



ClubClean
SERVICES

CLUB CLEAN SERVICES PTY LTD

Company Profile

About Us

Company Details

Title of Legal Entity	Club Clean Services Trust
Trading Name	Club Clean Services Pty Ltd
Address	803, Level 8, 25 Restwell St, Bankstown, NSW, 2200
ABN	66 328 383 712
Public or Private Company	Private

Contact Details

Contact Person	Brent Raper
Position	CEO
Mobile	0407 653 311
Email	Brent.raper@clubclean.com.au



Click the **Club Clean logo** for more information on the business.

Our Story

Founded by Peter Raper in 1993, Club Clean Services quickly established itself by securing its first club contract within just two weeks and employing nine cleaners. Their dedication to exceptional service and client relationships soon expanded their portfolio to include multiple clubs across Sydney.

In 2007, Brent Raper joined the company, mentored by his father from cleaning roles to supervisory responsibilities, gaining comprehensive industry knowledge. Today, as CEO, Brent continues to uphold the company’s longstanding standards and values.

At Club Clean Services, we employ only top-tier operators, leveraging the latest technology to optimise our operations for each venue’s unique needs. Our dedicated teams are equipped with state-of-the-art tools and products to ensure consistently high-quality service.

Central to our operations is supervision CEO Brent Raper personally conducts daily inspections at Bankstown Sports Club and Operations Manager Matthews O’shea will conduct daily inspections at all affiliated venues, ensuring that every location meets Club Clean Services rigorous standards and exceeds client expectations.

Our enduring relationships with multi-site clients, proven by year-after-year contract renewals, highlight our commitment to delivering superior service and workmanship.



Our Services



Lighthouse Technology

Stay connected with our cutting-edge Lighthouse technology. This innovative cleaning software allows you to communicate with our team and track job progress 24/7, ensuring transparency and efficient communication.



24/7 Access to Cleaners

We understand emergencies can arise anytime, which is why we provide 24/7 access to cleaners. Our leading hands are always present onsite at Bankstown Sports Club, ready to respond promptly to any urgent situation.



Emergency Response & Restoration Services

In times of crises like flood damage or emergency spillages, we have you covered. Our emergency response team is trained to handle water extraction, furniture removal, and waste disposal efficiently.



Highest Standard Cleaning

Our services extend to esteemed establishments like Bankstown Sports Club, known for its high standards. With 25 years of experience, we are proud to deliver cleaning services that meet the most demanding requirements.



Leaders in Green Cleaning

As pioneers in eco-friendly practices, we were one of the first cleaning companies to introduce Tersano, a new clean and green technology, to Australia four years ago. From the best cleaning chemicals to the latest green technology, our products are free from toxins, carcinogens, and chemical residue.



Carpet & Shampoo Services

Our expertise in carpet and fabric care, along with top-notch shampooing services, ensures exceptional results. Our skilled team tailors cleaning methodologies to suit specific soiling and fabric/carpet types. Using state-of-the-art equipment and eco-friendly products, we revitalise your carpets and fabrics, leaving them fresh, vibrant, and inviting.



Hard Floor Maintenance & Restoration

We are dedicated to delivering impeccable hard floor maintenance and restoration services. Our priority is to uphold hygiene and air quality, ensuring your timber, tile, stone, terrazzo, polished concrete, or vinyl surfaces are expertly maintained, and their pristine condition preserved.



Building Maintenance & Facilities Management

Streamline your services with Club Clean Services. Our integrated approach covers cleaning, security, laundry, pest control, towel services, concierge assistance, waste, and consumables management. Through our Integrated Soft Services Facilities Management solution, enjoy seamless and transparent management for hassle-free operations.



Pressure Washing

Experience the transformative power of our pressure washing service. Our equipment and eco-friendly techniques remove stubborn dirt and grime, leaving your surfaces spotless and refreshed. From driveways to building exteriors, we deliver outstanding results that breathe new life into your space.



Waste Management Solutions

At Club Clean Services, we are committed to sustainable waste management solutions. Our data-driven strategies aim to achieve ever-higher diversion rates, mitigating and diverting waste at every step.



Washroom Services

Discover a full range of washroom consumables, including 100% recycled hand towel and toilet paper, sanitising sprays, and toilet seat covers. Our competitive pricing ensures you receive real value for money.



Window & High Access Cleaning

Experience unmatched clarity with our partners' high-level window cleaning services. Whether internal or external, your premises will shine brilliantly from every angle, their pristine condition preserved.

Our Team

Our Team is our Greatest Asset

At Club Clean Services, our team is the heart of our operation. Without them, we cannot deliver the outstanding service that we pride ourselves on. Every cleaner at Club Clean Services undergoes a rigorous training and selection process, ensuring they meet the high standards of professionalism and service expected at all sites. This meticulous approach guarantees that only highly qualified and skilled staff are provided on site.

We maintain a consistent site management team, led by CEO Brent Raper, who is on site each day and contactable 24/7. Brent's hands-on leadership ensures seamless operations and immediate response to any client needs. Our high work standards and strong company ethics drive us to deliver customer satisfaction that is second to none.



Brent Raper
CEO

Brent Raper is the proud owner of Club Clean Services, a premier cleaning company renowned for its exceptional quality and customer focused approach. For over eight years, Brent has dedicated himself to building a business that stands as a testament to hard work, integrity, and innovation.

A hands-on leader, Brent believes in the power of a strong, motivated team. He has cultivated a workplace culture that values continuous improvement, environmental responsibility, and the highest standards of cleanliness. Brent has introduced eco-friendly cleaning solutions and advanced technologies that set Club Clean apart from its competitors. Brent takes immense pride in the relationships he has built with his clients, many of whom have been with Club Clean Services since the beginning. His customer-first philosophy ensures that every service is tailored to the individual needs of each client, developing trust and loyalty.

Outside of his professional life, Brent is passionate about Horse Racing, Golf and Rugby League. His love for these sports reflects his appreciation for strategy, competition, and the thrill of the game. Whether he's at the racetrack or cheering for his team The Bulldogs, Brent's enthusiasm and zest for life are evident.

Brent is also a devoted family man, happily married to his wife, Nikki, and a proud father of three young boys. His family is his greatest source of inspiration and support.

Through Brent's visionary leadership, Club Clean Services has not only grown in size but also in reputation. His pride in his business is reflected in every aspect of the company, making Club Clean a trusted name and a leader in the cleaning industry.



Matthew O'Shea
Operations Manager

Matthew O'Shea is our Operations Manager who joined us in 2022. Matthew comes to us with valuable experience from his previous role at Sydney Airport, where he honed his skills in operational efficiency and service excellence.

Matthew has quickly made a positive impact since joining our team, demonstrating a strong track record in managing teams, streamlining processes, and implementing strategic solutions that exceed client expectations. His attention to detail and commitment to excellence are evident in every aspect of his work, ensuring that our cleaning protocols not only meet industry standards but also enhance the overall client experience.

Outside of work, Matthew is passionate about going to the gym and staying active. He is also a dedicated Rabbitohs fan. Matthew's enthusiasm and commitment extend beyond his personal interests, driving him to continuously seek innovative strategies and maintain a client-focused mindset.



Nikkole Raper
Office Coordinator

Nikkole, Office Coordinator at Club Clean Services, is the wife of Brent Raper and a devoted mother to their three beautiful boys. In her role, she plays a crucial part in ensuring the smooth operation of the office and managing logistical aspects of the business.

With a keen eye for detail and a passion for organisation, Nikkole handles a wide range of responsibilities, including coordinating office operations, managing schedules, and ensuring that all certifications and compliance documents are up to date. Her expertise guarantees that all administrative aspects of the business are managed seamlessly, contributing to a smooth and efficient experience for everyone involved.

Beyond her significant contributions to Club Clean Services, Nikkole views the company as more than just a workplace—it's a family Endeavor that she supports with care, precision, and a deep commitment to quality. Her dual role as an Office Coordinator and a loving mother reflects her ability to lead with both heart and skill, ensuring the continued success and growth of the business.

Our Business + The Right Tools = Superior Customer Service

By using an industry-specific workforce management system from TEAM Software to run our business, we can focus on providing the best service possible. We improve our service delivery and reduce your costs through complete visibility of our team, operational efficiency, mobile forms and workflows, and powerful reports.

How it works.

Lighthouse, our cloud-based web and mobile solution, is built specifically for janitorial contractors. That means we have a technology platform tailored to the services we provide and the service you expect. Our dedicated mobile app uses inputs like location and sensor data to trigger content and workflows to our cleaners, at exactly the right time and place. The data generated by the mobile app is translated into powerful reports that help us optimize our janitorial workforce.

How that benefits you.



Full visibility.

We monitor our janitorial workforce in real time with continuous live tracking and checkpoints.

- Group and individual messages keep us in contact with our cleaners at your sites.
- Daily audit and inspection reports can be customized and delivered to your inbox.
- We can verify past service with back-in-time maps and location history audits to



Ease of use.

We can easily monitor the quality of services being delivered by our cleaners.

- A simple mobile app enables easier capture of cleaning details and daily tasks which we report to you along with photos, notes, signatures and more.
- A live location dashboard alerts us if a cleaner isn't on-site as scheduled.
- Mobile alerts notify us of emergencies and service failures and in real time.



Peace of mind.

Our verified and transparent records allow us to improve safety and reduce risk.

- Our flexible mobile reporting saves our cleaners and managers time while in the field.
- Receive automated email notifications for inspection reports or other activity based on your preferences.
- Dashboards, automated performance reports and data exports allow us to monitor performance over time and by location.

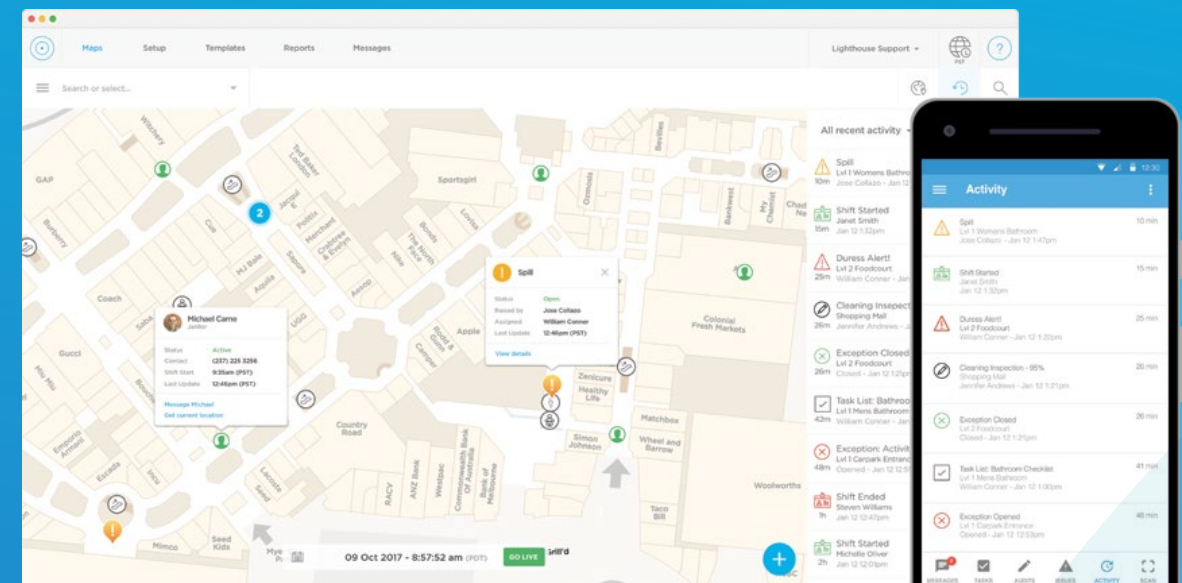


Click the image above for more information



The only way to manage your cleaning workforce

One platform to view, manage and automate your entire cleaning operations.



Mobile-first cleaning management

- Ensure your people are on site and providing the best service possible
- Mitigate risk and manage slip & fall claims
- Eliminate paper records and manual reporting
- Improve customer satisfaction with increased transparency and automated alerts
- Seamless integration with WinTeam: employees, jobs, and clock in/out integration



Real-time positioning and live maps
Continuous indoor and outdoor tracking of workers



Mobile forms and reports
Capture activity, report issues and conduct quality inspections via simple mobile forms



Scheduled activity & exception alerts
Automatic notifications for overdue service loops and missed tasks



Messages & notifications
Group and individual messaging and notifications for improved communication



Analytics dashboard and reports
Dashboards, automated daily reports and on-demand data exports



Streamlined Compliance Solutions, 24/7



Contractor Management



Induction Management



Credential Management



LinkSafe Legal



Site Management



Visitor Management



Incident and Hazard Reporting



Solutions

Contractor Management

We understand that when it comes to managing compliance and regulations, each industry is worlds apart. With our contractor management system, we offer a close and personalised approach for keeping track – not a one size fits all solution.



Eliminate compliance paperwork

Eliminate compliance paperwork with an easy-to-use automated system.



All your data in one place

Quickly access and retrieve documents, licences, insurance and credentials – all from one place and automated.



Contractor portal

Manage your contractors easily through your own contractor portal.



No more compliance headaches

Peace of mind knowing that each contractor entering your site is 100% compliant.

Induction Management

We create personalised online induction software that is fully designed to automate your induction process, eliminate manual data entry, monitor compliance and much more. It's also fully customisable and tailored to your business.



Streamlined induction process

Ensure consistency across all inductions and speed up processing times.



100% online inductions

Access inductions online from anywhere using any computer or smart device.



Designed for usability

An Induction Management system that is almost too easy to use.



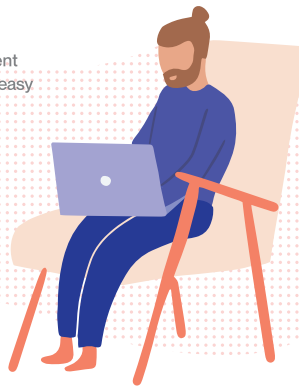
Custom design interface

A design interface customised to reflect your brand and style.



Account management

We'll take care of everything by providing you with a dedicated account manager.



Credential Management

When it comes to keeping track of compliance, we understand it can be a real nightmare, especially when each organisation has their own specific requirements to manage. With our credential management software, you can ensure each individual on-site is licenced to be there.



All credential information in one place

Access up-to-date credential information on the fly from any smart device.



Say goodbye to calendar tracking

Never miss a critical expiry date with automated alerts via email.



Keep on top of compliance

Peace of mind knowing you can prove each person on-site has the required and up-to-date credentials.



Secure and protected data

We ensure that your sensitive data is always stored securely and protected.

Visit linksafe.com.au to find out more about the solutions we offer

Certifications, Accreditations & Insurance

At Club Clean Services, we are dedicated to upholding the highest standards in commercial cleaning. Our commitment to excellence is supported by our comprehensive certifications, memberships, and insurance coverage:

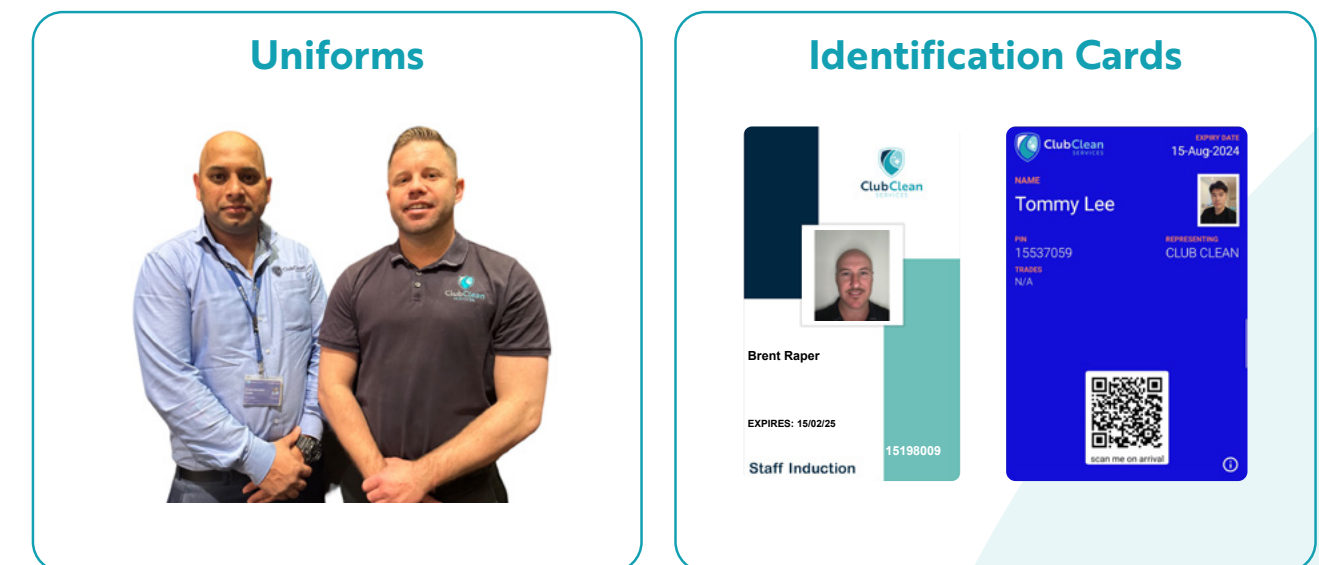
- **ISO 9001:2015** - Quality Management System: This certification highlights our focus on delivering consistent, high-quality cleaning services that meet and exceed client expectations and industry standards.
- **ISO 14001:2015** - Environmental Management System: This accreditation underscores our commitment to reducing our environmental footprint through sustainable practices and effective resource management.
- **ISO 45001:2018** - Occupational Health and Safety Management System: This certification ensures we maintain a safe and healthy working environment for our employees, prioritizing their well-being and minimizing workplace risks.
- **BSCAA Membership** - As a member of the Building Service Contractors Association of Australia (BSCAA), we align ourselves with the industry's best practices and benefit from ongoing professional development and industry insights.
- **Public Liability Insurance** - We carry comprehensive public liability insurance to protect our clients and our business against potential claims of property damage or personal injury resulting from our operations.
- **Workers Compensation Insurance** - We maintain workers compensation insurance to ensure that our employees are protected in the event of work-related injuries or illnesses.

These certifications, memberships, and insurance coverages reflect our commitment to quality, safety, and reliability in every aspect of our operations at Club Clean Services.



Security Information

Staff identification cards are essential in workplaces, providing crucial details such as name, job title, and a photo ID for easy recognition by both staff and management. These cards play a vital role in enhancing security by positively identifying Club Clean Services staff and controlling access to venues, ensuring a safe working environment. It's imperative that cleaners wear these ID cards at all times; alternatively, they can access a digital version via LinkSafe if the physical card isn't immediately available.



Supervision and Audit

Staff identification cards are an important requirement in most workplaces. ID cards provide details such as name, job title and include photo ID. They provide easy identification of cleaners to staff and management. Identification cards increase security at your site by positively identifying CCS staff. ID cards control who enters each venue and ensures a safe working environment. It is always imperative that cleaners wear ID cards but in the case that they don't have these cards accessible they have a digital version attached to their phones through LinkSafe.

Cleaning Equipment and Products

Club Clean Services prioritises state-of-the-art cleaning equipment and specialised chemicals sourced from premier industry suppliers like Club Co. These suppliers provide everything essential for day-to-day cleaning operations, from basic mop and buckets to advanced equipment such as car park sweepers.

Club Co stands out for its dedication to supplying specialised cleaning chemicals tailored to meet diverse cleaning needs effectively and environmentally responsibly. Their products ensure high-performance results while maintaining eco-friendly standards. Explore more about Club Co’s offerings and commitment to excellence on their website: [Club Co](#).

Club Clean Services ensures that all onsite equipment is meticulously tagged and labelled as CCS Property. This commitment not only enhances operational efficiency but also guarantees our clients consistently experience superior cleaning standards.



Wirrpanda

We are proud to support Indigenous communities in Australia through our partnership with Wirrpanda Supplies. Led by former AFL player David Wirrpanda, Wirrpanda Supplies is dedicated to investing in a sustainable future for Indigenous peoples. With a focus on empowering communities, contributing to the Waalitj Foundation, and delivering environmentally preferable cleaning solutions, our collaboration goes beyond cleaning – it’s about making a positive impact on society. Choose Club Clean Services and be a part of a mission that fosters positive change for Indigenous Australia.

	Dusters		Mop buckets
	Sabo Micro Fibre Cloths: General Cleaning Kitchen Cleaning Restroom Cleaning		Microfibre Mop & Flat Head Mop
	Cleaners Trolley's		Tersano Unit
	Provac Vacuum		SPIT walk behind leaf sweeper
	Hurricane Cordless Wet/ floor Sign and fan		Tennant upright vacuum V-WA 66
	Duplex Floor Scrubber 420		Tennant T5E
	Tennant M30 Car Park Sweeper		Tenant T2

Personal Protective Equipment

Method

Work may be subject to heat, solar radiation, dust, noise, and, in many operations, specific dangers to hands, feet and the head exist.

Legislation, Codes of Practice and Standards cover the basic requirement for protective equipment, but in the interests of health and safety, these requirements may be exceeded for specific purposes.

Strategy

Personal protective clothing and equipment shall be worn and used by all employees, sub- contractors and visitors in accordance with the rules prescribed. Adherence to these rules is a condition of employment with Club Clean Services Pty Ltd.

Employees shall be subject to normal disciplinary Methods should they :

- Fail to correctly use such personal protective clothing and equipment as required.
- Misuse or damage any equipment provided.
- Fail to comply with instructions given by Club Clean Services Pty Ltd.

Where it is not practicable to avoid the presence of hazards, Club Clean Services Pty Ltd will provide necessary protective clothing and equipment to protect employees and visitors against those hazards.

Sub-contractors shall supply their own protective equipment.

Implementation

Personal protective equipment for use by employees shall only be of an approved type. All equipment shall have the registered mark of the Australian Standards (AS) displayed, or be otherwise approved by the recognised National Code of Practice for that equipment. The provision of personal protective equipment should always be considered as a last resort, when engineering or work Methods cannot remove a hazard. When protective equipment is required, every effort should be made to ensure that it is as comfortable to use as possible. Considerations shall be given to materials as well as design to achieve the light, cool result suited to the conditions.

No person shall receive dispensation from wearing the required equipment without a sound medical reason, supported by periodic doctor's medical certificates. Where possible and practicable, the person receiving medical exception should be removed from this role.

For details of particular personal protective equipment refer to the safe operating Methods, documented risk assessment or material safety data sheet.



Personal Protective Equipment Checklist	N/A	Yes	No
Does the Personal Protection Equipment fit properly?			
Is the PPE the wrong type for the specific task? (Shoes that don't have a non-slip sole.)			
Has the worker been sufficiently trained in the correct use of the PPE?			
Is the PPE maintained regularly?			
Is the PPE cleaned correctly?			
Is disposable PPE being reused?			
Are supervisors enforcing the use of PPE?			



Environmental Management Policy

Club Clean Services value the natural environment, and is committed to minimising adverse impacts through the consistent implementation of an effective environmental management system.

We make the following commitments:

- Integrate environmental management into business planning, strategy development and operational delivery;
- Continually improve the environment management system to enhance performance;
- Establish environmental objectives/targets and communicate performance regularly to engage our employees and other stakeholders;
- Comply with relevant legal obligations, standards, customer requirements, and other applicable requirements;
- Continually improve operational resource use efficiency and take all reasonable and practicable steps to prevent adverse environmental impacts, including pollution;
- Promote a culture of shared responsibility for environmental management and protection;
- Enhance the awareness, knowledge and skills of employees, contractors and suppliers in relation to environmental management;
- We will continue to minimise the generation of wastes from all our activities and operations, and to recover resources within all waste streams for recycling and reuse.
- Investigating environmental incidents and communicating action taken or required to prevent recurrence;
- We will continue to promote and pursue a holistic approach to the design, delivery and operation of green buildings; and
- Work with business partners, the local community, regulators and other stakeholders to understand their perspective and achieve improved environmental outcomes.

This policy is reviewed by the Managing Director during annual management review meetings and is communicated to all staff as part of their company induction. A copy of the policy is available to interested parties upon request.



Brent Raper
Managing Director
0407 653 311
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Work Health & Safety (WHS)

Club Clean Services Pty Ltd is committed to ensuring the health, safety and welfare of all persons. It is the policy of this Company to give the highest priority to the protection and safety of its employees, retailers, visitors and contractors.

In order to achieve this objective, Club Clean Services Pty Ltd has a place an Workplace Health, Safety & Injury Management System.

- This system seeks to ensure Compliance with relevant legislative requirements, regulations, codes of practice
- Setting of best practice standards
- Cost effective management of work systems in the organization.

In implementing this Policy and the System, Club Clean Services Pty Ltd will:

- Provide information, training & supervision to all its employees
- Identify hazards & risks in the workplace
- Develop and implement safe work Methods
- Communicate this policy to all employees
- Increase WHS awareness amongst Club Clean Services Pty Ltd employees
- Have in place a rehabilitation program for injured workers.
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- Have in place a rehabilitation program for injured workers.



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Voltagen Pty Ltd

Club Clean Services is pleased to announce a partnership company called Voltagen Pty Ltd. Voltagen is an electrical company that provides a wide variety of electrical services that includes industrial upgrading of LED lighting (subsidised by the government), upscale residential works, strata and property management works, building maintenance and commercial fit outs and we also do test and tagging for plant and machinery equipment. Please contact us for all your electrical needs.



VOLTAGEN
PTY LTD

Click the **Voltagen** logo for
more information on the business.



Club Clean Services Lawn & Garden Maintenance

Club Clean Services now offers professional lawn and garden maintenance as well as its award-winning cleaning service. We are dedicated to providing top-notch services to keep your outdoor or indoor space looking beautiful and well-maintained. Our team of skilled professionals is equipped with the latest tools and techniques to handle all your lawn and garden needs, from mowing and trimming to fertilizing and plant maintenance. We take pride in our attention to detail and commitment to customer satisfaction, and we strive to exceed your expectations with every visit. Let us help you create the perfect outdoor oasis for your business.



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