

Cleansing Service Standard Review

22/09/25



Cleansing Service Timeline

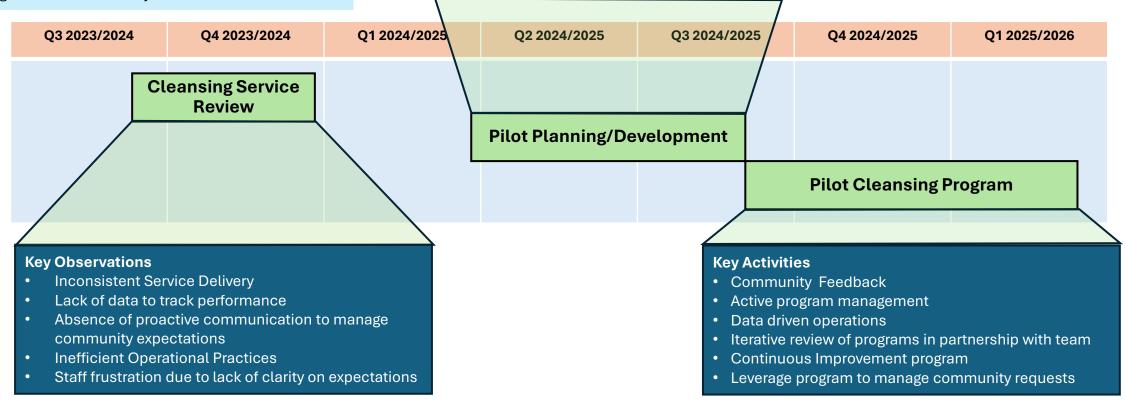


Background

- Prior review of cleansing services completed in 2012. Service standards implemented following this review and many of the designed programs have remained unchanged over the last 12 years.
- In 2023 a cleansing trial was implemented, increasing the level of cleansing in key high traffic locations to assess the impact, whilst it was deemed a success, data available is inconclusive in enabling broader changes to service delivery.

Key Activities

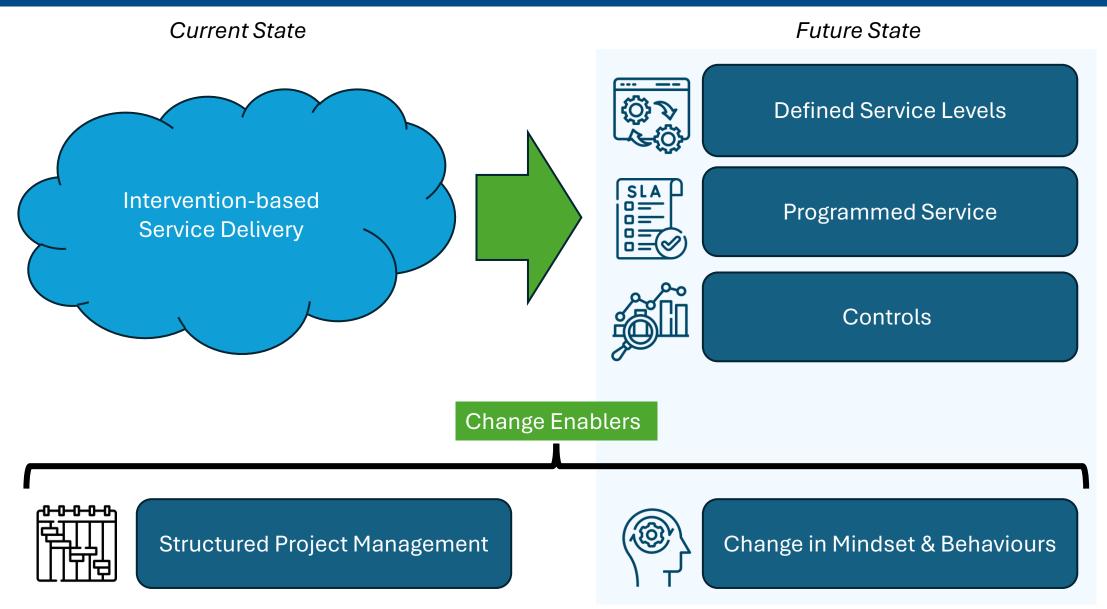
- Staff and Union consultation
- Detailed program mapping
- New Operational Structures
- Governance and reporting frameworks
- Staff Training
- Digitised Tracking





The Pilot tested Four significant outcomes







Pilot Outcomes



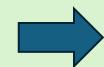
Pre Pilot

- Directive leadership approach
- · Reactive service delivery
- Staff Frustration



Cultural Shift

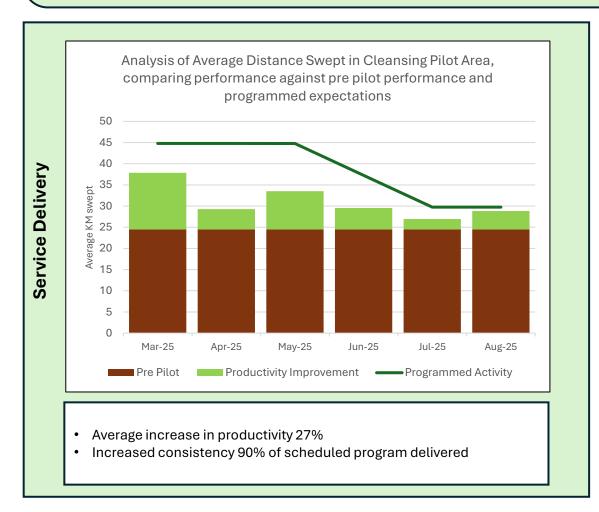
- Team engaged in defining program
- Active program of consultation
- Responding and adjusting to feedback

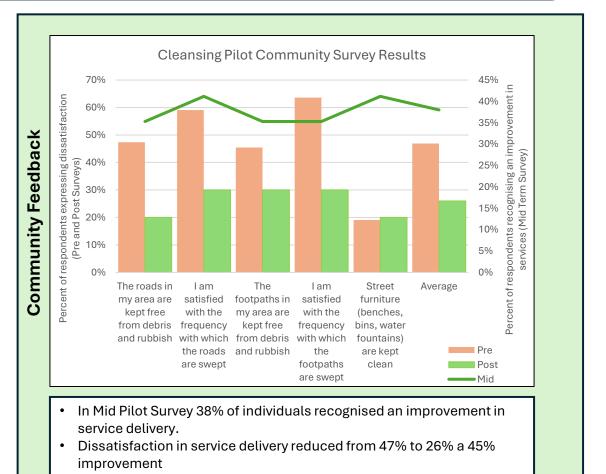


Current State

- Mid term pilot re-design led by Pilot Team
- Ongoing innovation and trials from team feedback

Cleansing Team



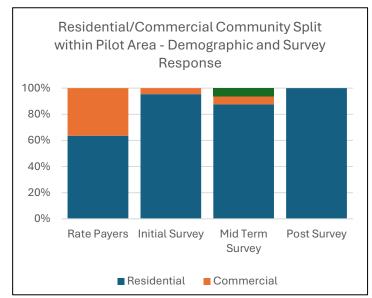


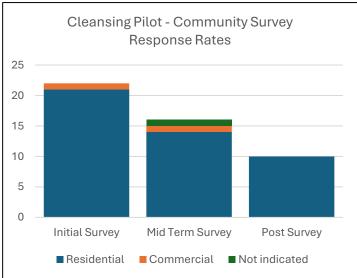
Community Engagement



Cleansing Zone Land Use









62% of approx. 7300 rate payers within Pilot zone are residential



Surveys were supported through delivery of 7,000 flyers within Pilot Zone



Survey response rates throughout Pilot varied between 0.3% and 0.1%.



Absence of social media campaign for Mid and Post Pilot surveys impacted response rates.



Whilst Commercial response rates are low, responses received all acknowledged an improvement in service delivered.

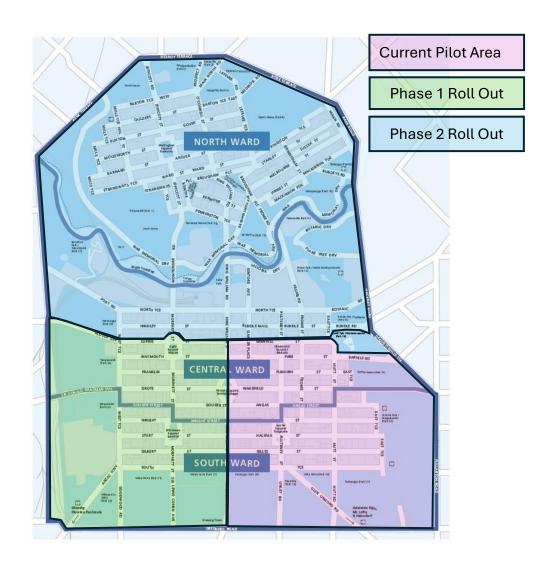


Survey respondents acknowledging improvements within Pilot, highlighted opportunities across city wide service delivery.



Phased Roll Out





Due to the success of the Pilot, the cleansing program is being rolled out Citywide, over 2 additional phases.

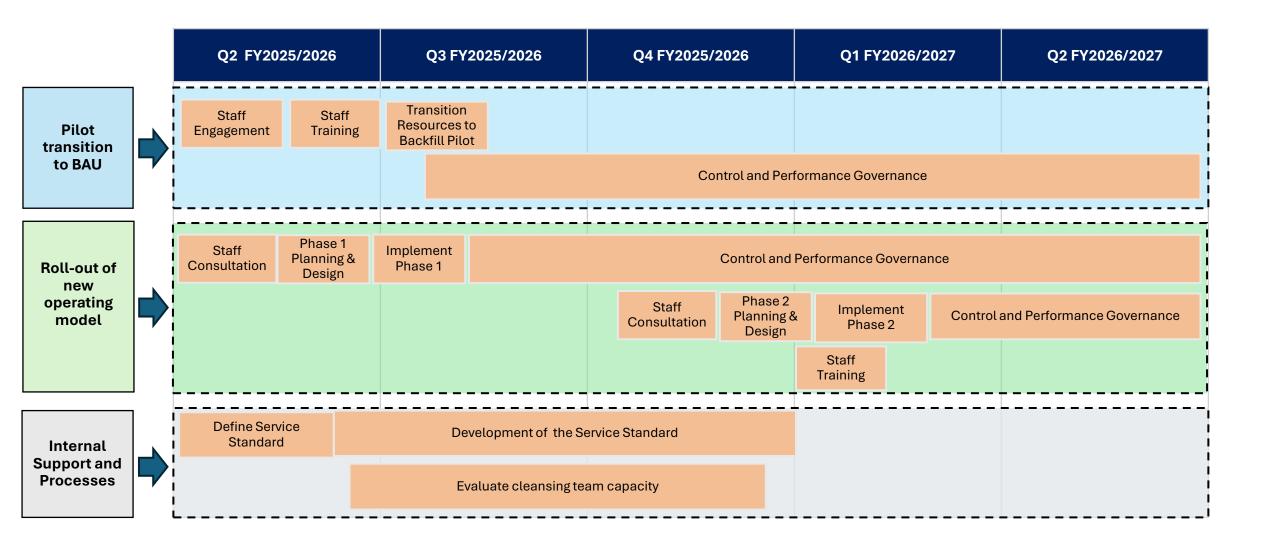
With the roll-out of each phase separated by 6 months, to mitigate risks associated with change and ensure appropriate support levels to manage initial review and refinement of each program

The current Pilot team will be used to support activity in Phase 1, backfilling the existing Pilot Program and transitioning management to BAU operations



Cleansing Service Project Plan







Proposed Cleansing Standard Framework



Cleansing Standard

(Description of standard that Council strives to deliver to the community)



Service Levels

- Programmed frequency and scope of activity to be completed to maintain the standard
- Defined timeframes to respond to and remedy incidents
- Seasonal or event-based programs required to maintain standard



Operational Controls

(Frequency and structure of controls in place to verify service levels are maintaining defined standard)

New Cleansing Standards being developed to be underpinned by defined service levels and operational controls.

