



ASRC Cleaning
FOR A BRIGHTER WORLD

Cleaning Facts, Questions and Answers

The Asylum Seeker Resource Centre (ASRC) protects and upholds the human rights, wellbeing and dignity of asylum seekers. We are the largest provider of aid, advocacy and health services for asylum seekers in Australia. Most importantly, at times of despair and hopelessness, we offer comfort, friendship, hope and respite.

In 2013 the ASRC established ASRC Cleaning; a social enterprise offering asylum seekers employment as a cleaner. When you hire a cleaner from ASRC Cleaning, not only are you receiving a clean house, and freeing up your time – you are empowering an asylum seeker.

Q. What chemicals and equipment will the cleaner use?

A. The cleaner will make use of equipment and chemicals at your property. Chemicals must be non-dangerous, non-hazardous and not requiring additional Personal Protective Equipment (PPE). Most household chemicals available from your supermarket will be fine.

Q. What if the cleaner injures himself/herself whilst at my property?

A. All our cleaners carry mobile phones and have been instructed on how to dial for help. Each cleaner carries identification which lists emergency contact details. All cleaners have the appropriate insurance cover.

Q. Which parts of Melbourne does the ASRC service?

A. ASRC Cleaning services properties all over Melbourne, provided there is public transport close by. If in doubt, please email ASRC Cleaning at cleaning@asrc.org.au

Q. Do you offer a commercial cleaning service?

A. ASRC Cleaning has the capacity to clean offices and schools in the CBD, Dandenong, Sunshine and surrounding areas. Please email cleaning@asrc.org.au with your requirements to arrange a quote.



asrc Asylum Seeker
Resource Centre

Q. What if a cleaner fails to turn up at the agreed time?

A. Cleaners are reminded the day before of upcoming jobs. Given that most of ASRC Cleaning's employees are relying on public transport to reach their destination, the ASRC cannot commit to an exact arrival time. If a cleaner is unwell and unable to attend a job, the ASRC will attempt to have a replacement sent out, but it may be necessary on occasions, to reschedule. We will keep you updated with any changes to your service.

Q. Are your cleaners properly screened and trained?

A. Absolutely. The ASRC has a three-stage recruitment process. All of its employees complete a Certificate II in Cleaning Operations that covers off both cleaning and safety. They also attend an induction session.

Q. Cleaners are renowned for being poorly paid. Are your cleaners properly paid?

A. Yes. All of the ASRC cleaners are paid according to the Cleaning Services Award.

Q. Will having an asylum seeker cleaner be any different to any other household cleaner?

A. From a cleaning perspective no – however considering our cleaners' circumstances, it may be useful to read the *What to Expect* guidelines provided on the ASRC Cleaning website.

Q. How much notice is required for a booking? How early can we book?

A. All bookings are subject to the ASRC having the capacity to complete the job on the day. The more advance notice you can provide to the ASRC, the more likely you will secure the cleaning time of choice. Priority is given to recurring jobs.

If you have any other questions, visit

www.asrc.org.au/programs/empowerment/cleaning-service/

or email cleaning@asrc.org.au with your contact details, and we will get back to you as soon as possible.