

TASK OVERVIEW
RESIDENTIAL SERVICES- CLEANER

| Physical Demands Factors | Occasional 1-33% of day | Frequent 34-66% of day | Constant 67-100% of day |
|---------------------------------|---|---------------------------|----------------------------|
| Sitting | ✓ | | |
| Comments | Breaks only | | |
| Standing | | ✓ | |
| Comments | Ironing, meal preparation, reading documentation | | |
| Walking | | | ✓ |
| Comments | Between all rooms cleaned within the facility. | | |
| Stooping | | ✓ | |
| Comments | All low areas cleaned: including bathroom, toilet, vacuuming, skirting boards, and shower. | | |
| Crouching | | ✓ | |
| Comments | As above | | |
| Kneeling | ✓ | | |
| Comments | Very low surfaces. For example: around the back of the S bend in the toilet. | | |
| Climbing | ✓ | | |
| Comments | If facility is multistorey, between floors, if the lift isn't used/or no lift | | |
| Forward reach | | | ✓ |
| Comments | To 45 – 60 degrees Frequent to 90 degrees for wet and dry dusting. | | |
| Overhead reach | ✓ | | |
| | Use of long handled duster for overhead items such as around light fittings, air conditioners, high cupboards and doorway frames. | | |
| Use of Hands and Fingers | | | ✓ |
| Comments | Bilateral gross grip occurs with all tasks, unilateral pincer grip occurs with use of trigger containers. | | |

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|--------------------------|--|---------------------------|----------------------------|
| Bench height lift | ✓ | | |
| Comments | <p>Bench height lift:</p> <ul style="list-style-type: none"> • cleaning equipment from bench to trolley <p>Note: all heavy items should be stored at this level</p> <p>Floor to bench:</p> <ul style="list-style-type: none"> • bucket 1/3 filled for mopping • light items from cupboards • small waste paper bins <p>Bench to shoulder:</p> <ul style="list-style-type: none"> • accessing items from shelving | | |
| Overhead lift | | | |
| Comments | Never | | |
| Push | ✓ | | |
| Comments | Cleaning trolley, rolling resistance less than 5kgs. Vacuuming, mopping, sweeping. | | |
| Pull | ✓ | | |
| Comments | As above. | | |

| Psychosocial Demands Factors | Occasional 1-33% of day | Frequent 34-66% of day | Constant 67-100% of day |
|--|---|---------------------------|----------------------------|
| DEALING WITH DIFFICULT CUSTOMERS | ✓ | | |
| <i>Comments</i> | Residential care workers may be required to work with residents (and families) who are emotionally demanding. | | |
| WORK WITH RESIDENTS WITH DEMENTIA | The frequency of exposure will depend on the proposed area of work. Discuss with the recruiter. | | |
| <i>Comments</i> | Due to their disease process residents with dementia may be physically and/or verbally aggressive towards staff and/or each other. Physical aggression may include biting, spitting pinching, hitting or kicking. | | |
| FAST PACED WORK ENVIRONMENT | | | ✓ |
| <i>Comments</i> | Workers will often be required to manage conflicting priorities in a fast paced work environment. | | |
| DEALING WITH DEATH AND DYING | ✓ | | |
| <i>Comments</i> | Death is a natural outcome of ageing. This means that workers in a residential aged care facility will at times be supporting residents and their families at end of life. | | |