



CASE STUDY:

**Making  
meaningful  
change with  
Sacred Heart  
Mission**



Care facilities require so much more than just immaculate cleaning and ongoing property maintenance. It's genuine care and commitment to the wellbeing of residents shown by all team members - even outsourced cleaning and maintenance teams - that create a safe, supportive and life-changing environment.

A Cleaner World (ACW) is an Australian owned company that has provided general and specialised cleaning services throughout Australia for almost three decades. ACW Care is a division of A Cleaner World. Our partnerships include aged care facilities, residential villages, respite homes, child care centres, and medical facilities. We take great pride in our services. Not only due to our high standards, but because our family values and genuine care are at the core of everything we do.

A Cleaner World has partnered with Sacred Heart Mission for over three years to provide high-quality commercial cleaning and, from 2017, property maintenance at their many sites. Sacred Heart Mission presented a number of unique challenges to outsourced cleaning. These include a disadvantaged client base, a complex site portfolio and high compliance standards.

Since the partnership began, we've been able to overcome these challenges. We deliver more than cleaning and maintenance, but a compassionate and responsive service too.







## About Sacred Heart Mission

Sacred Heart Mission is a not-for-profit organisation providing support to people experiencing homelessness and other types of social and economic disadvantage in Melbourne. Though on-the-ground work is focussed in the City of Port Philip area, they also conduct Australia-wide research, policy and advocacy work into the underlying causes of persistent disadvantage.

The Sacred Heart vision is for an inclusive and compassionate community, in which people are enabled to overcome disadvantage and realise their full potential. The team at ACW are proud to support the Mission in achieving this vision.

Sacred Heart operates a range of different sites including:

- Two aged care facilities
- A health clinic
- Three large office buildings
- A commercial kitchen
- A social services drop-in centre
- Women's crisis accommodation
- Women's drop-in centre

Further to these sites, the Mission also runs 11 Op Shops throughout the city that contribute to fundraising and further support broader community engagement.

# The unique challenges of Sacred Heart



With such a large and meaningful undertaking comes a number of challenges which complicate outsourced cleaning and property maintenance.

## **CLIENT BASE**

People experiencing homelessness are the primary clientele of Sacred Heart Mission. This is a demographic who has been deeply and persistently disadvantaged in life, and may face a variety of struggles such as mental illness, neglect or family violence, substance abuse, disability, marginalisation, childhood trauma and sexual assault.

Due to the varied and complex experiences of these people, it's important to Sacred Heart that any workers on site are understanding, compassionate and accepting of challenging behaviours that may come as a result.

## **SITES**

With a total of 10 service sites, Sacred Heart has a considerable number of locations in need of ongoing cleaning and maintenance. Not only can it be a challenge for some companies to address issues across widespread locations, but doing so in a timely manner to avoid risks and costly disruptions is critically important.

## **COMPLIANCE STANDARDS**

Operating in the aged care sphere in particular requires compliance with a high standard of cleanliness and safety to ensure the ongoing wellbeing of residents. Though non-compliance has never been an issue for Sacred Heart Mission, comments from management suggested the quality of cleaning had room for improvement prior to ACW coming onboard.



# ACW's cleaning and maintenance solutions

With over 25 years of experience in the aged care, childcare and healthcare sectors, the ACW Care team has handled ongoing cleaning and infection control at SHM without incident since December 2014. In 2017, the Mission brought the ACW Property team aboard, broadening our scope to include:

- General repairs
- Renovations and refurbishments
- Garden and lawn maintenance
- Assembly and moving of furniture or other heavy items
- High cleans
- Vacate cleans

Recognising the challenges facing Sacred Heart Mission, ACW approached the partnership with a goal to minimise disruption to the lives of Mission workers and clients.

The first step was aligning ACW and Sacred Heart Mission's values. At ACW, we believe sites are made up of much more than bricks and mortar. Rather, every organisation is comprised of different individuals with unique experiences and perspectives.

That's why we apply a stringent onboarding and induction process, selecting only highly qualified and experienced staff. With two teams dedicated to Sacred Heart Mission sites, we ensure all employees are informed of both the Mission's and our own values, mission, processes and other integral details. Team selection played a major part in our approach to Sacred Heart's challenges, as David Deguara, ACW Property Services Manager confirms:

*"We had to be very selective when choosing our crew to ensure we have the right people in the right roles. In doing this, it enabled us to minimise the response time on tasks needing urgent attention which then enables management and staff of Sacred Heart to focus on other things and allow them to implement changes to processes a lot quicker."*

*"I am so pleased and honoured to have a supervisor and a team that we have specifically chosen for this project. They have demonstrated that they can achieve fantastic results."*







Further to this, all staff onsite undergo specific training in Care modules such as Managing Challenging Behaviours and Character Training. We have introduced risk management strategies to ensure any hazard or associated risk has been identified, assessed and controlled. These strategies are a core part of our training processes and are also available to our staff in an Aged Care Manual on all sites.

Training records are also kept on site and at our head office so we can conduct reinforcement training sessions as required to ensure staff remain familiar with all procedures.

As ACW is a family business, we treat our staff as members of the family through mutual respect and genuine care. This family culture is extended to our clients, partners and the broader community, and is a large part of how we have successfully integrated with Sacred Heart Mission. ACW team members have taken time to get involved with Sacred Heart fundraising events such as the Dine with Heart Gala, which raised \$85,000 for the Mission's ongoing meals program.

Sacred Heart's sites are managed efficiently by ACW using a combination of dedicated managerial staff and our innovative custom cloud-based system. The allocated Contract Manager acts as the first point of contact for all operational cleaning matters, including inspections, audits and training. He is supported by a Contract Coordinator and on-site team leaders. Both the Manager and Coordinator are on call 24/7 to address any needs of Sacred Heart, while team leaders oversee day-to-day cleaning and maintenance responsibilities.

Our online management system, CleanCare Connect, is employed across all segments of ACW and helps us manage site audits, reports and visits. With CleanCare Connect, senior managers are able to upload reports for the Sacred Heart team to access - helping to keep them informed of audit results, quarterly reports and feel assured all tasks are receiving management oversight.

Communication books are also available on site for logging of any areas that are not being addressed. These are checked daily by team leaders and actioned immediately. For further assurance, the Contracts Manager reviews communications on a weekly basis to ensure all tasks have been responded to.

Not only has this helped us to manage cleaning and maintenance across 23 different locations in Melbourne, but it also assists our quality assurance and compliance. Our Quality Management Systems are accredited to ISO 9001, and our AS/NZS 4801 and ISO 14001 certifications support our ability to provide a safe and environmentally friendly service.



## Results and testimonials

Over our long relationship with Sacred Heart Mission, A Cleaner World has fostered a strong relationship and deep understanding for their goals. This shows in the turnaround of cleanliness, proactive maintenance and praise for the attitudes our staff have shown.

Regarding our cleaning services, General Business Manager Catherine Harris, says:

*"We had some real troubles with the quality of our cleaning prior to A Cleaner World coming in and they've really managed that well."*

*"But what's really important to us is the consistency of workers. You can imagine if workers were changing all the time, it would be very hard to get an understanding of our values and gain the trust of the people who come to Sacred Heart Mission. Thanks to A Cleaner World, we've got consistent workers who our clients trust, and who make them feel welcome and not judged."*

*"ACW staff feel like they're a part of our team and to us that's really, really important. In the work we do, having trust in the people around us and the workers on site is absolutely critical. They engender that trust not only in the way they go about their work, but also in the interest they take in fundraising and the advocacy we do. Managers are always asking about how particular programmes are impacting on clients - they're really just a lovely group of people. It's so unusual to say this about a group of contractors but it's been a great relationship."*



With values and attitude being so important to Sacred Heart, we're proud to say that the ACW team fit in from the outset.

Only six weeks into the maintenance contract, Property and Facilities Manager Peter Hills wrote to us:

*"The EA to the CEO made a point of contacting me to say she has found both [Maintenance Services Coordinator] Pat and [Supervisor] Livi professional, pleasant and courteous when working within Mission House. Nothing is ever too much trouble.*

*"She also pointed out that she felt that the guys fitted well into the working environment. Given that Joan has been with the Mission for over 10 years, I believe that she understands the type of people the Mission needs to support it so I value this opinion highly."*

As a charity with the wellbeing of its staff and clients at the core of everything it does, Sacred Heart required more than just excellent cleaning and maintenance - they needed staff that were compassionate, professional and genuine. A Cleaner World continues to provide all of this. We've established not just a professional relationship, but one that feels like family, says ACW Maintenance Services Supervisor for Sacred Heart, Livi Muna:

*"At first working with Sacred Heart was just a matter of getting everything done right the first time. Now, I'm still doing that but when I go to work it feels like I haven't even left my house! I look after the sites like they're my own home and really feel like I have to protect the Mission and its clients. Everyone associated with the organisation here has been awesome and welcoming. It's truly a family environment, and we've blended in well."*

Livi and Pat have received nominations for two 'Big Heart' awards, where Mission staff nominate staff who go above and beyond in exemplifying the values of the Mission within the workplace. As external contractors, this is an honour we're extremely proud of!



ACW understands the needs, values and culture of care-focussed organisations and NFPs. For cleaning, housekeeping and property maintenance with efficiency and empathy, partner with ACW.







Let me hold the door for you.  
I may have never walked a mile  
in your shoes, but I can see  
that your soles are worn  
and your strength is torn  
under the weight of a story  
I have never lived before.  
So let me hold the door for you.  
After all you've walked through  
it's the least I can do.

Morgan Harper Nichols

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