

# CAPABILITY STATEMENT



**30+ Years of Experience in**  
Affordable, Reliable & Innovative  
Commercial, Industrial & Residential Cleaning Services

## CORE COMPETENCIES

For over 30 years, CNA Cleaning Services has delivered integrated cleaning services across diverse sectors including industrial, commercial, banking, education, local government, and health. We maintain high standards and continually improve our services, leveraging extensive industry experience.



### Educational Cleaning Services

Our Panel Registration No. 941, together with our DEECD Accreditation, enables us to offer cleaning and maintenance services to Victorian Government Schools. We are committed to delivering exceptional service, maintaining high standards in environmental care and workplace safety.



### Triple ISO Certified Company

CNA Cleaning Services is recognized for quality, safety, and environmental standards with ISO certifications: ISO 9001: 2015, ISO 14001:2015, and ISO 45001:2018.



### Trusted NDIS Service Provider

Reg. No. 4-HHQORWA

CNA Cleaning Services, a registered NDIS provider in Victoria, offers '0120 Household Tasks'. We provide efficient, eco-friendly, and cost-effective care.



### Our Vision

To be recognised as the most respected and sought after facilities management organisation in the industry.



### We are specialised in:

-  Education Institutions
-  Commercial Offices
-  Financial Institutions
-  Industrial and Manufacturing
-  Residential Complexes
-  Fitness and Leisure Centres
-  Maternal Health Care Facilities

### Our Locations

-  Metropolitan Melbourne
-  Mansfield, VIC
-  Gippsland, VIC

-  Dedicate manpower with 60+ Employees
-  Mandatory training including OH&S and Environmental
-  Quality control via *Site Operations Manuals*
-  Continuous monitoring of the performances

# OUR SERVICES

- General Cleaning and Maintenance
- Window Cleaning (Interior and Exterior)
- Floor Cleaning
- Floor Maintenance Services
- Carpet Cleaning
- Pressure Washing
- Detail Cleaning
- Provision of Consumables



# OUR INDUSTRIES



**Educational  
Cleaning  
Services**



**Home Care  
Cleaning  
Services**



**Commercial  
Cleaning  
Services**



**Hospitality  
Cleaning  
Services**



**Healthcare  
Cleaning  
Services**



**Retail  
Cleaning  
Services**



**Industrial  
Cleaning  
Services**



**NDIS Cleaning  
Services**



**Airbnb  
Cleaning  
Services**



**Facility  
Cleaning  
Services**



# CLIENT PORTFOLIO

Our diverse portfolio includes some of Australia's most recognizable brands. The variety of industries and high-profile organisations we serve is a testament to the exceptional quality of our services and contract management.



Goulburn Murray Credit Union



RADARO



Bendigo Bank

MELBOURNE  
GUILD OF FINE  
WOODWORKING



Mansfield Shire

South Gippsland  
Shire Council

aveo

charles river



Chai Walli



WELLINGTON  
SHIRE COUNCIL  
The Heart of Gippsland



Your Plan Manager



eV  
Early Years  
Manager



BIG ZINC  
electroplating



RGM CONSULTING &  
ACCOUNTING  
SERVICES

Liberty Disability Services

Maroondah  
Specialist Group

CHAPMAN  
GARDNER PTY  
Established 1977





[www.cnacleaning.com.au](http://www.cnacleaning.com.au)



# COMPANY CERTIFICATIONS



## ISO 9001 : 2015 Quality Management



We adhere to ISO 9001 Quality Assurance Standards through a quality system managed by internal, documented processes. These systems are regularly reviewed according to our policies.

Please refer to CD 01 - Quality Policy Statement on our website.

[click to read on our website>>>](#)



## ISO 14001 : 2015 Environmental Management



We are using environmentally friendly cleaning products including consumables, equipment and chemicals that are less harmful to the environment compared to standard alternatives. Please refer to CD 03 - Environmental Policy Statement on our website.

[click to read on our website>>>](#)



## ISO 45001 : 2018 Occupational Health and Safety



All cleaning duties undertaken are aligned to this standard. We consult with employees on OH&S issues and implement an OH&S Policy and a structured Induction Program to meet current safety requirements. Please refer to CD 02 - OHS Policy Statement on our website.

[click to read on our website>>>](#)



# COMPANY INSURANCES



Workcover Certificates of Currency



Public Liability Certificates of Currency



Professional Indemnity Certificate of Currency

# COMPANY LICENCES



Labour Hire Authority



NDIS Quality and Safeguards Commission

[click here to read more on our website>>>](#)

# OUR STAFF

At CNA Cleaning Services, our cleaning staff are essential to delivering comprehensive and thorough cleaning programs. We follow strict processes to ensure we employ suitable and qualified staff, including mandatory security vetting such as Police Checks and Working with Children Cards. Each contract has a designated leading hand responsible for ensuring compliance with specifications.

We also consider employing your current cleaning staff, provided they meet our training and policy standards, to support the local economy. Our ongoing internal training program aligns with Best Practice procedures and keeps our staff updated on new and innovative cleaning methods. Additionally, we encourage staff to pursue part-time external studies in Asset Maintenance, covering all study-related costs.

## Real time monitoring application



# HOW WE WORK?

The use of our detailed induction process/training at the commencement of any employment with CNA Cleaning Services establishes a benchmark for the use of safe work practices to be utilised which we believe helps to eliminate industrial risk.

The policies and procedures listed below also guide our staff in minimizing industrial risks:

- Fatigue Management
- Employee Satisfaction
- Working in Heat
- Working Alone
- Employee Satisfaction Survey
- Hazard Identification & Risk Assessment





Affordable, Reliable & Innovative  
Commercial, Industrial & Residential Cleaning Service

### Contact Us :

---

📞 1300 062 582

👉 [www.cnacleaning.com.au](http://www.cnacleaning.com.au)

✉️ [contact@cnacleaning.com.au](mailto:contact@cnacleaning.com.au)

📍 26/65 Canterbury Road, Montrose VIC 3765 Australia.

Designed by

**Rana Ads**  
Trust is our value  
ranaadsaus@gmail.com