

SSDCL21 Linen Porter / Production Assistant

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	SSDCL21 Linen Porter / Production Assistant
Job role description	Supports the collection, delivery, handling and organisation of linen and textile items between commercial laundry facilities and client sites to maintain efficient supply, inventory control and hygiene standards. In the Australian laundry industry—where timely linen supply, stock accuracy and hygiene compliance are critical—the Linen Porter ensures the safe transport of soiled and clean linen between facilities and client locations including hotels, hospitals and aged care facilities. The role supports operational continuity through accurate stock handling, quality inspection and organised linen storage practices while maintaining workplace health and safety requirements
Performance expectations	- Collecting and transporting soiled linen from client sites to laundry facilities. - Delivering clean linen to designated storage and operational areas. - Maintaining accurate linen stock levels and reporting discrepancies. - Conducting stocktakes and supporting inventory management processes. - Inspecting linen quality and identifying damaged or stained items. - Ensuring safe handling of contaminated or heavy linen loads. - Maintaining cleanliness and organisation of linen rooms and storage areas. - Supporting workflow continuity between laundry operations and client sites.

	- Ensuring compliance with workplace health, safety and infection control procedures. - Meeting delivery schedules and service requirements.
Specialisation (Optional)	Linen distribution, inventory coordination, linen room organisation, quality inspection, client site support.
Application in other TCF sectors	- Commercial laundry and linen services supporting linen logistics and stock coordination. - Healthcare and aged care services supporting hygiene and textile supply operations. - Hospitality operations supporting room linen and uniform distribution. - Textile and garment services supporting inventory handling and dispatch operations. - Manufacturing and processing industries supporting materials handling and logistics coordination.

2. Key tasks and critical work functions

Key tasks	- Collecting and transporting soiled linen from client sites. - Delivering clean linen to designated client storage areas. - Monitoring and replenishing linen stock levels. - Conducting stocktakes and recording inventory discrepancies. - Inspecting linen for stains, tears or excessive wear. - Returning damaged items for rewash, repair or disposal. - Organising linen rooms and storage areas for efficient access. - Maintaining cleanliness of transport equipment and work areas. - Following workplace health, safety and infection control procedures.
Critical work functions	- Maintaining timely movement of linen between facilities and client sites. - Ensuring accurate stock handling and inventory tracking. - Preventing damage, contamination or loss during transport and storage. - Supporting operational continuity through reliable linen supply. - Ensuring compliance with hygiene, safety and handling standards. - Adapting to varying delivery schedules and operational demands.

3. Technical skills

Linen handling	Handling and transporting linen safely and efficiently.
Inventory management	Monitoring and recording stock levels and discrepancies.
Quality inspection	Identifying damaged, stained or worn linen items.
Transport operations	Using carts, trolleys and transport equipment safely.
Storage organisation	Maintaining organised linen rooms and storage systems.
Client service support	Supporting operational requirements at client locations.

Handling procedures	Applying correct hygiene and infection control practices.
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4. Generic Skills

Teamwork	Working collaboratively with laundry and client site teams.
Communication	Communicating stock issues, delivery requirements and operational needs.
Time management	Managing delivery schedules and workflow priorities.
Attention to detail	Ensuring accurate stock counts and linen quality checks.
Adaptability	Supporting varying operational and client requirements.
Problem solving	Addressing stock shortages, delivery issues and handling concerns.
Safety awareness	Applying safe handling and infection control practices.

5. Emerging skills

Emerging skills	• Adopting digital inventory and stock tracking systems. • Using radio frequency identification (RFID) and asset tracking technologies for linen management. • Supporting automated linen handling and transport systems. • Applying improved ergonomic handling techniques. • Enhancing workflow efficiency through digital logistics coordination. • Supporting sustainability through efficient linen utilisation and reduced waste.
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6. VET Qualifications and Skill Sets

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

7. Job progression

Possible job progression	Linen Porter → Senior Linen Porter → Team Leader → Laundry Supervisor → Operations Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 2.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 54.
Open Source Classification of Occupations for Australia (OSCA)	811331 Laundry Worker .



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