / chemicals	10%	___/5	___/5	Appropriate systems, SDS, PPE and insurance.
Quality / rectification	10%	___/5	___/5	Inspection, supervisor checks and defect response.
TOTAL	100%	___/100	___/100	

PART F – Cleaning Services Agreement

This Cleaning Services Agreement (Agreement) is made between Serbian Community Centre WA Inc. (Centre) and the Contractor identified in Schedule 1. The schedules form part of this Agreement.

Contract hierarchy

If documents conflict, precedence is: (1) signed variations; (2) Schedule 1; (3) this Agreement; (4) Schedule 2; (5) Schedule 3; (6) the Contractor's accepted quotation, only to the extent it does not reduce an express requirement above.

1. Appointment and term

- 1.1** The Centre appoints the Contractor to provide the Services at the Site during the Term, and the Contractor accepts that appointment.
- 1.2** No minimum volume of event cleaning is guaranteed unless Schedule 1 expressly states otherwise.
- 1.3** The Centre may use other providers for specialist, emergency or excluded work, or where the Contractor is unavailable.

2. Standard of services

- 2.1** The Contractor must perform the Services with due care, skill and diligence using suitably trained and supervised personnel and good commercial cleaning practice.
- 2.2** The Contractor must comply with the Scope, service bookings, reasonable site instructions, manufacturer directions and applicable laws.
- 2.3** The Contractor must not materially change agreed methods, staffing arrangements or subcontracting in a way that may affect service quality without notifying the Centre.

3. Bookings and service windows

- 3.1** Routine services occur at the frequencies in Schedule 2. Event services may be booked by an Authorised Centre Representative using an agreed written method.
- 3.2** A booking should state the date, service type and required completion time. Attendance numbers may be estimated. The applicable tier is determined under Schedule 3.
- 3.3** The Contractor must promptly advise if it cannot meet a booking and must not materially reduce or substitute the service without approval.

4. Outdoor and parking areas – included when used

- 4.1** Where an event or booked activity uses or materially affects any car park, outdoor seating area, veranda, patio, external pathway, entrance, smoking area, bin surround or other outdoor area at the Site, ordinary cleaning of that utilised or affected area forms part of the applicable event clean.
- 4.2** No separate outdoor-area, car-park, litter-pick, travel, call-out or similar surcharge is payable for ordinary event cleanup unless expressly identified in Schedule 3 and specifically accepted by the Centre before signing. If Schedule 3 is silent, the service is included.
- 4.3** Ordinary event cleanup includes event-related cups, cans, bottles, food packaging, serviettes, cigarette litter and similar debris, and ordinary spot cleaning safely completed using standard commercial cleaning methods.
- 4.4** Exceptional remediation may be separately charged only for illegal dumping, hazardous/regulated waste, specialist biohazard remediation, major oil/chemical contamination, or substantial damage-related cleanup, and only after written approval under clause 12 except where immediate risk control is reasonably required.

5. Personnel, conduct and supervision

- 5.1** The Contractor is responsible for selecting, engaging, paying, training, supervising and managing its personnel.
- 5.2** Personnel must behave professionally, comply with reasonable Centre site rules, protect privacy and property, and not consume alcohol or illicit drugs while providing Services.
- 5.3** The Centre may reasonably require removal from the Site of a person whose conduct, capability, safety practice or security behaviour creates a material concern; the Contractor must provide a suitable replacement.
- 5.4** The Contractor remains responsible for its personnel and approved subcontractors.

6. Employment status and statutory obligations

- 6.1** The Contractor is an independent contractor. Nothing creates an employment, partnership, agency or joint venture relationship.
- 6.2** The Contractor is responsible for wages, superannuation, tax, leave, workers compensation, employment entitlements and other obligations applicable to its personnel.
- 6.3** The Contractor must not represent that its personnel are employees or agents of the Centre.
- 6.4** Nothing excludes a statutory duty or liability that cannot lawfully be excluded.

7. WHS and hazardous chemicals

- 7.1** Each party must comply with its applicable work health and safety duties and, where duties overlap, consult, cooperate and coordinate as required by law.
- 7.2** The Contractor must identify and control cleaning-related risks, use appropriate PPE, warning signage, and safe chemical storage/handling.
- 7.3** The Contractor must maintain current Safety Data Sheets for hazardous chemicals it brings to the Site and provide them on request.
- 7.4** Incidents, injuries, near misses, chemical spills, security incidents and material hazards must be reported promptly and documented when requested.

8. Insurance

- 8.1** Before commencing and throughout the Term, the Contractor must maintain the insurance stated in Schedule 1 and any insurance required by law.
- 8.2** This should include public liability insurance and workers compensation insurance where legally required, with the Centre noted or indemnified where appropriate and available under the policy.
- 8.3** Certificates of currency must be provided before commencement, at renewal and on reasonable request. Failure to maintain required insurance is a material breach.
- 8.4** Approved subcontractors must maintain equivalent appropriate insurance.

9. Security, keys and access

- 9.1** Keys, alarm codes, access cards and security information remain Centre property/confidential information and may only be used for the Services.
- 9.2** Access items must be kept secure and not copied/shared without approval; loss or compromise must be immediately reported.
- 9.3** The Contractor is responsible for reasonable direct costs arising from negligent loss, misuse or unauthorised duplication by its personnel.

9.4 The Contractor must follow Schedule 4 lock-up, alarm and access instructions.

10. Property, damage and lost items

10.1 The Contractor must take reasonable care of the Site, furnishings, equipment and property.

10.2 Damage caused by negligent or wrongful act/omission must be promptly reported and reasonably repaired or reimbursed, subject to clause 18.

10.3 Found property must be handed in or left at the designated location and must not be removed by contractor personnel.

11. Quality inspection and rectification

11.1 The Centre may inspect Services and issue a defect notice verbally or in writing.

11.2 Critical hygiene/safety defects must be addressed immediately where practicable. Other material defects must be rectified within 4 hours or before the next booked use, whichever is earlier, unless otherwise agreed.

11.3 Rectification of defective contracted work is at no additional charge.

11.4 If an urgent/material defect is not rectified in time, the Centre may arrange reasonable substitute rectification and recover the reasonable incremental cost to the extent caused by the Contractor's breach.

12. Additional work and variations

12.1 No additional charge is payable unless an Authorised Centre Representative approved the additional work and price in writing before the work, except for immediate action reasonably necessary to control an urgent safety hazard.

12.2 A contractor employee request, hirer request, invoice description or site condition does not by itself authorise extra charges.

12.3 The parties should use Schedule 7 for material variations. Minor event bookings may use the agreed booking method.

12.4 Foreseeable surcharges or exclusions must be disclosed before the Centre commits to the service.

13. Fees, invoices and GST

13.1 The Centre will pay Schedule 3 fees for properly performed Services.

13.2 Invoices must identify service date, service type, applicable event tier/hours, approved extras, GST and total payable.

13.3 Unless Schedule 1 says otherwise, correctly rendered undisputed invoices are payable within 14 days.

13.4 The Centre may withhold a genuinely disputed amount while paying undisputed amounts.

13.5 GST is payable in addition to GST-exclusive consideration where applicable and subject to a valid tax invoice.

14. Consumables and waste

14.1 Responsibility for toilet paper, hand towel, soap, bin liners and other consumables is stated in Schedule 3.

14.2 Ordinary Centre/event waste may be placed in nominated Centre bins, subject to lawful segregation and capacity.

14.3 Hazardous, regulated or prohibited waste must not be placed into ordinary bins or drains.

15. Subcontracting and assignment

15.1 The Contractor must not subcontract a material part of the Services without prior written Centre approval.

15.2 Approval does not relieve the Contractor of responsibility for subcontractor acts and omissions relating to the Services.

15.3 Neither party may assign the Agreement without prior written consent, not to be unreasonably withheld where the proposed assignee is capable of performing the obligations.

16. Confidentiality and privacy

16.1 The Contractor must keep confidential non-public information obtained through Site access, including security arrangements, member information, bookings and documents encountered while cleaning.

16.2 The Contractor must not photograph, record, publish or share information about private events/persons without approval except where required by law.

16.3 This clause survives termination.

17. Records and audit

17.1 The Contractor must keep reasonable service, incident, training, chemical/SDS and insurance records relevant to the Services.

17.2 On reasonable notice, it must provide records reasonably necessary to verify services, WHS compliance, insurance or invoiced charges, subject to privacy and legal restrictions.

18. Liability and indemnity

18.1 Each party is responsible for loss to the extent caused by its negligence, breach or unlawful act/omission.

18.2 The Contractor indemnifies the Centre against third-party claims, property damage, personal injury and reasonable direct loss to the extent caused by the Contractor's or its personnel's negligent, wrongful or unlawful acts/omissions in performing the Services.

18.3 The Centre indemnifies the Contractor against third-party claims to the extent caused by the Centre's negligent, wrongful or unlawful acts/omissions.

18.4 Neither party excludes liability that cannot lawfully be excluded. Neither is liable to the other for indirect/consequential loss such as lost profit, except where law prohibits the exclusion or the loss forms part of a third-party claim covered by an indemnity.

18.5 These provisions are intended to allocate risk reasonably and operate subject to applicable law.

19. Performance management

19.1 Repeated or material service failures may require a performance meeting and written corrective action plan.

19.2 Repeated major defects, missed bookings, unauthorised charges, serious security failures or failure to maintain insurance may constitute material breach.

19.3 The Centre will act reasonably in assessing defects and permit rectification where the breach is capable of remedy and circumstances permit.

20. Suspension

20.1 The Centre may suspend Services immediately where reasonably necessary because of serious safety, security, insurance or misconduct concerns or while investigating a material incident.

20.2 The Centre must notify the Contractor of the reason and review the suspension promptly. Properly performed Services before suspension remain payable.

21. Termination

21.1 Either party may terminate for convenience on 30 days' written notice unless Schedule 1 specifies otherwise.

21.2 A party may terminate for material breach if the other party fails to remedy a remediable breach within 7 days after written notice specifying the breach and required remedy.

21.3 Immediate termination is permitted for an irremediable serious breach, fraud, deliberate property damage, serious violence/threat, serious security compromise, loss of required insurance, insolvency or unlawful conduct materially affecting the Agreement.

21.4 On termination, the Contractor must return access items/Centre property, provide final requested service records and submit a final invoice for properly performed Services.

22. Dispute resolution

22.1 The parties must first attempt good-faith resolution between authorised representatives.

22.2 If unresolved within 10 business days, either party may request a senior-representative meeting or propose mediation in Perth, Western Australia.

22.3 Nothing prevents urgent injunctive relief, recovery of an undisputed debt, or a termination right available under this Agreement.

23. Notices

23.1 Formal notices may be delivered by hand or email to Schedule 1 contacts. An email is taken received when it enters the recipient's system without automated failure; if after 5:00 pm, the next business day.

23.2 Operational bookings, defect notices and routine service communications may use the methods stated in Schedule 1.

24. General

24.1 This Agreement records the entire agreement about the Services and replaces prior inconsistent discussions/proposals.

24.2 A waiver must be clear and does not waive later rights. Invalid provisions are read down or severed to the minimum necessary.

24.3 Contract terms may be varied only in writing by authorised representatives, except routine bookings under clause 3.

24.4 The Agreement is governed by Western Australian law and the parties submit to courts/tribunals with jurisdiction in Western Australia.

24.5 The Agreement may be signed in counterparts and electronically.

SCHEDULE 1 – Contract Particulars

Item	Contract particular
Centre	Serbian Community Centre WA Inc.
Centre ABN	[INSERT ABN]
Site	498 Kenwick Road, Maddington WA 6109
Contractor legal name	[INSERT]
Contractor ABN	[INSERT]
Commencement date	[INSERT]
Initial term	[e.g. 12 months]
Extension option	[e.g. 1 x 12 months by mutual written agreement]
Convenience termination notice	30 days
Payment terms	14 days from correct undisputed tax invoice
Public liability	Minimum \$20 million per occurrence OR other amount approved by Centre
Workers compensation	As required by WA law; certificate of currency required
Centre authorised representatives	President; Secretary; Treasurer; and any other person notified in writing
Centre notices email	[INSERT]
Contractor notices email	[INSERT]
Operational booking method	Email / SMS / agreed messaging channel to nominated supervisor

SCHEDULE 2 – Scope and Frequencies

Area/service	Frequency	Requirement
Routine hall/common areas	___ times per week / as booked	Full routine scope in Part B.
Toilets/amenities	Each routine and event clean	Detailed clean/disinfect/replenish.
Kitchen/bar interfaces	As booked / after use	Cleared accessible surfaces and agreed equipment.
Pre-event clean	As ordered	Presentation-ready before event.
Post-event clean	After each ordered event	Event-used internal areas plus utilised outdoor/parking areas.
Outdoor/parking	WHEN USED – INCLUDED	No separate ordinary-cleaning charge.
Monthly deep clean	As ordered / ___	Agreed detailed scope.
Quarterly/periodic work	As ordered	Per accepted pricing.

SCHEDULE 3 – Agreed Pricing

Insert accepted rates below. Any blank or undisclosed surcharge is not payable.

Service	Unit	Agreed price	GST / notes
Routine standard clean	per visit / hour	\$ _____	_____
Pre-event clean	per visit / hour	\$ _____	_____
Post-event up to 100	per visit / hour	\$ _____	_____
Post-event 101–300	per visit / hour	\$ _____	_____
Post-event 301–500	per visit / hour	\$ _____	_____
Post-event 501–700	per visit / hour	\$ _____	_____
During-event cleaner	per visit / hour	\$ _____	_____
Additional approved labour	per visit / hour	\$ _____	_____
Monthly deep clean	per visit / hour	\$ _____	_____
Quarterly/detail clean	per visit / hour	\$ _____	_____
Consumables	per visit / hour	\$ _____	_____

Specific accepted exclusions/surcharges (if none, write NIL):

Outdoor / parking ordinary event cleaning: INCLUDED in event rate. Separate fee: NIL unless expressly written above and accepted before signing.

SCHEDULE 4 – Approved Personnel, Keys and Access

Name	Role	Phone	Key/card issued	Date returned

Alarm / lock-up instructions:

Restricted areas:

SCHEDULE 5 – Insurance and Compliance Register

Requirement	Provider / policy	Limit	Expiry	Evidence checked
Public liability				
Workers compensation				
Other insurance				
SDS register				
WHS / risk documentation				
Subcontractor approvals				

SCHEDULE 6 – Cleaning Inspection & Service Report

Area / checkpoint	Pass	Defect / action	Rectified
Main hall floors/surfaces	☐		☐
Entrances/glass/touchpoints	☐		☐
Toilets/amenities	☐		☐
Kitchen/servery interface	☐		☐
Bar area	☐		☐
Bins/waste	☐		☐
Veranda/patio/outdoor seating	☐		☐
Car park/external paths if event-used	☐		☐
No ordinary event litter remaining outdoors	☐		☐
Floors dry/safe	☐		☐
Consumables replenished	☐		☐
Security/lock-up complete	☐		☐

Service date/time: _____ Cleaner/supervisor: _____ Centre inspector: _____

Comments / defects / maintenance issues:

SCHEDULE 7 – Variation / Additional Work Approval

Field	Details
Date / event	
Requested by	
Additional work requested	
Reason outside contracted scope	
Quoted additional price	\$
Contractor representative	
Centre authorised approval	
Approval date/time	

Important: Ordinary cleaning of outdoor/parking areas used by an event is contracted work and is not a variation.

SCHEDULE 8 – Incident / Damage Report

Field	Details
Date/time	
Location	
Person reporting	
Incident / damage / hazard	
Immediate controls taken	
Photos/evidence reference	
Centre notified to	
Further action required	
Closed by/date	

Execution

The parties agree to be bound by this Cleaning Services Agreement and its completed schedules.

For Serbian Community Centre WA Inc.

Name	_____
Position	_____
Signature	_____
Date	___ / ___ / ____

For the Contractor

Legal business name	_____
Authorised representative	_____
Position	_____
Signature	_____
Date	___ / ___ / ____

Before signature: complete bracketed fields and schedules, attach the accepted quotation, confirm the Centre's ABN/notices address, and verify current insurance certificates.

--