

Contact Us

Total Focus Cleaning

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Total Focus Cleaning Pty Ltd. (" TFC ")
ABN: 69 614 759 376





Introduction

Who is Total Focus Cleaning?

Total Focus Cleaning provides a cleaning and facility maintenance service to ensure a safe and healthy work environment for its clients. We do this by hiring highly-skilled cleaners so you experience top-notch service at a competitive price.

Company Snapshot

- Gold Coast-based company
- Formed in 2005
- Over 500 cleaners employed
- Servicing Queensland, Victoria and New South Wales
- Highly-trained operational staff in key locations available 24/7

Blue-Chip Clients

- Woolworths supermarkets
- IGA supermarkets
- Drakes supermarkets
- Ritchie's IGA
- Big W stores
- Dan Murphy stores
- Hudson Hardware
- The Good Guys

Top Service Provider

Total Focus Cleaning is the Woolworths' group top 3 service provider Australia-wide for the last 5 years running. This is due to our commitment, service quality and reliability.



3 Reasons Why You Should Choose Total Focus Cleaning

1. Cleaning and Maintenance Solutions

Every client is different which is why we work closely with you to ensure that your requirements and budget are met.

2. Highly-Experienced Team

What sets a company apart is how much they invest in their people.
TFC not only has one of the largest infrastructures but also employ highly-trained managers and cleaners.
The team works tirelessly to ensure that you are provided with the best service, performed effectively without incident.

3. Competitive Prices

TFC's positioning allows us to offer your organisation a top-of-the-line service at an extremely competitive price.
Discover how Total Focus Cleaning can transform your organisation into a safe and healthy work environment today.

Support Structure

Operations Management Team

Our Operations team have a combined experience of over 100 years.
They're experts in performing and managing all types of sites, including:

- Office cleaning
- Supermarkets
- Retail sites
- Hard-floor cleaning
- Builder's clean
- Domestic cleaning
- Resorts
- High-rise offices
- Industrial and major public area facilities

Operations Supervisor

Our supervisors are trained in communication to ensure a clear understanding of the tasks to be performed. This increases productivity, harmony and teamwork so you experience a high level of professionalism as a result.

Staffing

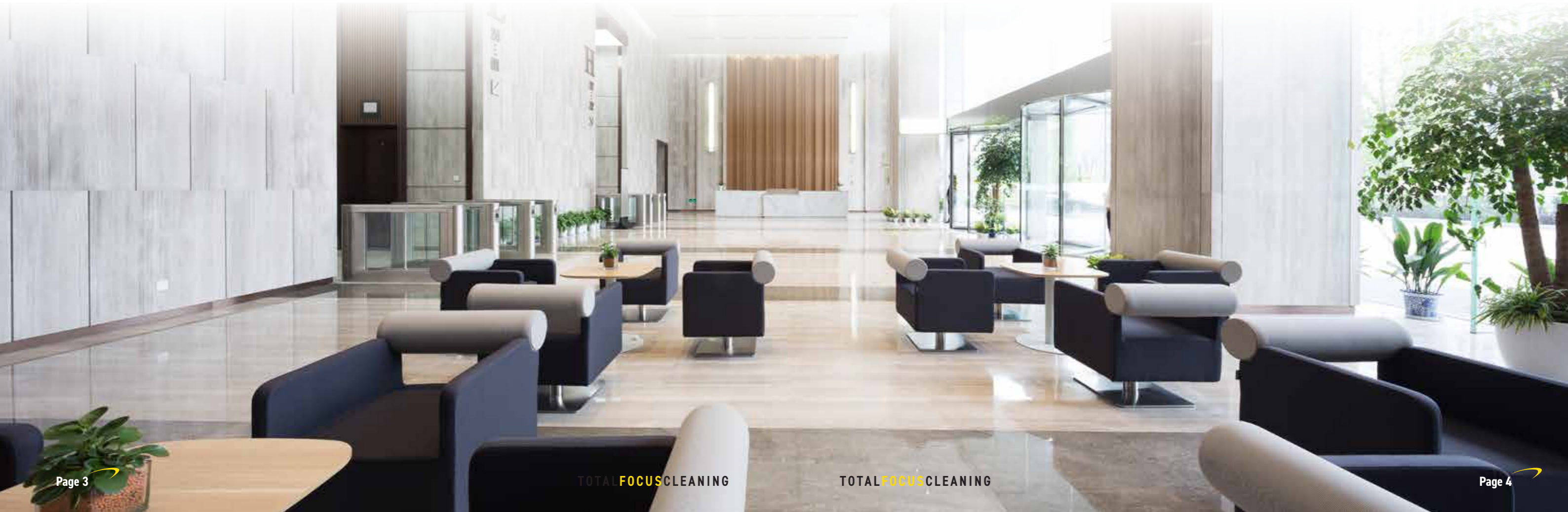
We operate under the Federal Contract Cleaning Award and have access to over 500 cleaners in Queensland, Victoria and New South Wales.

Employee Requirements

All staff require character references from at least 3 credible people who have known the employee for at least 12 months. Staff must provide proof of their right to legally work in Australia.

Dealing with Unexpected Absenteeism

Staff is on hand to deal with unexpected absenteeism. Our Area Managers have the ability to cover any vacancies ensuring that a continuation of work is performed. While at the same time, minimising any impact on your operations.



Working With Total Focus Cleaning

Risk Assessment and Safe Work Procedures

Before any contract, we will carry out a Risk Assessment of your site and implement a safe work procedure for all its employees.

Job descriptions are included for all employees before commencement of work.

You can obtain copies of Risk Assessment and Safe Work Procedures for your records.

Access to 24 Hour Services

After hours contact numbers of all the TFC Managers are provided to you so you have multiple options at your fingertips. Additionally, you can always contact our operational team and customer service team 24 hours a day, 7 days a week.

Stringent Quality Control

TFC implements a stringent Quality Control System to ensure you receive the highest standard of cleanliness. This is what sets us apart from our competitors.

Quality control inspections are carried out monthly in which you'll receive a copy of the report for your evaluation.

You're welcome to have a representative from your management team to accompany us on any of the inspections.



Exceptional Occupational Health & Safety Practices

Our staff are educated on job safety and procedures and are regularly invited to get involved by adding their suggestions on the most effective training methods.

We review each section of the manual at our monthly OH&S meeting to ensure that suggestions from the staff are implemented where necessary.

As well as revise the following documents:

- Cleaning specifications and duty statements.
- All training and inductions.
- Risk Assessment and Risk Control.
- MSDS sheets.
- All staff undertake a monthly induction and training questionnaire.
- Safe work practices and manual handling.

Minutes are kept and placed in our OH&S Manual.

Put simply, our training manuals exceed Government requirements due to the combined knowledge and skills from the team's involvement.

Site Dedicated Cleaning Boards

Unique to TFC is our dedicated cleaning boards.

This board is an easy-to-follow referral system that displays a site-specific cleaning routine.

It also covers:

- Which chemicals to use.
- Usage rates.
- Items that require periodic cleaning.
- Daily maintenance.
- Troubleshooting of certain machinery (should a basic problem occur).

Above all, this board ensures your site is clean each time the way it should be.





Staff Training and Inductions

All staff are trained and inducted on site-specific issues before entering your premises.

Staff are compliant in the following areas:

- Emergency evacuation and checkpoints.
- Cleaning duties and sequence of duties.
- Site Risk Assessment.
- Site Risk Controls.
- Cleaning duties for periodic cleaning.
- Documents associated with your premises (Defect reporting).
- Manual handling.
- Effective work methods.

Equipment and Chemicals

The site supervisor keeps a manual with all the electrical equipment. The equipment is regularly checked and re-tested at appropriate intervals.

- All chemicals used on-site is biodegradable and environmentally-friendly.
- Chemical Safety Data Sheets are placed at all sites where chemicals are stored.
- All bottles, drums, etc are clearly labelled.
- All electrical equipment is safety tagged by a Qualified Electrician before taken on site.

Environmental Policy

Objectives

TFC aims to be a first-class supplier of environmentally responsible services.

We seek to promote and maintain an Environmental Policy to ensure that the impact of our operations is reduced to a low level as possible.

The following are key objectives and actions to serve as guidelines in the implementation of TFC's Environmental Policy.

- To comply with Federal, State and local regulatory controls, industry standards and codes of practice.
- To prevent pollution and give a swift response to incidents to minimise any threat to the environment.
- To reduce levels of waste produced.
- To dispose of waste safely and responsibly, and employ recycling or reuse wherever economically viable.
- To develop and maintain an Environmental Management System, conduct regular audits and review objectives and targets regularly.
- To minimise the environmental impact of new products and processes.
- To promote an awareness of environmental matters in employees and customers.
- To continually improve environmental performance.

Implementation

- Monitor waste resources and introduce minimisation plans.

TFC will adopt the best practices for:

- The reduction of emissions to air, water and land; and
- The conservation of water and energy.

Meet The Total Focus Team



Sunny Charan - Managing Director

Sunny has been involved in the cleaning industry for over 20 years and is one of the founding owners of Total Focus Cleaning. Sunny has a vast experience in many different elements of the cleaning industry and has shown that his experience has been invaluable to the success of Total Focus Cleaning. Sunny has continually improved his knowledge and understanding of the ever-evolving cleaning sector and is always researching new and improved methods for delivery of service to assist in supplying his customers with the best results that are cost effective solutions that meet their needs.

Sunny started his own cleaning company over 20 years ago and grew his business servicing over 70 clients within the first 2 years. He saw the opportunity to align with Steve and Scott in starting Total Focus Cleaning and has shown through hard work and leading by example that he has been integral to the success and growth of Total Focus Cleaning. His expertise in safety and compliance has helped Total Focus Cleaning continue to stay at the forefront of the industry and has ensured that our clients are able to rest assured that they are aligned with a service provider committed to protecting their businesses.



Dulshan Peiris - Director of Operations

Dulshan commenced working with Total Focus Cleaning in 2009 and has cemented a reputation as being able to deliver the highest standards for our clients. In 2015, Dulshan became an equity owner of Total Focus and has proven that his knowledge, understanding and work ethic has been able to compliment Total Focus Cleaning in every way.

Having worked in all aspects of the cleaning industry, experience with an accounting background, Dulshan's experience has been invaluable to ensuring that Total Focus meets and exceeds our client's needs. His pro-active' approach to his role has helped our clients save costs through their businesses and assisted them in implementing maintenance programs that have also saved them expenses through their own businesses. Dulshan's 'zero tolerance' approach to Health & Safety ensures that our valued staff and clients are kept safe and compliant in the workplace.



Stephen Morgan - Financial Officer / Founder

Steve is one of the founding owners of Total Focus. Having started the company in 2005, Steve has over 20 years' experience in the cleaning industry. Steve has a wealth of knowledge and a thorough understanding of the various sectors within the industry that has helped Total Focus grow to become the specialist company that it is today.

Prior to starting Total Focus, Steve was responsible for the development and growth of other cleaning companies and through his various initiatives and procedures, Steve was able to see these companies become leaders in their specialized fields. Steve was able to utilize his experience and believed that he could improve the client experience further by introducing better systems and a higher standard for them so together with Scott Peterson created Total Focus Cleaning.

Steve has enjoyed considerable success in the cleaning industry and has attributed this success to 3 basic principles:

1. Achieve the best possible results for your clients.
2. Maintain these standards ALL the time.
3. Offer these services at competitive rates.



Richard Hughes - General Manager of Operations

Richard has a wealth of experience in the cleaning sector. English born, Richard started his career in the Army Infantry and finished in the 'Elite Special Forces'. After leaving the Australian military he started his civilian life as a business owner in the security and training sector where he was managing teams in every day security and also high level security operations. Within the first year of operations became number 1 security provider through ASIAL.

Richard moved into the cleaning arena through the want of another challenge and in so has excelled with his methodical approach in striving to achieve the best results he can for his clients.

He started with TFC in 2015 as an operations manager and it was easy for senior management to identify the potential that Richard had in the sector. He was quickly promoted to a senior operations manager where he worked very closely with his clients and achieved incredible results for TFC clients.

Richard was made General Manager of Operations in 2017 and has since become an integral part of the day to day operation and ensuring that TFC is achieving the absolute best that we can in the field, Richards attention to detail, leads his teams by example and helps streamline our operations.



Daniel Rowan - National Compliance Manager

Before joining the TFC family Daniel studied Safety Management and Exercise Rehabilitation at James Cook University and accumulated over 15 years managing multifaceted businesses.

Daniel' experience with Compliance, Safety, and Operations has been gained working within the Entertainment, Retail, Hospitality, Mining and Gambling industries, with roles such as safety manager in the mining industry, a senior operations manager in the remote mining industry, an incident and operations manager within the gambling industry and also includes major events compliance at Suncorp Stadium, Gold Coast Indy series and the inaugural Townsville V8 Car event withing the entertainment industry.

Daniel is passionate professional focused on an intuitive, consultative, and collaborative leadership style for the benefit of peers, stakeholders, clients and customers alike.



Alan Gray - National Business Development Manager

Alan started with TFC in 2021 as the National Business Development Manager. Alan has several years' experience in cleaning and facilities management recently relocating to QLD from Melbourne. Before joining TFC Alan has worked in various industries with a solid knowledge of sales management , business development and account management looking after customers' needs and promoting new business relationships.



Sylvia Dixon - Senior Operations Manager Brisbane / Gold Coast

Sylvia has been promoted to Senior Operations Manager and is now looking after the Gold Coast and Brisbane arms of Total Focus.

Sylvia has lived and breathed cleaning and has worked for some of the largest cleaning companies in Australia. Her roles have been from cleaner to supervisor and on to operations then senior operations manager.

Sylvia has extensive knowledge of cleaning in all its forms and has utilised this wealth of knowledge and experience by avhieving the best results possible for all TFC clients.

Before joining TFC Sylvia worked and managed cleaning in large shopping centres in Sydney and accrued a huge amount of experience managing over 50 staff and providing an exceptionally high standard for her clients.Sylvia has an exceptional reputation with our clients and is well known for her 'hands on' approach to getting the best results achievable.



Brad Reggars - Senior Operations Manager Sunshine Coast/Brisbane

Brad Reggars is the Senior Operations Manager for Qld and has over 25 years cleaning experience in the commercial, retail, and health sector, and has been in senior management for over 18 years. Brad brings with him a wealth of experience in managing contracts, quality assurance, training & compliance. Since joining Total Focus Cleaning Brad has ensured all contractors and employees are complying with the rules and regulations pertaining to the cleaning industry and that company policy and procedure are being adhered to and followed. This resulting in the steady running of operations to ensure every client receives the service and support they require.



Sam Charan - Operations Manager

Sam joined TFC in 2014 working hard with the team to help build the business with his wealth of knowledge.

Sam has 12 years' experience in commercial cleaning and is a qualified electrician with 15 years in the trade prior to starting with TFC. Sam has a fantastic rapport with customers and staff alike managing all daily procedures.



Milroy Balkhuysen - State Manager VIC

Milroy joined the TFC family in 2012 previously working in retail supermarkets for 10 years and the construction industry. Milroy has extensive knowledge of stripping and sealing floors, general commercial cleaning, leading, and managing staff.



Domingo Urroz - State Manager NSW

Domingo Urroz has more than 25 years' experience in cleaning and operations management in the retail, hospitality and commercial industry. Domingo has comprehensive knowledge in management and cleaning practices (Business Management degree, Certificate 4 in cleaning and Cert 4 in front-line management) with vast experience in all aspects of cleaning.



Sumon Mahfuzur - Operations Manager NSW

As a result-driven professional, Sumon has more than 10 years of cleaning industry experiences including NSW Schools cleaning contracts. He has secured and managed Event, Government and Commercial cleaning arrangements with leading corporate organizations, including CBA, Sydney Olympic Park, Property NSW, to name a few. Sumon holds a Master's degree in accounting and Bachelor's degree in Business Administration, Certificate IV in Training & Assessment and NSW Government Traineeship in Asset Management. He is experienced in CRM, WH&S, Compliances, Injury MGT. Currently, He has an ultimate operational responsibility for the delivery of highly customer service in coordination with other managers. Sumon has an excellent understanding of contract management and the insight to identify specific client requirements; ensuring service not only meet but exceed client expectations



Total Focus Cleaning Testimonials

Mr. Nick Duggan, owner IGA Maroochydoore:

"I was looking for a cleaning solution that could fit my needs. After speaking to the guys at Total Focus they were able to provide me with very user friendly equipment and train my staff on how to use it.

This option has enabled me to deliver a high standard of cleaning in my supermarket at a shadow of the cost. It also gives me the support of having their experienced management attend the store and guide me if the need be.

I would recommend this cleaning option to anyone that is looking to reduce their cleaning costs and still wants to have shiny clean floors."

Mr. Grahame Davies, General Manager Coco's Food markets:

"Since placing the equipment in our sites we have been able to clean the stores sometimes 2-3 times per day if the need be. It has helped lift the cleaning standards of our stores and without the price tag.

We no longer use cleaners to attend the stores as we are able to utilise our own staff and it was all made extremely simple by Total Focus.

The company is also able to offer other maintenance services that we have used from time to time and have found them to be prompt and cost effective solutions to these problems.

I thoroughly recommend Total Focus and the services they offer."

Mr. Ben Bourke, owner IGA Strathpine:

"Having just recently opened my first IGA supermarket I had to look for a solution to my cleaning needs that was cost effective but did not sacrifice the standards I knew I needed to provide to my customers.

After discussing my needs with TFC they put forward the 'DIY' solution and we agreed to trial it for a couple of months.

Since TFC put the system in place I couldn't be happier! I found that not only did I get the cleaning standards that I wanted but it also installed a greater value of cleanliness and pride in the stores appearance to my staff.

I hope to open a new store in the future and won't hesitate in placing this system there also."



Compehensive Services

Retail store & shopping centre cleaning

Supermarket cleaning

Corporate office cleaning

Resort cleaning

Airport cleaning

Hotel, pub & club cleaning services

Window cleaning

Construction & builders cleaning

Government & council contract cleaning services

Education services schools & universities cleaning

Carpark cleaning & line marking

Mining & industrial cleaning services

Food manufacturing cleaning services

Motel cleaning & accommodation maintenance services

Strip and seals for hard floor surfaces

Pressure washing

Disaster recovery cleaning services

Event cleaning services for functions

Sanitary services, bathroom & cleaning consumables

Deep clean disinfecting for covid safe compliance requirements

Public venue cleaning

Sports venues & entertainment centres

Car automotive showrooms & facilities

Medical facilities & hospital cleaning

Total Focus Facility Management

Total Focus has many years' experience in Facility Management. Partnered with some of Australia's largest management companies that specialise in items such as:

- Waste control
- Maintenance and repairs
- Security
- Pest Control
- Gardens and landscaping
- High cleaning
- High rise external window washing
- Machinery maintenance

Total Focus ensures that all your needs are serviced and that your asset is protected maintained to the highest possible standards without impacting on your day to day operation.

Allow TFC to take the headache away from your management team so that you can focus on your business

Total Focus Cleaning proudly service the following clients:

