

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
1. Collect and transport linen - Using a laundry vehicle and/or trolley, collect linen bags from rooms, houses, blocks - Transport linen bags to laundry 2. Sort and wash laundry - Empty linen bags of bed sheets, pillow cases, doonas, towels and bathroom/facility linen, and personal apparel - Sort laundry into like colours/fabrics and load into washing machines - Ensure supply of washing liquid and fabric conditioner is adequate - Operate washing machine 3. Dry - Remove laundry from washing machine - Transfer laundry to dryer and operate, or hang laundry on clothes line 4. Iron, fold, hang and pack - Iron clothing - Fold items including bath towels/sheets, floor towels, fitted and flat sheets, doonas and covers, shower curtains and personal items - Hang items on clothes hangers - Sort items and pack items into trolley or onto racks 5. Re-stocking - Transfer laundry to rooms, houses, blocks - Place laundry articles on shelves in linen rooms - Deliver garments to collection point or room 6. Use of cleaning agents and starches - Inspect dispensers and refill if required - Where dispenser are not available, add cleaning agents - Apply starches where necessary 7. Quality assurance - Ensure items have name tags or ownership is identifiable - Wash and hang laundry according to embroidered code - Pack in protective clothing bags on hanging racks 8. Develop and update knowledge and follow company procedures - Participate in internal training opportunities - Update skills, knowledge, qualifications and licenses - Adhere to health, safety and security procedures	Material handling Lifting: Frequent up to 3kg; Intermittent up to 15kg Push/pull: Trolley on hard and/or carpeted surfaces Carrying: Generally less than 10 m Mobility Walking: Short distances on even surfaces and on uneven surfaces Standing: Dynamic standing Posture – Back Bending: Bending or forward flexion of the trunk Posture – Upper limbs Reaching: Below and above shoulder height under load Dynamic movement: Dynamic movements of the upper limb under load Hand activity Grasp: Gross and precision grasp patterns Hand dexterity: When operating equipment Posture – Lower limbs Squatting/crouching/kneeling: Occasional Other demands Driving: As required Climbing: Stairs if required	- Maintain personal presentation standards - Basic reading comprehension skills - Basic numerical skills - Organisation and time management skills - Ability to do multiple tasks concurrently - Ability to communicate with peers and customers - Ability to work in a team - Capacity to resolve conflicts and negotiate with others - Follow instructions and take direction - May be exposed to aggressive customers - May be exposed to customers of all ages - Medirect - may be exposed to the passing of residents and their mortal remains	Environment - Commercial laundry at remote and/or aged care sites - Occasional wet hands - Possible travel to remote locations - Possible exposure to extreme heat - Possible exposure to chemicals and irritants (for example; nickel, cleaning products, etc.) - Possible exposure to body waste (urine, faeces, vomits, etc.) - Roster as per site requirements Equipment - Trolleys/receptacles - Personal protective equipment including drill trousers, long sleeved shirt, peaked cap, safety glasses - Industrial steam press - Domestic steam irons - Domestic ironing boards - Industrial washers - Industrial dryers - Hanging racks - Clothes-lines - Motor vehicle/van

PHYSICAL DEMANDS						
		NR	R	O	F	C
Material handling	Lifting Floor to waist (FW) Waist to shoulder WS) Above shoulder (AS)			✓ Intermittently up to 15kg (FW, WS) – linen	✓ 3kg (FW, WS, AS) – Cleaning agents, laundry items	
	Push/Pull			✓ Laden trolley on hard or carpeted surfaces		
	Carrying			✓ Intermittently up to 15kg (FW, WS) – linen	✓ 3kg (FW, WS, AS) – Cleaning agents, laundry items	
Mobility	Walking		✓ Short distances (unsealed paths, gravelled surfaces)		✓ Short distances (tiled floors, carpet, concrete)	
	Running	X				
	Standing				✓ Usually on hard floors for varying periods (e.g. 1 hour)	
Back/ neck	Bending Forward Lateral/twisting		✓ Neck and trunk extension	✓ Sustained and repeated forward bending – generally up to 50° lumbar flexion	✓ Lateral bending/twisting at trunk; Forward bending/ flexion at neck	
Upper limbs	Reaching Below shoulder/waist Forward Above shoulder Above head			✓ Repeated above shoulder height under load (e.g. hanging laundry items) – flexion/abduction at shoulders bilaterally	✓ Repeated below shoulder and forward reach under load (e.g. placing items into washing machine/dryer)	
	Dynamic movement Shoulders Arms/elbow/ wrists				✓ Generally under load – Flexion /extension at elbow; Wrist rotation/ flexion/ extension; Repeated flexion at shoulders	
Hand activity	Grasp Power Precision				✓ Precision and power grasp bilaterally/unilaterally for gripping equipment , cleaning agents, laundry items	
	Hand dexterity Keying/mousing Coordination			✓ Coordination – bilaterally and unilaterally to operate equipment/load laundry		
Lower limbs	Squatting/ crouching/ kneeling			✓ Crouching/squatting – access low levels		
Other	Driving Automatic Manual			✓ Bus, utility vehicle, delivery van as required – generally manual arm/leg controls, climbing in/out vehicle		
	Climbing		✓ Dependent upon site – may use step ladders, occasional stairs			

COGNITIVE/PSYCHOSOCIAL DEMANDS					
	NR	R	O	F	C
Communication				✓ Peers/customers – resolve conflicts/ negotiate	
Decision-making			✓		
Problem solving			✓		
Time management				✓ Achieve targets/ multiple tasks concurrently	
Working in teams				✓	
Attention to detail				✓ High quality service	
Literacy/ Numeracy			✓ Basic reading and numerical skills		
CONTEXTUAL DEMANDS					
	NR	R	O	F	C
Indoors/outdoors				✓ Indoors/outdoors	
Dust			✓		
Excessive temperatures			✓		
Vibration		✓			
Chemical exposure				✓ Starches, detergents	

KEY					
FREQUENCY DEFINITIONS	NON-MATERIAL HANDLING				MATERIAL HANDLING
	% of 8hr working day	Repetitions per day	Repetitions per minute	Repetitions per hour	Repetitions per day
Rarely = R	1–5%	1–2	1 less than 5	>hourly	1–2
Occasional = O	6–33%	0–100	1 every 5–15	0 to 12	3–32
Frequent = F	34–66%	101–800	1 every 1–5	12 to 63	33–200
Constant = C	67–100%	>800	1 or more	> 63	>200
Not required = NR	-	-	-	-	-

Laundry Attendant

PHOTOGRAPHS

TASK 1



Collect and transport linen

TASK 2



Sort and wash laundry

TASK 2



Sort and wash laundry

TASK 3



Dry

TASK 4



Iron, fold, hang and pack

TASK 5



Iron, fold, hang and pack

TASK 7



Re-stocking

TASK 8



Quality assurance