

SERVICE CLEANING AND MAINTENANCE POLICY

Updated: May 2025



What are we talking about in this document?

This policy is related to the processes and procedures educators and staff follow regarding the cleaning and maintenance of the service and equipment.



Who is this for?

This policy applies to children, families, staff, management, students, and visitors of the service.



Why do we need this policy?

This policy ensures that the service and equipment is safe, clean and hygienic at all times. It also outlines the roles and responsibilities of educators in maintaining and completing the safety and cleaning duties within their rooms and the service.

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Key Terms

Term	Meaning	Source
Hazardous substance/chemical	Hazardous chemicals are substances, mixtures and articles that can pose a risk to health and safety.	www.safeworkaustralia.gov.au
Safety Data Sheets (SDS)	SDS contain important safety information about hazardous chemicals including safe	www.safeworkaustralia.gov.au

	handling and storage procedures for the chemical.	
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The Important Stuff

Quality Area 3 of the National Quality Standard requires the physical environment is safe and suitable. Regulation 103 requires the premises, furniture and equipment to be safe, clean and in good repair. The physical environment must be clean and well maintained at all times to ensure the safety and wellbeing of all people utilising the service. Keiki staff undertake regular safety checks and the Coordinator/Nominated Supervisor(s) ensure that maintenance is completed as required.

Under the Education and Care Services National Regulations and the National Quality Standards, providers and educators are required to implement and encourage effective hygiene practices. Staying Healthy: Preventing infectious diseases in early childhood education and care services (6th edition) has been used by the service to guide the processes and procedures of the service. Following best practice in maintaining high standards of hygiene minimises the spread of infectious diseases and promotes good health. It is important to lead by example to ensure that educators and other staff, children, visitors and families all remember to practise effective infection prevention and control.

Types of cleaning products used at the service include but are not limited to:

- Detergent
- Glass Cleaner
- Disinfectant
- Food Safe Sanitiser (only used in the kitchen and food service areas)
- Washing Powder
- Dishwasher Detergent
- Bleach – to only be used in the event of cleaning a blood spill larger than a 50ccoin (see preparation of bleach solution below).

Approved Provider Responsibilities

The Approved Provider will:

- Ensure the design of the premises
 - is suitable for the children attending the service and that maintenance of the premises is undertaken as required.
 - allows for lighting, ventilation, heating and cooling, and fresh air.
 - allows for a separate indoor space for children who are under two years of age (this does not apply to OSHC or Three Plus services).
 - has an area for managerial purposes, consultation with children’s families and for private conversations to occur.

Centre Coordinator/Nominated Supervisor Responsibilities

The Centre Coordinator/Nominated Supervisor will:

- Ensure the furniture and equipment in both the indoor and outdoor environment is safe, well maintained and is appropriately sized for the age ranges in the service.
 - Ensure fencing is working, compliant and safe.
- Use the 1Place ticketing system to advise the maintenance person of any jobs that require doing.

- In OSHC services, the Centre Coordinator/Nominated Supervisor will liaise with the school regarding the maintenance of any school property.
- Ensure natural and artificial lighting, appropriate ventilation, heating and cooling and fresh air meets legislative requirements.
- Use recommendations from [Staying Healthy 6th Edition](#) when reviewing or developing cleaning procedures.
- Ensure cleaning is completed daily and recorded on a cleaning checklist.
- Support educators to embed health and hygiene practices in the education program and rhythm of the day.
- Colour code cloths to ensure separate cloths are used for bathrooms, art and food service areas.
- Ensure all educators, staff, students, volunteers and relevant visitors are trained in using the cleaning equipment, in particular the hazardous substances.

Educator Responsibilities

Educators will:

- Report any hazards or equipment that needs maintenance to the Nominated Supervisor/Coordinator.
- Complete and record daily cleaning duties.
- Understand and abide by the [Health and Hygiene Policy](#) at all times.
- Follow the cleaning recommendations outlined in this policy.
- Ensure all playdough is made fresh weekly and is stored in an airtight container. Only take out enough playdough for that experience.
 - Children and adults playing with playdough should wash their hands before and afterwards.
 - If there is an outbreak of vomiting, diarrhoea or any other contagious communicable disease, playdough is to be discarded at the end of each day and a new batch made.



Procedures and Guidelines

Maintenance of the physical environment

- Power points not in use must have safety caps, all double adaptors and power-boards must be kept out of reach of children and all electrical cords must be secured and not dangling.
- The children must be educated about the safety characteristics of using toys and equipment.
 - Where appropriate, children should be involved in setting room guidelines.
- All equipment, including resources, equipment, car seats, booster seats etc. meet relevant Australian Standards and educators are trained in correct maintenance and assembly.
- Electrical equipment
 - is regularly inspected and tested by a competent person if the electrical equipment is supplied with electricity through an electrical socket and used in conditions where it could be damaged, including exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.
 - A record of all electrical testing and tagging, will be attached and kept until the equipment is next tested or disposed of and must specify:

- a) The name of the tester
- b) The date and outcome of the testing.
- c) The date on which the next testing must be carried out.
- Non-fixed play equipment must be no more than one metre high and always adequately supervised by an educator.
- Keiki staff regularly reflect on the environment to ensure it is safe, nurturing, engaging and aligned with the Keiki philosophy.

Safety Checks

Room checks and Building and Safety Checks are conducted using the 1Place Checklist system. The Centre Coordinator/Nominated Supervisor must ensure any issues are rectified to Australian Standards. Centre Coordinators/Nominated Supervisors will log maintenance requests via the 1Place ticketing system, or liaise directly with the Owner/Approved Provider for urgent works. Where the service is located on school grounds, the Centre Coordinator/Nominated Supervisor will liaise with the school regarding maintenance of school property.

Room AM checklists will be used to conduct an inspection of the premises each day before children begin to arrive. A second safety check will also be conducted at around midday for services that are open all day, or prior to the commencement of the afternoon session in OSHC services on school days, however this may not be documented on a checklist.

This inspection will include the:

- Service perimeters
- Fences/Fence Line
- Gates
- Paths
- Buildings
- All rooms accessible to children
- Fixed equipment
- Sand Pit
- Water play/trough/water pump

This must be done in order to identify any dangerous objects in the grounds ranging from sharps to poisonous or dangerous plants and animals.

In the event of a sharp object being found (for example a syringe) educators will remove children from the area, use the 'Safe Play Kit', wear gloves and use tongs to pick up the object and place it in the bucket to be disposed of safely.

Safe Play Kit

Bucket with a lid containing:

- Tongs
- Gloves

Maintenance of cleaning equipment

- Cleaning equipment must be well maintained, cleaned regularly, and stored so it can dry between uses.
- All educators and staff must be trained on the correct use of all cleaning equipment, including any required Personal Protective Equipment (PPE).
- The service uses different colour cloths to prevent cross-contamination.

- All cleaning products have been selected after careful consideration of their effectiveness against germs and the length of time the product must be in contact with a surface.

Basic steps for effective routine cleaning

1. Start the cleaning process in the cleanest areas and finish in the dirtiest. This decreases the risk of cross-infection.
2. Use detergent and water, following the manufacturer’s instructions on how much detergent to use. It is advisable to use warm water when cleaning because warm water removes dirt from a surface more easily. However, cold water will still effectively clean a surface with a little extra scrubbing.
 - If using Stride, ensure it is currently diluted and used as per manufacturers’ directions. The surface must still be vigorously rubbed, however, does not need to be rinsed and dried.
3. Vigorously rub the surface to physically remove germs.
4. Wet a new clean cloth or paper towel with clean water. Wipe the surface to remove detergent. Repeat if needed.
5. Dry the surface.

When to clean different surfaces

In the event of an outbreak of an infectious disease all surfaces must be washed daily. Otherwise the following table will guide the frequency of cleaning.

Surface or area	Wash daily and when visibly dirty	Wash weekly and when visibly dirty	Wash regularly and when visibly dirty or obviously contaminated
Bathrooms – wash tap handles, toilets and doorknobs; check the bathroom during the day and clean if visibly dirty	✓	-	-
Toys and objects children put in the mouth (for example, building blocks)	✓	-	-
Surfaces that children touch frequently (for example, benchtops, taps, cots and tables)	✓	-	-
Doorknobs	✓	-	-
Floors	-	✓	-
Beds, stretchers, linen and mattress covers	✓ If children do not use the same items every day	✓ If children do use the same items every day	-
Sofas, soft chairs, beanbags, cushions	-	-	✓
Low shelves	-	-	✓
Other surfaces not often touched by children	-	-	✓

Bathroom and toilets

Bathrooms and toilets must be cleaned at least once a day, and more often if they are visibly dirty. In OSHC services, educators will check bathroom facilities regularly for cleanliness. Educators will ensure hygienic cleaning practices are followed if it is necessary to clean the

bathroom. The Centre Coordinator/Nominated Supervisor will liaise with the school in order to define responsibilities for bathroom cleaning.

Steps to effectively clean bathrooms and toilets:

1. Wash hands before putting on correctly fitting gloves.
2. Pick up any discarded toilet paper and/or paper towels from the floor.
3. Clean surfaces, starting from the cleanest surface to the dirtiest to prevent cross-infection.
4. Clean sinks, soap dispensers, paper towel dispensers and paper towel bins using soapy water or Stride. If using soapy water, rinse with clean water and a clean cloth/paper towel.
5. Clean toilet partitions, toilet doors and walls using correctly diluted soapy water or Stride.
6. Clean the toilet (cistern, seats, side and base of bowl) using soapy water or Stride.
7. Dispose of gloves and wash hands.
8. Refill soap dispensers, toilet paper and paper towels.
9. Sweep and mop the floor using the correct mop and mop bucket and correctly diluted Stride.
10. Empty bin and wash hands.

Steps to clean a nappy change area (also listed in the Nappy Changing Procedure):

1. Clean the nappy change mat(s) with soapy water or Stride.
2. Lift the mats to clean the surface underneath.
3. Leave the change mat up and lean against the wall to show it has been cleaned.
4. Wash your hands.

Disinfectant needs to be used if the bodily fluids of someone with a known or suspected infectious disease comes into contact with the bathroom or toilet. The area must be cleaned prior to being disinfected.

It is better for the child to use the toilet rather than a potty, which increases the risk of spreading disease. If the child must use a potty, empty the contents into the toilet and wash the chair with detergent and warm water. Do not wash the potty in a sink used for washing hands.

Laundry

Laundries must be cleaned following the basic steps for effective routine cleaning as outlined above.

Additional considerations for laundries:

- Lint must be removed from the lint screen/filter of the clothes dryer after each load. Dryer lint poses a fire hazard.
- All hazardous chemicals and cleaning equipment must be safely stored and inaccessible to children.

Toys (early learning services)

Washing toys effectively is very important. Toys, both inside and outside, need to be cleaned daily, especially in the younger rooms.

- Wash toys in soapy water and rinse well. Some toys can be washed in the dishwasher, not at the same time as food dishes. Let the toys dry completely (sunlight can be used for this).
- Books, rattles, hollow toys, puzzles and wooden toys should be inspected for visible dirt. They can be cleaned by wiping with a cloth that is moist from

soapy water. Allow to dry. Keep books, rattles, hollow toys, puzzles and wooden toys out of use until completely dry.

- Mouthed toys or toys that have been spit or sneezed on need to be removed from play immediately. Either clean them straight away or store them in a 'mouthed toy' container until they can be washed with soapy water.
- Toys used in the nappy change area must not be used again until cleaned.
- Disinfectant does not need to be used unless the toys have come into contact with someone who is known to or suspected of having an infectious disease. Toys must be cleaned with soapy water before being disinfected.

Toys (OSHC services)

It's important to make sure that toys are washed effectively, as children are often sharing toys with each other. It's not necessary to clean toys daily, but they must be washed when they're visibly dirty and on a regular basis. It may be useful to set a schedule so that all toys are being washed regularly, with regularly used toys being cleaned more often.

- Wash toys in soapy water and rinse well. Some toys can be washed in the dishwasher, not at the same time as food dishes. Let the toys dry completely (sunlight can be used for this).
- Mouthed toys or toys that have been spit or sneezed on need to be removed from play immediately. Either clean them straight away or store them in a 'toys to be washed' container until they can be washed with soapy water.
- Disinfectant does not need to be used unless the toys have come into contact with someone who is known to or suspected of having an infectious disease. Toys must be cleaned with soapy water before being disinfected.

Sandpits

- Sandpits should be closely covered when unattended. If the sandpit is unable to be covered, daily raking and exposure to the sun are advised.
- Sand should be kept at a depth that allows easy raking to check for foreign objects.
- Sand that has been contaminated by bodily fluids, animal and human faeces should be removed using a shovel, or similar, to dispose of in a plastic bag or alternative. The remaining sand should be raked over at intervals throughout the day and be left exposed to the sun.

Beds and linen

Beds are cleaned after each use.

- Beds must be cleaned using either soapy water or correctly diluted 'Stride'.
- If using soapy water:
 - Fill a container with detergent and water, following the manufacturer's instructions on how much detergent to use.
 - Immerse a cloth, wring it out, then vigorously rub the surface to physically remove germs.
 - Rinse with clean water.
 - Dry the surface.
- If using Stride:
 - Spray with correctly diluted 'Stride'.
 - Vigorously rub the surface to physically remove germs.
 - Allow the bed to air dry before storing.

Linen is sent home each day with the child to be laundered at home. We recommend that families wash the linen with detergent and hot water as per the Staying Healthy 6th Edition guidelines.

If linen/bed is soiled-

- Wash your hands and put on gloves.
- Clean the child. Place any soiled clothing in a wet bag and store it in a dedicated space, inaccessible to children.
- Remove and dispose of the gloves.
- Dress the child and wash the child's hands and your hands.
- Put on gloves.
- Clean the cot/bed/linen -
 - Remove the bulk of the soiling or spill using paper towels.
 - Remove soiled linen from the bed.
 - Do not carry soiled linen against your clothing. Place soiled linen in a wet bag and store it in a dedicated space, inaccessible to children.
 - Remove any visible soiling or spill on the bed by cleaning thoroughly with detergent and water.
- Remove and dispose of the gloves and wash your hands.

Floors

Carpets and mats should be vacuumed daily. Rugs will be professionally cleaned every 6 months and floors and carpets will be professionally cleaned every year. Spot clean if visibly dirty in between professional carpet cleaning.

Floors should be kept clear of any slip hazards by regularly sweeping and or vacuuming to remove sand, spills etc. Floors around meal areas are to be swept and mopped after each meal and at the end of the day.

The floors are to be mopped using the correct mop and bucket and warm soapy water or correctly diluted Stride. If a bodily fluid has spilled onto the floor, please use the spill kit.

Professional Cleaning

Keiki Early Learning uses a professional cleaning company to professionally clean their carpets, mats, rugs, couches, tiled and laminated flooring.

Nominated Supervisors/Centre Coordinators are to book in their service for cleaning using the contact details on the Supplier Contact List provided to them by the Keiki Hub.

Frequency of cleaning:

Every 6 Months-

- Couches.
- Rugs and mats.

Every 12 Months-

- Tiled floors.
- Carpet floors.
- Vinyl floors.

Cleaning bodily fluids

Use the spill kit to clean spills of bodily fluids.

Spill kits contain –

- Disposable gloves
- Paper towel

- Rubbish bag

Blood, faeces, vomit or urine

To clean a blood spill, use the spill kit and follow these recommendations.

When a spill occurs, clean it up as soon as possible. Place a safety sign around the spill to keep people away until it can be cleaned.

1. Put on gloves.
2. Wipe up the spill immediately with a damp cloth, tissue or paper towel. If the spill is larger, cover it with an absorbing agent such as kitty litter or large disposable pads. Use a disposable scraper and pan to scoop up the absorbent material and any unabsorbed body fluids.
3. Put the cloth, tissue, paper towel, absorbing agent and scraper into a plastic bag. Seal the bag and put it in the rubbish bin.
4. Remove disposable gloves and put them in the rubbish bin. This is because they may have become contaminated when you wiped up the spill.
5. Wash your hands with soap and water.
6. Put on clean utility gloves, wash the surface with detergent and warm water and dry with paper towels.
7. Wipe the area with [disinfectant](#) (or bleach solution) and allow to dry.
8. Remove utility gloves and wash your hands with soap and water.

The process is the same for spills on hard or soft surfaces.

Bleach solution preparation

- Always prepare solution to the manufacturer's instructions. Make up a new solution as required and discard within 24 hours.
- Always wear gloves when handling and preparing bleach.
- Ensure bleach is within its use-by date.
- Never use bleach in a spray bottle.
- Never use hot water to dilute bleach.
- Never mix bleach with any other chemicals or products except cold water.
- Never use bleach on metals other than stainless steel.

Infectious disease or illness

If there is an outbreak of infectious disease or illness at the service, all areas will be cleaned daily with soapy water or Stride, dried and disinfected.

If there are two or more cases of symptoms of gastroenteritis, a report must be made to the Public Health Unit.

https://www.health.wa.gov.au/Articles/A_E/Communicable-disease-control-guidelines/Childcare-and-schools

Dangerous chemicals, substances or equipment

The service endeavours to minimise the use of potentially dangerous substances. Ordinary detergents will be used to help remove dirt from surfaces. Cloths will be colour-coded for specific use to prevent cross-contamination. Each room will have its own stock of disposable gloves. Educators will wash and dry their hands after cleaning, prior to interacting with children.

- A Hazardous Substance Register is used to keep track of all hazardous substances within the service. This register also holds the Risk Assessment/Risk Minimisation Plan and the Safety Data Sheet (SDS) for each hazardous substance.

- All staff are trained on how to use all cleaning products, especially hazardous substances.
- Manufacturer’s advice and instructions must be followed.
- All dangerous chemicals and substances must be stored in their original containers and all labels and/or use by dates should be kept intact.
 - Any substances not meeting this requirement must not be used.
 - Containers must be disposed of correctly
- All dangerous chemicals, substances and equipment must be stored in a locked place or facility that is labelled, secure and inaccessible to children. These materials may include, but are not limited to, all cleaning materials, detergents, poisonous or dangerous substances, dangerous tools and equipment including those with sharp and razor edges and toiletries.
- Seek medical advice immediately if poisoning or potentially hazardous ingestion, inhaled, skin or eye exposure has occurred, or call the Poisons Information Line on **13 11 26**, or call an Ambulance on **000**.
- In the case of any child or educator becoming injured by a chemical, substance or equipment, the service will follow the [Incident, Illness and Administration of First Aid Policy](#) and/or the [Emergency Management Policy](#).

Pests and vermin

- Pest inspections will occur at the Service on an annual basis as a minimum, carried out by an accredited pest control company. Documentation of these inspections will be kept and any findings from the pest control check will be carried out in line with the recommendation of the pest control company.
- Educators will monitor any occurrences in the service to determine the success of control measures.
- If pests and/or vermin, or evidence of pests and/or vermin such as droppings are seen, educators will advise the Centre Coordinator/Nominated Supervisor.
- The Nominated Supervisor is responsible for arranging additional pest control visits.
- Educators will thoroughly clean all areas that pests have accessed in the Service following the Cleaning of Service and Equipment Policy.
- If the remains of an animal, or animal faeces have been found, the remains will be disposed of according to the local Council guidelines and the area where the remains were found will be thoroughly cleaned.



Supporting Documents

Policies

- [Emergency Management Policy](#)
- [Health and Hygiene Policy](#)
- [Immunisation and Infectious Diseases Policy](#)
- [Incident, Illness and Administration of First Aid Policy](#)
- [Supervision of Children Policy](#)
- [Workplace Health and Safety Policy](#)

Other Documents

- [Bathroom Cleaning Procedure Poster](#)
- [Cleaning Checklist Templates](#)

Resources

[Education and Care Services National Law \(WA\) Act 2012](#)
[Education and Care Services National Regulations 2012](#)
[Staying Healthy 5th Edition](#)



Sources

- Australian Children’s Education & Care Quality Authority (ACECQA).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2024).
- Guide to the National Quality Framework. (2024).
- Staying Healthy: Preventing infectious diseases in early childhood education and care services (6th Edition). [Staying healthy guidelines | NHMRC](#) (2024).
- Work Health and Safety Act 2020. (2022)
- Work Health and Safety (General) Regulations 2022. (2022).



Links to Regulations

National Quality Standard

Quality Area 2: Children’s Health and Safety		
2.1	Health	Each child’s health and physical activity is supported and promoted.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and Emergency Management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
Quality Area 3: Physical Environment		
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.
Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

77	Health, hygiene and safe food practices
88	Infectious diseases
97	Emergency and evacuation procedures
103	Premises, furniture and equipment to be safe, clean and in good repair
105	Furniture, materials and equipment
106	Laundry and hygiene facilities
109	Toilet and hygiene facilities
112	Nappy change facilities
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

Education and Care Services National Law

167	Offence relating to protection of children from harm and hazards
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Review & Document Control

Policy Reviewed	Modifications
30 th October 2017	Creation of Policy from previous Health, Hygiene and Safe Food Policy, Infectious Diseases Policy, Physical Environment Policy, Safety Checks and Maintenance of Building Policy.
20th November 2017	Reviewed by Panel. No changes recommended.
8th January 2018	Quality Area updated to reflect changes to NQS. Centre Director replaced with Coordinator.
20th November 2018	Rewrite using guidelines from Staying Healthy 5th Edition. New cleaning products introduced into the service.
June 2019	Updated onto new format and added new Keiki Logo
1 st July 2019	Reviewed by panel. Changes to reflect new chemicals used at service.
July 2020	Changes to nominated supervisor duties. More details on playdough. Removed names of chemicals. Checked against staying healthy
July 2021	Checked against staying healthy. Used COVID guidelines to assist in review. No changes.
December 2022	New format. Minor wording updates for clarity and readability.
February 2023	Updated for clarity on cleaning of beds. All references to soapy water changed to soapy water or correctly diluted Stride.
April 2023	Updated bathroom cleaning procedure for consistency with other procedures.
May 2023	Information added on cleaning toys in OSHC.
August 2023	Transferred to new format, contents and key terms added and all links & sources checked and updated. Laundry section added. Potty information added. Hazardous chemicals section expanded. Pests and vermin section added.
May 2024	Reviewed. No changes required.
October 2024	Policy renamed, Information added about maintenance of physical environment and safety checks. Links updated. Cleaning table and spill cleaning process updated to reflect Staying Healthy 6 th Edition.
May 2025	Changed To Do app to 1Place. Updated information about checklists. Updated information about gastroenteritis reporting.

Disclaimer

It is each employee, family and visitor to the service’s responsibility to read, understand, follow and address any concerns with management about this policy.

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