

SSDCL17 Laundry Worker – Flatwork Finishing

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	Laundry Operations
Job role	SSDCL17 Laundry Worker – Flatwork Finishing
Job role description	Operates flatwork finishing equipment including ironers, folders and feeders to press, dry and finish large textile items such as sheets, table linen and towels to required presentation and quality standards. In the Australian laundry industry—where consistency, hygiene and high-volume processing are critical—the Flatwork Finishing Worker applies knowledge of textile behaviour, heat and machine settings to achieve efficient finishing outcomes while maintaining fabric integrity and supporting continuous production flow.
Performance expectations	• Operating flatwork ironers, feeders and folders to achieve required finishing outcomes • Feeding linen correctly into machines to ensure quality and safety • Monitoring temperature, speed and pressure settings for optimal performance • Maintaining linen presentation standards including smoothness and folding accuracy • Ensuring compliance with workplace health, safety and equipment procedures • Maintaining consistent throughput to meet production targets • Identifying and removing damaged or substandard items from production • Maintaining accurate batch handling and workflow continuity • Keeping finishing equipment and work areas clean and organised • Contributing to continuous improvement in finishing quality and productivity
Specialisation	Flatwork ironer operation, automated feeding and folding systems, high-volume linen finishing, temperature and pressure control, quality inspection
Application in other Textile, Clothing and Footwear (TCF) sectors	• Commercial laundry and linen services supporting high-volume finishing and presentation processes • Textile manufacturing and finishing supporting final fabric finishing and preparation • Apparel production and garment finishing supporting pressing and presentation of garments

	• Technical textile and specialty services supporting finishing of specialised textile products • Textile restoration services supporting finishing and presentation of restored items • Leather and suede processing supporting controlled finishing and shaping processes • Manufacturing and processing industries supporting final product finishing and presentation
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2. Key tasks and critical work functions

Key tasks	• Feeding linen into flatwork ironers safely and accurately • Operating and monitoring ironers, folders and conveyors • Adjusting machine settings for different linen types • Inspecting finished linen for quality and presentation • Sorting and stacking finished items for packing or dispatch • Identifying damaged or unsuitable linen during finishing • Maintaining equipment cleanliness and basic upkeep • Following workplace health, safety and equipment procedures
Critical work functions	• Maintaining consistent finishing quality across large volumes • Ensuring correct feeding techniques to prevent faults and hazards • Applying correct temperature and speed settings for fabric types • Supporting continuous workflow and production efficiency • Ensuring safe operation of machinery and equipment • Coordinating effectively with washroom and packing teams

3. Technical skills

Flatwork machine operation	Operating ironers, feeders and folders safely and efficiently
Temperature and pressure control	Adjusting heat and pressure settings for different textiles
Feeding techniques	Feeding linen accurately to ensure quality and prevent machine faults
Linen handling	Handling large textile items without damage or contamination
Quality inspection	Inspecting finished linen for presentation and defects
Batch processing	Managing flow of items through finishing processes
Equipment maintenance	Performing basic cleaning and upkeep of finishing equipment

4. Generic Skills

Attention to detail	Ensuring linen meets presentation and quality standards
Teamwork	Working collaboratively with washroom and packing teams
Communication	Communicating issues and workflow requirements
Time management	Maintaining pace to meet production targets
Problem solving	Addressing finishing faults and workflow issues

Adaptability	Handling different linen types and processing conditions
Safety awareness	Applying safe practices in machine operation

5. Emerging skills

Emerging skills	• Adopting automated feeding and folding systems • Using digital monitoring and control interfaces • Applying energy-efficient finishing processes • Handling advanced and technical textiles • Integrating finishing systems with digital workflow platforms • Enhancing sustainability through optimised finishing operations
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6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS00003 Introduction to Laundry Operations Skill Set
Advanced development	MST20422 Certificate II in Laundry Operations

7. Job progression

Possible job progression	Flatwork Finishing Worker → Senior Laundry Worker → Team Leader → Production Supervisor → Operations Manager
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8. Classification

Australian Qualifications Framework	AQF Level 2
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4
Open Source Classification of Occupations for Australia (OSCA)	Laundry Worker / Textile Care Operator



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.