Tasks and Frequencies Annexure

Service Package – Cleaning, Pest Control & Waste

Asset / task	Location / asset group	Frequency	Notes
Wave Lagoon pre-opening cleaning, litter collection, rubbish removal and leaf blowing	Wave Lagoon seating areas, immediate pool surrounds, public paths, garden beds and public-access areas	Daily before 8am and as required	Collect and remove litter, rubbish, leaves and visible debris; service bins where required; leaf blow seating areas, paths and garden-bed edges; and ensure the area is clean, tidy, safe and presentable before opening. Complete additional cleaning after adverse weather, high patronage, events or where presentation conditions require. Clean and sanitise all touchpoints, sunlounges and furniture

Public amenity and restroom cleaning, servicing and disinfection	All DWC-controlled public amenities and restrooms, including the Amenities Building, Changing Places, Kiosk/Wave Lagoon amenities, public showers and associated access areas	Daily before 6:00 am, with a second full service during operating hours, and as required	Complete a full clean, disinfection and presentation service before public opening. Clean and disinfect toilets, urinals, basins, taps, showers, bubblers, change tables, toilet seats, flush buttons, grab rails, mirrors, benches, doors, locks, hand dryers, dispensers, sanitary-disposal units, bins, floors and high-touch surfaces. Remove rubbish, replace bin liners, replenish consumables, clear drains and visible debris, and leave amenities clean, hygienic, odour-free, dry, safe and fully stocked. Provide additional servicing in response to high patronage, events, spills, contamination, odours, vandalism or observed condition. Record defects and raise linked CMMS work orders for repairs.

Recreation Lagoon water body litter, rubbish and debris removal	Recreation Lagoon water body, lagoon edges, accessible structures and public interface areas	Daily before 8:00 am, and as required	Remove floating litter, rubbish, leaves, organic debris and other visible contamination from the water body, lagoon edges and accessible structures. Complete additional removal following adverse weather, high patronage, events, tidal movement, visible debris accumulation or as directed by DWC.
Recreation Lagoon weir scraping and algae removal	Recreation Lagoon weir and accessible lagoon structures	Twice weekly, and as required	Scrape and remove algae, biofilm, litter, debris and accumulated material from the weir and accessible lagoon structures. Maintain a clean and presentable appearance, prevent excessive algae build-up and remove any material that may affect public safety, water flow or visual amenity. Record significant algae growth, deterioration or defects in the CMMS and notify DWC.

Pre-opening beach cleaning, litter collection and rubbish removal	Recreation Lagoon beach, beach edges, access paths, beach furniture and immediate public interface areas	Daily, completed before 8:00 am, and as required	Collect and remove litter, rubbish, sharp objects, leaves, organic material and visible contamination. Clean beach edges and access points, and service bins where required. Leave the beach clean, safe and presentable before public use. Complete additional cleaning following high patronage, events, severe weather, tidal debris, contamination or other conditions affecting presentation or safety. Clean and sanitise all touchpoints and furniture.
Lift cleaning	Lift cars	Daily and as required	Sweep, mop, wipe surfaces and remove cobwebs.
Glass cleaning	Inside lift cars and external glass at lift landings, Wave Lagoon fence, skybridge balustrades, DWC office external glass and Community Centre glass	Daily and as required	Maintain clean, smear-free public-facing glass.

Public footpath machine scrubbing, sanitising and deodorising	Public footpaths, promenades and high-traffic public areas	Fortnightly and as required	Use a suitable footpath machine scrubber. Mechanically scrub, collect wastewater and debris, sanitise and deodorise; increase frequency for events, staining, odour, spills, algae or high-traffic conditions.
Recreation Lagoon beach screening	Recreation Lagoon beach	Weekly and as required	Mechanically screen sand and remove litter and sharp objects.
Weir scrape and scoop	Lagoon structures	Twice weekly and as required	Control algae and debris build-up.
Leaf blowing and public-area presentation cleaning	All DWC-controlled public and common areas	Daily and as required	Maintain clean sightlines, paths, edges, seating and public spaces. Use low-noise (rated under 65 Decibels) in areas adjoining residential hotels, cafés, restaurants and other hospitality venues. Leaf-blower operations in these areas must not commence before 7:30 am. Schedule works to minimise noise, disruption to guests, patrons and nearby businesses, and undertake additional cleaning following events, adverse weather or excessive leaf and debris accumulation.

Car park and stairwell litter patrols	Multi-Storey Car Park	Daily and as required	Include lift lobbies and stairwells.
Cobweb removal	Multi-Storey Car Park, skybridge, lift landings, public canopies and undersides, public ceilings, lights and all public access areas	Weekly and as required	Remove cobwebs from public areas, access paths and high-level public-facing elements.
Mechanical roadway sweeping by sweeper truck	All DWC-controlled roadways within the Darwin Waterfront Precinct, including kerb lines, gutters, traffic islands, parking bays and accessible road edges.	Weekly, between 11:00 pm and 6:00 am, and as required	Use a suitable mechanical sweeper truck to remove leaves, litter, sand, sediment and loose debris from roadway surfaces and road edges. Collect and dispose of all sweepings through approved waste streams. Schedule work to minimise disruption to residents, hotel guests, hospitality venues, businesses, visitors and traffic. Undertake additional sweeping after severe weather, excessive debris accumulation or as directed by DWC.
Amenity exhaust fan and grille cleaning	Public amenities	Monthly and as required	Clean accessible fans, exhaust grilles and ventilation grilles.

Public amenity fixture-condition inspection	Public amenities and showers	Each service shift and as required	Identify running or leaking fixtures, blockages, damaged dispensers, loose seats, faulty locks, low water pressure and obvious lighting or fan faults. Raise linked trade work orders.
Public-area pressure washing	Public areas, promenades, Multi-Storey Car Park, Sea Wall, Rainbow Stairs, Kitchener Drive, Wave Pool surrounds and Peninsula.	Annually and as required; quarterly for high-risk paths, stairs and ramps; monthly during wet season where condition requires	Consolidated pressure-washing service. Target algae, mould, staining and slip-prone surfaces; increase frequency after wet weather, events or where condition requires.
Amenity deep clean and mould/algae inspection	Public amenities and shower areas	Quarterly; monthly during wet season; and as required	Include shower surrounds, tiles, floors, drains, grates, ceilings and ventilation grilles.
Drain inlet, surface-grate and gully clean – public showers and amenities	Public showers, amenity surrounds and immediate drainage points	Weekly; twice weekly during wet season and as required	Remove sand, leaves, sediment and organic material to prevent blockages, ponding, odour and slip hazards. Escalate damaged or blocked assets.

Graffiti and gum monitoring and removal	All DWC-controlled areas	Continuously monitor and identify; remove graffiti within 48 hours and offensive graffiti within 24 hours; gum removal as required	Continuously patrol, identify, record and remove/treat graffiti and gum, or make the affected area presentable.
Spill, stain and biohazard response	All DWC-controlled public areas	As observed, directed or required	Treat spills, broken glass, biofluids, oil, grease and other hygiene or slip hazards urgently.
Waste, recycling and bin servicing	All DWC-controlled public areas and public bins	Daily and as required; disinfect bins monthly and as required	Collect general waste, recycling and green-waste streams where within package scope. Clean, deodorise and disinfect bins; maintain bins free from odour, overflow and visible residue.
Pest hotspot inspection and treatment	Public areas, lighting poles, umbrellas, awnings, amenities, bins and interfaces	Monthly; fortnightly at known hotspots; and as required	Use integrated pest management for ants, wasps, cockroaches, rodents, birds and nesting activity.
Playground and recreation-area visual safety check	Playground, courts and outdoor recreation equipment	Daily before 10am and as required	Identify broken glass, sharp items, loose components, lifting matting and exposed fixings; make safe and escalate.
Playground roof blow-down	Playground	Quarterly and as required	Remove leaves and debris.

Changing Places roof blow-down	Changing Places Amenities Building	Quarterly and as required	Remove leaves and debris.
Playground and playground-equipment cleaning	Playground, play equipment, safety surfacing, seating, shade structures, surrounding paths and immediate public interface areas	Daily before 7:00 am, and as required	Collect and remove litter, rubbish, leaves, sand, organic debris, bird droppings, cobwebs and other visible contamination. Sweep or blow clean accessible surfaces and paths, wipe down accessible play equipment, seating and touchpoints, and ensure the playground is clean, tidy and presentable before public use. Complete additional cleaning after high use, events, adverse weather, spills or contamination. Do not use cleaning products or methods that may damage safety surfacing or create a slip, chemical or environmental hazard.
Playground visual safety and cleanliness inspection	Playground, play equipment, safety surfacing and immediate surrounds	Daily before 8:00 am, and as required	Check for broken glass, sharps, litter, vandalism, loose components, exposed fixings, damaged or lifting safety surfacing, trip hazards, damaged equipment and other hazards. Immediately remove minor hazards, make safe or isolate unsafe equipment or areas, and record and escalate defects in the CMMS.

Note: Any defect identified during a planned task must be recorded in the CMMS, assigned an appropriate priority, supported by photographs where relevant, and linked to a corrective work order with a target completion date.