

SSDCL4 Laundry Operator

Disclaimer

These Occupational Frameworks and Skill Profiles have been developed as workforce planning, occupational mapping and skills reference resources for the Australian textile, clothing and footwear (TCF) industry. They are intended to describe the typical functions, responsibilities, skills and capabilities associated with occupations across the industry.

These documents are not intended to replace or override industrial instruments or employment arrangements, including awards, enterprise agreements, employment contracts, position descriptions, classification structures, licensing or regulatory requirements, or other statutory obligations. Where differences arise, the relevant industrial, legislative or regulatory requirements take precedence. The Skill Profiles should be used as complementary reference documents to support workforce planning, career development, training and skills recognition.

1. Job role

TCF sub-sector	Dry Cleaning and Laundry Services
Functional area	Garment Processing
Job role	SSDCL04 Laundry Operator
Job role description	Performs commercial laundry operations including sorting, washing, drying and basic finishing of textile items to achieve required cleanliness, hygiene and presentation standards. In the Australian laundry and dry cleaning industry—where operations must comply with workplace health, safety and environmental requirements—the Laundry Operator applies knowledge of textiles, detergents and machine settings to ensure efficient processing, fabric care and consistent quality outcomes.
Performance expectations	• Sorting laundry items based on fabric type, colour and processing requirements. • Selecting appropriate wash programs, detergents and chemical dosing levels. • Operating industrial washing and drying equipment to achieve required outcomes. • Monitoring machine performance and adjusting settings as required. • Maintaining textile quality, hygiene standards and fabric integrity. • Ensuring compliance with workplace health, safety and chemical handling procedures. • Meeting production targets and turnaround times. • Maintaining accurate workflow and batch tracking systems. • Supporting finishing and dispatch processes where required. • Contributing to continuous improvement in efficiency, quality and sustainability.
Specialisation	Industrial laundry systems, linen services, healthcare textiles, hospitality textiles, high-volume processing.

Application in other TCF sectors	- Commercial laundry and linen services supporting large-scale washing, drying and finishing operations. - Textile manufacturing and finishing supporting washing, scouring and preparation processes. - Apparel production and garment finishing supporting pre-treatment and cleaning processes. - Technical textile and specialty services supporting cleaning of performance and specialised textiles. - Textile restoration services supporting cleaning and preparation of damaged textiles. - Leather and suede processing supporting preparation and controlled cleaning processes. - Manufacturing and processing industries supporting washing, batching and material preparation operations.
----------------------------------	---

2. Key tasks and critical work functions

Key tasks	- Sorting laundry by fabric type, colour and soil level. - Loading and unloading industrial washers and dryers. - Selecting and setting wash programs and chemical dosing. - Monitoring wash cycles and machine performance. - Transferring items between washing, drying and finishing stages. - Conducting basic quality checks on cleaned items. - Maintaining cleanliness of machines and work areas. - Following workplace health, safety and chemical handling procedures.
Critical work functions	- Ensuring correct wash processes for different textile types. - Maintaining hygiene and cleanliness standards. - Preventing fabric damage during washing and drying. - Managing workflow to meet production schedules. - Ensuring safe handling of chemicals and equipment. - Coordinating with production and finishing teams.

3. Technical skills

Machine operation	Operating industrial washers, dryers and laundry equipment.
Wash program selection	Selecting appropriate wash cycles based on textile requirements.
Chemical handling	Managing detergents and dosing systems safely.
Fabric knowledge	Understanding textile types and cleaning requirements.
Batch processing	Managing laundry loads and workflow batches.
Quality control	Inspecting cleaned items for cleanliness and damage.
Equipment maintenance	Performing basic cleaning and maintenance of machines.

4. Generic Skills

Attention to detail	Ensuring cleanliness and quality of processed items.
Teamwork	Working collaboratively within laundry production teams.

Communication	Communicating workflow and issues with team members.
Time management	Managing tasks to meet production targets.
Problem solving	Identifying and resolving processing issues.
Adaptability	Handling different textile types and operational demands.
Safety awareness	Applying safe practices in chemical and equipment use.

5. Emerging skills

Emerging skills	• Adopting energy-efficient laundry equipment and processes. • Using automated dosing and smart washing systems. • Applying water-saving and recycling technologies. • Handling advanced performance and technical textiles. • Using digital tracking and workflow systems. • Implementing environmentally sustainable laundry practices.
-----------------	--

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 or equivalent .

7. Job progression

Possible job progression	Laundry Operator → Senior Laundry Operator → Leading Hand → Production Supervisor → Operations Manager.
--------------------------	---

8. Classification

Australian Qualifications Framework	AQF Level 2.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 5.
Open Source Classification of Occupations for Australia (OSCA)	811332 Laundry Worker .



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