

**TASK OVERVIEW**  
**SUPPORT WORKER (Cleaner)**

Physical Demands Factors	Occasional 1-33% of day	Frequent 34-66% of day	Constant 67-100% of day
<b>Sitting</b>	✓		
Comments	Breaks only		
<b>Standing</b>		✓	
Comments	Ironing, meal preparation, reading documentation		
<b>Walking</b>			✓
Comments	Between all rooms cleaned within the residence. To/from motor vehicle.		
<b>Stooping</b>		✓	
Comments	All low areas cleaned: including bathroom, toilet, vacuuming, skirting boards, and shower. Bed making.		
<b>Crouching</b>		✓	
Comments	As above		
<b>Kneeling</b>	✓		
Comments	Very low surfaces. For example: around the back of the S bend in the toilet. Bed making.		
<b>Climbing</b>	✓		
Comments	If residence is multistorey, stairs between floors.		
<b>Forward reach</b>			✓
Comments	To 45 – 60 degrees Frequent to 90 degrees for wet and dry dusting. Accessing cupboards.		
<b>Overhead reach</b>	✓		
	Use of long handled duster for overhead items such as around light fittings, air conditioners, high cupboards and doorway frames.		
<b>Use of Hands and Fingers</b>			✓
Comments	Bilateral gross grip occurs with all tasks, unilateral pincer grip occurs with use of trigger containers.		

Physical Demands Factors	Occasional 1-33% of day	Frequent 34-66% of day	Constant 67-100% of day
Bench height lift	✓		
Comments	<b>Bench height lift:</b> <ul style="list-style-type: none"> <li>cleaning equipment from bench to floor</li> </ul> <b>Floor to bench:</b> <ul style="list-style-type: none"> <li>bucket 1/3 filled for mopping</li> <li>light items from cupboards</li> <li>small waste paper bins</li> </ul> <b>Bench to shoulder:</b> <ul style="list-style-type: none"> <li>accessing items from shelving</li> </ul>		
Overhead lift			
Comments	Never		
Push	✓		
Comments	Vacuuming, mopping, sweeping.		
Pull	✓		
Comments	Vacuuming, mopping, sweeping.		

Psychosocial Demands Factors	Occasional 1-33% of day	Frequent 34-66% of day	Constant 67-100% of day
DEALING WITH DIFFICULT CUSTOMERS	✓		
Comments	Care workers may work with clients, families and/or situations which are emotionally demanding.		
WORK WITH CLIENTS WITH DEMENTIA OR A PSYCHOLOGICAL ILLNESS	✓		
Comments	Clients with dementia or a psychological illness may be physically and/or verbally aggressive towards staff.		
OPERATING IN A FAST PACED WORK ENVIRONMENT			✓
Comments	Workers will often be required to manage a workload with set time constraints.		
DEALING WITH DEATH AND DYING	✓		
Comments	Death is a natural outcome of ageing. This means that workers in an aged care environment will at times be supporting clients and their families at end of life.		