

SSDCL16 Laundry Worker – Washroom

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	Commercial Laundry and Linen Services
Functional area	Laundry Operations
Job role	SSDCL16 Laundry Worker – Washroom
Job role description	Operates industrial washing and drying equipment to clean linen and textile items in accordance with processing requirements, hygiene standards and production schedules. In the Australian laundry industry—where hygiene, infection control and operational efficiency are critical—the Washroom Operator applies knowledge of textiles, chemicals and machine settings to ensure effective cleaning outcomes while maintaining fabric integrity and supporting continuous production workflows.
Performance expectations	• Operating industrial washers, extractors and dryers to achieve required cleaning outcomes. • Selecting appropriate wash programs, temperatures and chemical dosing levels. • Monitoring machine cycles and adjusting settings as required. • Maintaining hygiene standards and preventing cross-contamination. • Ensuring compliance with workplace health, safety and chemical handling procedures. • Maintaining accurate batch identification and tracking systems. • Meeting production targets and turnaround requirements. • Coordinating with soil sort and finishing teams to maintain workflow continuity. • Maintaining cleanliness and operational readiness of equipment and work areas. • Contributing to continuous improvement in cleaning efficiency and quality.
Specialisation	Industrial washing systems, chemical dosing systems, hygiene control, batch processing, high-volume laundry operations.

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

Key tasks	- Loading and unloading industrial washers and extractors. - Selecting wash programs and chemical dosing settings. - Monitoring wash cycles and machine performance. - Transferring items between washing, extraction and drying stages. - Ensuring correct batch processing and load management. - Conducting basic quality checks on cleaned items. - Maintaining equipment cleanliness and basic maintenance. - Following workplace health, safety and chemical handling procedures.
Critical work functions	- Ensuring correct wash processes for different textile types. - Maintaining hygiene standards and preventing cross-contamination. - Managing chemical dosing safely and effectively. - Maintaining consistent cleaning outcomes across batches. - Ensuring safe operation of equipment and processes. - Coordinating workflow with upstream and downstream processes.

3. Technical skills

Machine operation	Operating industrial washers, extractors and dryers safely and efficiently.
Wash program selection	Selecting appropriate cycles based on textile and contamination requirements.
Chemical dosing	Managing detergents and dosing systems to achieve cleaning outcomes.
Batch processing	Managing load sizes and workflow through washroom operations.
Fabric knowledge	Understanding textile types and appropriate cleaning methods.
Quality control	Inspecting washed items to ensure cleanliness and fabric integrity.
Equipment maintenance	Performing basic cleaning and maintenance of washroom equipment.

4. Generic Skills

Attention to detail	Ensuring accuracy in wash settings and batch processing.
Teamwork	Working collaboratively with soil sort and finishing teams.
Communication	Communicating operational issues and workflow needs.
Time management	Managing processing cycles to meet production targets.
Problem solving	Identifying and resolving washing and machine issues.
Adaptability	Handling varying textile types and processing requirements.
Safety awareness	Applying safe practices in chemical and equipment use.

5. Emerging skills

Emerging skills	• Adopting automated washing and dosing systems. • Using digital monitoring and control systems. • Applying water-saving and energy-efficient processes. • Handling advanced performance and technical textiles. • Integrating washroom operations with digital tracking systems. • Enhancing sustainability through optimised wash processes.
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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	Washroom Operator → 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 5.
Open Source Classification of Occupations for Australia (OSCA)	811332 Laundry Worker.



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