Cleaning and Hygiene Policy and Procedure

Template for education and care services in Victoria. Replace every highlighted [field], delete anything that does not apply, and check it against your own policies before adoption. Free to adapt.

Service name	[Service name]
Approved provider	[Approved provider]
Policy owner	[Nominated supervisor or role]
Date adopted	[Date]
Next review due	[Date, at least annually]

1. Purpose

This policy sets out how [Service name] keeps its premises, furniture, equipment and toys clean and hygienic, so that the risk of infection to children, families, educators and visitors is kept as low as reasonably possible.

2. Scope

This policy applies to the approved provider, nominated supervisor, educators, other staff, students, volunteers and contractors, including any cleaning contractor engaged by the service.

3. Legislation and guidance

- Education and Care Services National Regulations: Regulation 77 (health, hygiene and safe food practices), Regulation 88 (infectious diseases), Regulation 103 (premises, furniture and equipment to be safe, clean and in good repair), Regulations 168 and 170 (policies and procedures, and following them)
- National Quality Standard: Element 2.1.2 (health practices and procedures) and Element 3.1.2 (upkeep)
- NHMRC, Staying Healthy: Preventing infectious diseases in early childhood education and care services, 6th edition (2024)
- Department of Health, Victoria: school and children's services exclusion table, and the guide to managing gastroenteritis outbreaks in children's centres
- Food Act 1984 (Vic) and the service's food safety program, where meals are prepared on site

4. Responsibilities

Role	Responsibilities
Approved provider	Makes sure resources, products and equipment are available; engages and oversees any cleaning contractor; ensures this policy is followed.
Nominated supervisor	Keeps the cleaning schedule and records current; checks cleaning standards; reviews logs each [week/month]; leads outbreak responses.
Educators and staff	Carry out daytime hygiene tasks in this policy; record them; report spills, damage and hazards straight away.
Cleaning contractor	Cleans to the agreed scope and method; signs a log for each visit; follows this policy and the service's health and safety policies.

5. Procedures

5.1 Routine cleaning method

1. Wash the surface with detergent and warm water, scrubbing to remove dirt.
2. Rinse with clean water.
3. Dry the surface.
4. Apply disinfectant only where this policy requires it, on a surface that is already clean and dry, following the label for dilution and contact time.

5.2 How often

Surface or area	Frequency (minimum)	Who
Bathrooms, toilets, taps, door handles	Daily and when visibly dirty; checked during the day	[Educators / cleaner]
Frequently touched surfaces: tables, benches, cot rails, light switches	Daily and when visibly dirty	[Educators / cleaner]
Toys used that day; mouthed toys	Washed at the end of each day; mouthed toys set aside at once	[Educators / cleaner]
Floors	[Daily] (Staying Healthy minimum: weekly and when visibly dirty)	[Cleaner]
Beds, mattress covers and linen	Daily if shared; weekly if used by one child	[Educators / laundry]
Low shelves, soft furnishings, surfaces rarely touched	Regularly [state frequency] and when dirty	[Cleaner]
Kitchen and food areas	Per the food safety program, and at least daily	[Cook / cleaner]

5.3 Nappy change areas

After every nappy change, clean the change mat with detergent and warm water, rinse and dry. If body fluids have touched the surface, also wipe it with disinfectant and let it dry. Follow the service's nappy change procedure displayed at each change area.

5.4 Toys

Keep a 'toys to wash' box out of children's reach in each room for toys that are mouthed, sneezed on or used by a child who is unwell. Wash toys in warm water and detergent and rinse well; suitable toys may go through a dishwasher, never with dishes. Soft toys for general use should be machine washable. [Optional: rooms keep two sets of toys and rotate them daily.]

5.5 Spills of body fluids

Treat all body fluids as infectious. Keep a spill kit in [location] containing disposable gloves, utility gloves, paper towel, disposable cloths, a scraper and pan, detergent, disinfectant and an absorbent for large spills. Keep people away, lift the spill with disposable gloves on, seal waste in a bag, change gloves and wash hands, clean with detergent, dry, then disinfect and let dry.

5.6 Outdoor areas and sandpits

Sandpits are covered when the service is unattended, raked and checked before use, and contaminated sand is removed. Outdoor equipment children touch is included in the cleaning schedule.

5.7 Illness and outbreaks

If there are two or more cases of gastroenteritis, the nominated supervisor contacts the local public health unit and follows the Department of Health's outbreak guidance. Affected rooms move to an outbreak routine: all

bathrooms and high-touch surfaces cleaned and then disinfected at least daily with a product effective against the suspected illness, soft items removed or hot washed, and every outbreak clean recorded.

5.8 Products and chemical register

Only products labelled for cleaning are used; kitchen staples such as vinegar and bicarbonate of soda are not used as cleaning products. A register lists each product, where it is used and its safety data sheet. Products are stored in labelled containers out of children's reach, and diluted disinfectant is mixed when needed rather than stored in spray bottles.

5.9 Equipment

Cloths are colour coded by area: [red] toilets, [yellow] basins and nappy change, [green] kitchen, [blue] general. Cloths and mop heads are disposable or hot machine washed. A vacuum with a HEPA filter is used where available; otherwise vacuuming is finished before children arrive.

5.10 Records

Daytime cleaning by educators and cleaning by contractors are both recorded with the date, area, task and initials. Records are kept on site in the cleaning folder for [period] and are available to authorised officers.

6. Sustainability

Where effective, the service chooses reusable, washable cloths, recycled or forest-friendly paper products and bulk supplies to reduce packaging, and only uses 'eco' products that are sold as effective cleaning products.

7. Review

This policy is reviewed at least every [12] months, after any outbreak, and whenever the guidance it relies on changes, such as a new edition of Staying Healthy. Families are informed of changes in line with the service's communication policy.

Template provided free by Golden Star Childcare Cleaning. Checked against Staying Healthy (6th edition) and the National Regulations in September 2026. Adapt it to your service and check it against current legislation before use.