



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p><b>1. Plan and prepare</b></p> <ul style="list-style-type: none"> <li>Review job requirements and work locations</li> <li>Select, organise and transport equipment to work site location</li> <li>Clean and regularly review cleaning equipment</li> <li>Complete maintenance and repair reports as required</li> </ul> <p><b>2. Clean premises and equipment</b></p> <ul style="list-style-type: none"> <li>Perform basic stain removal</li> <li>Wipe, scrub and / or disinfect hard surfaces</li> <li>Dust hard surfaces, ceilings, overhead surfaces and walls</li> <li>Wipe / squeegee glass surfaces</li> <li>Clean window coverings and walls</li> <li>Polish fixtures and fittings, and apply odour control</li> <li>Clean external surfaces (includes hand-washing, spraying, rinsing, scraping, spot cleaning, cob-webbing and / or squeegeeing)</li> <li>Clean, remove and replace curtains (e.g. shower, bed)</li> </ul> <p><b>3. Clean soft and hard floors</b></p> <ul style="list-style-type: none"> <li>Determine safe method, erect signage and implement controls</li> <li>Determine most appropriate cleaning method</li> <li>Select and prepare cleaning equipment</li> <li>Clean surface with mop, dust mop, brush, broom, vacuum, etc.</li> <li>Use scrubber/polisher if required (e.g. strip and seal)</li> <li>Dispose of collected waste</li> </ul> <p><b>4. Rubbish removal</b></p> <ul style="list-style-type: none"> <li>Empty bins and replace bin liner</li> <li>Transfer bin bags to industrial waste bin using trolley</li> <li>Transport and store waste in a healthcare environment (Medirest)</li> </ul> <p><b>5. Chemical use and storage</b></p> <ul style="list-style-type: none"> <li>Select appropriate chemical cleaning agents</li> <li>Dispense, distil and store in accordance with manufacturer's guidelines</li> </ul> <p><b>6. Prepare rooms for guests</b></p> <ul style="list-style-type: none"> <li>Access rooms for servicing</li> <li>Make up beds and clean rooms (as per Task 2 and 4 above)</li> <li>Move/replace furniture as required</li> <li>Dicharge bed making, linen bag replacement as applicable</li> </ul> <p><b>7. Develop/update knowledge and follow company procedures</b></p> <ul style="list-style-type: none"> <li>Participate in internal training opportunities</li> <li>Update skills, knowledge, qualifications and licenses</li> <li>Adhere to health, hygiene, infection control, safety and security procedures</li> </ul>	<p><b>Material handling</b></p> <ul style="list-style-type: none"> <li><b>Lifting:</b> Frequent 2kg to 15kg and lightweight items; &gt; 20kg assistance from co-workers or mechanical aid</li> <li><b>Push/pull:</b> Trolley on even/uneven ground; cleaning items (e.g. mop/broom)</li> <li><b>Carrying:</b> Frequent 2kg to 8kg; &gt; 20kg assistance from co-workers or mechanical aid</li> </ul> <p><b>Mobility</b></p> <ul style="list-style-type: none"> <li><b>Walking:</b> Frequent</li> <li><b>Standing:</b> Dynamic standing</li> <li><b>Climbing:</b> Step ladder/steps</li> </ul> <p><b>Posture – Back</b></p> <ul style="list-style-type: none"> <li><b>Bending:</b> Access equipment and bathroom /showers, making beds</li> </ul> <p><b>Posture – Upper limbs</b></p> <ul style="list-style-type: none"> <li><b>Reaching:</b> Forward and overhead reaching</li> <li><b>Dynamic movement:</b> Dynamic movements of the upper limb under load</li> </ul> <p><b>Hand activity</b></p> <ul style="list-style-type: none"> <li><b>Grasp:</b> Gross grasp patterns</li> <li><b>Hand dexterity:</b> Hand dexterity and grip strength to access door locks and handle items</li> </ul> <p><b>Posture – Lower limbs</b></p> <ul style="list-style-type: none"> <li><b>Squatting/crouching/kneeling:</b> Semi-squatting, kneeling or crouching</li> </ul>	<ul style="list-style-type: none"> <li>Maintain personal presentation standards</li> <li>Attention to detail</li> <li>Basic reading comprehension skills</li> <li>Basic numerical skills</li> <li>Organisation and time management skills</li> <li>Ability to do multiple tasks concurrently</li> <li>Ability to communicate with peers and customers/patients/residents</li> <li>Ability to work in a team</li> <li>Capacity to resolve conflicts and negotiate with others</li> <li>Follow instructions and take direction</li> <li>May be exposed to aggressive customers/patients/residents</li> <li>May be exposed to customers/ patients/residents of all ages</li> <li>May be exposed to the passing of residents/patients and their mortal remains (e.g. Aged care facilities / Hospital)</li> <li>May be exposed to difficult customer/patient/resident situations (e.g. terminal illness, residents living away from home)</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Remote and/or Urban locations: <ul style="list-style-type: none"> <li>Remote - possible travel to remote locations (including offshore facilities)</li> <li>Urban – schools, defence barracks, universities, hospitals, aged-care facilities</li> </ul> </li> <li>Team lifting for items &gt; 20kg</li> <li>Possible exposure to extreme heat (e.g. remote locations)</li> <li>Possible exposure to biological hazards (Medirest)</li> <li>Frequent wet hands</li> <li>Possible exposure to chemicals and irritants (e.g. cleaning products, bleach)</li> <li>Roster as per site requirements</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>Mobile phone</li> <li>Trolley</li> <li>Personal protective equipment as per site requirements (e.g. steel cap boots remote sites, closed-in shoes urban sites)</li> <li>Mops, bucket and cloths</li> <li>Brushes and brooms</li> <li>Vacuum (backpack, pull along)</li> <li>Floor scrubber / polisher</li> </ul>

PHYSICAL DEMANDS					
		R	O	F	C
Material handling	<b>Lifting</b> Floor to waist (FW) Waist to shoulder (WS) Above shoulder (AS)		✓ Furniture (FW), with assistance if > 20kg	✓ 2kg to 15kg –linen, mop, bucket, rubbish bags (FW, WS, AS)	
	<b>Push/Pull</b>		✓ Laden trolley on uneven/ even ground, mop/broom, vacuum cleaner (back pack/ pull-along), polisher/ scrubber		
	<b>Carrying</b>		✓ 2kg to 15kg – mop, rubbish ✓ Furniture, with assistance if > 20kg		
Mobility	<b>Walking</b>			✓ Variable distances, on tiled floors, carpet, concrete; occasionally on uneven ground	
	<b>Standing</b>		✓ Intermittent when performing upper limb tasks (e.g. cleaning walls)		
Back/ neck	<b>Bending</b> Forward Lateral/twisting	✓ Neck and trunk extension	✓ Sustained and repeated forward bending – making beds, bathroom/shower access		
Upper limbs	<b>Reaching</b> Below shoulder/waist Forward Above shoulder Above head			✓ Repeated above shoulder, overhead and forward reach (e.g. cleaning walls, shower cubicles, bed curtains)	
	<b>Dynamic movement</b> Shoulders Arms/elbow/ wrists			✓ Flexion/extension at elbow; wrist rotation/ flexion/ extension; repeated flexion at shoulders	
Hand activity	<b>Grasp</b> Power Precision		✓ Precision gripping for door locks	✓ Power grasp bilaterally/ unilaterally for gripping equipment and items ✓ Forceful gripping when moving furniture	
	<b>Hand dexterity</b> Keying/mousing Coordination		✓ Coordination and manual dexterity – bilaterally and unilaterally (e.g. access door locks, handle items, using hand cloths)		
Lower limbs	<b>Squatting/ crouching/ kneeling</b>		✓ Crouching/semi-squatting/ kneeling – access low levels (e.g. awkward crouch positioning when cleaning showers)		
Other	<b>Driving</b> Automatic Manual		✓ Utility vehicle if required – generally manual vehicles, arm/leg controls, climbing in/out vehicle		
	<b>Climbing</b>		✓ Dependent upon site – may use step ladders, stairs	✓ Flights of stairs – defence barracks, some remote sites	

COGNITIVE/PSYCHOSOCIAL DEMANDS				
	R	O	F	C
<b>Communication</b>			✓ Peers/customers/ patients	
<b>Decision-making</b>		✓		
<b>Problem solving</b>		✓		
<b>Time management</b>			✓ Achieve deadlines	
<b>Working in teams</b>			✓	
<b>Attention to detail</b>			✓ High quality service	
<b>Literacy/ Numeracy</b>		✓ Basic reading and numerical skills		
<b>Difficult customer /patient situations</b>		✓ Passing of residents/ patients, escalating feedback		
CONTEXTUAL DEMANDS				
	R	O	F	C
<b>Indoors/outdoors</b>			✓ Indoors/outdoors	
<b>Dust</b>		✓		
<b>Excessive temperatures</b>		✓		
<b>Vibration</b>		✓ Vacuuming		
<b>Chemical exposure</b>			✓ Disinfectants/ bleach	
<b>Other</b>			✓ Wet hands	

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

TASK 1



Plan and prepare – selecting equipment and transporting to work location

TASK 2



Clean premises and equipment

TASK 2



Clean premises and equipment – overhead surfaces

TASK 3



Clean (soft and hard floors) – polishing

TASK 3



Clean (soft and hard floors) – mopping

TASK 4



Rubbish removal

TASK 5



Chemical use and storage

TASK 6



Develop/update knowledge and follow company procedures