

SSDCL18 Laundry Worker – Garment Finishing / Hanging / Folding

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	Laundry Operations
Job role	SSDCL18 Laundry Worker – Finishing / Hanging / Folding
Job role description	Performs garment finishing processes including hanging, folding and presentation of laundered items to meet customer specifications and quality standards. In the Australian laundry industry—where presentation, accuracy and workflow efficiency are critical—the Finishing Worker ensures items are correctly finished, organised and prepared for packing or dispatch while maintaining fabric integrity and supporting continuous production flow.
Performance expectations	• Sorting finished laundered items for appropriate finishing methods • Hanging garments correctly to maintain shape and presentation • Folding items according to customer or operational standards • Ensuring correct pairing, bundling and grouping of items • Maintaining garment and linen presentation standards • Identifying and isolating damaged or substandard items • Ensuring compliance with workplace health, safety and handling procedures • Maintaining accurate item identification and tracking during finishing • Meeting production throughput and turnaround requirements • Contributing to continuous improvement in finishing quality and efficiency
Specialisation	Hanging systems, folding techniques, presentation standards, order grouping, workflow coordination
Application in other Textile, Clothing and Footwear (TCF) sectors	• Commercial laundry and linen services supporting garment hanging, folding and presentation processes • Textile manufacturing and finishing supporting final product handling and preparation • Apparel production and garment finishing supporting garment presentation and packaging preparation

	• Technical textile and specialty services supporting handling of specialised textile products • Textile restoration services supporting presentation and preparation of restored items • Leather and suede processing supporting handling and preparation of finished materials • Manufacturing and processing industries supporting final product handling and preparation
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2. Key tasks and critical work functions

Key tasks	• Sorting finished items for hanging or folding processes • Hanging items on appropriate hangers and systems • Folding linen and garments to required specifications • Pairing and bundling items for order completion • Inspecting items for presentation and defects • Transferring items to packing and dispatch areas • Maintaining clean and organised finishing stations • Following workplace health, safety and handling procedures
Critical work functions	• Maintaining presentation and consistency across finished items • Ensuring correct grouping and pairing for orders • Preventing damage during handling and finishing • Supporting efficient workflow into packing and dispatch • Ensuring compliance with handling and quality standards • Coordinating with finishing, packing and inventory teams

3. Technical skills

Garment hanging	Hanging items to maintain shape and prevent creasing
Folding techniques	Folding items to meet presentation and packaging standards
Item grouping	Pairing and bundling items accurately for orders
Presentation standards	Ensuring finished items meet visual and quality requirements
Tracking processes	Maintaining identification and tracking of items through finishing
Handling techniques	Handling textiles carefully to prevent damage or contamination
Workstation organisation	Maintaining efficient and orderly finishing areas

4. Generic Skills

Attention to detail	Ensuring accuracy in folding, pairing and presentation
Teamwork	Working collaboratively with finishing and dispatch teams
Communication	Communicating issues and workflow requirements
Time management	Maintaining pace to meet production targets
Problem solving	Resolving finishing discrepancies and workflow issues

Adaptability	Handling varied garment types and finishing requirements
Organisation	Maintaining structured and efficient finishing processes

5. Emerging skills

Emerging skills	• Adopting automated hanging and folding systems • Using digital tracking systems for finishing processes • Integrating finishing operations with workflow platforms • Applying improved presentation standards for diverse textiles • Supporting data-driven workflow optimisation • Enhancing sustainability through reduced handling errors and waste
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6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS0003 Introduction to Laundry Operations Skill Set or equivalent
Advanced development	MST20422 Certificate II in Laundry Operations

7. Job progression

Possible job progression	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

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