

LAUNDRY ASSOCIATION OF AUSTRALIA

GUIDE

Guidelines, Understanding, Industry Development and Excellence

Expression of Interest - Committee Membership 2026–2028

About the LAA GUIDE Initiative

The Laundry Association of Australia (LAA) is proud to launch the GUIDE Initiative - Guidelines, Understanding, Industry Development and Excellence - a dedicated committee established to develop, maintain and promote the standards, best practices, compliance frameworks and industry benchmarks that define professional excellence in the Australian commercial laundry sector.

The commercial laundry industry operates across some of Australia's most critical service sectors - healthcare, aged care, hospitality, corrective services and food production. The quality, safety and reliability of laundry services in these sectors is not just a matter of commercial reputation; in many cases it is a matter of infection control, patient safety and regulatory compliance.

The GUIDE Committee will be the authoritative voice of industry standards and best practice under the LAA banner - producing practical, accessible documentation that helps every Australian laundry business operate safely, compliantly and with confidence.

Our Vision, Mission & Purpose

VISION

An Australian commercial laundry sector where every business - regardless of size - has access to clear, practical and up-to-date standards, compliance guidance and best practice documentation.

MISSION

To develop, maintain and promote industry guidelines, benchmarks and compliance frameworks that protect the safety, quality and reputation of the Australian commercial laundry sector.

PURPOSE

To equip LAA members with the tools, knowledge and documented standards they need to operate with excellence, meet regulatory obligations and lead the industry with confidence.

What the GUIDE Committee Will Do

The GUIDE Committee will be the driving force behind a comprehensive library of industry standards, compliance resources and benchmarking tools for the Australian commercial laundry sector. Key programs and deliverables will include but are not limited to:

- **Best Practice Guidelines**

Using the AS4146 Standards as a reference to produce sector-specific best practice guides for key customer segments including healthcare, aged care, hospitality, food service and corrective services - tailored to the unique compliance requirements of each.
- **Industry Benchmarking Program**

Establishing the LAA Annual Benchmarking Survey - collecting and reporting on key performance indicators across Australian laundry businesses including throughput, wash quality, water and energy use, linen loss rates and labour productivity.
- **Compliance & Regulatory Guidance**

Translating complex regulatory requirements - including AS4146 standards, Therapeutic Goods Administration (TGA) guidelines, HACCP principles and relevant state health department requirements - into plain-language compliance guides for LAA members.
- **Member Education & Training Resources**

Developing self-assessment checklists, training modules and audit tools that help laundry operators assess their own compliance, identify gaps and implement improvements against documented industry standards.
- **International Standards Alignment**

Monitoring and translating relevant international standards from bodies including ETSA (Europe), TRSA (USA), and ISO to ensure Australian guidelines remain current, globally informed and fit for purpose.
- **Review & Maintenance Cycle**

Establishing a formal 2-year review cycle for all LAA guidelines and standards documents, ensuring they remain accurate, relevant and aligned with regulatory changes, technological advances and sector feedback.
- **Government & Regulator Engagement**

Acting as the LAA's expert advisory body on standards and compliance – working with the CEO and Board to engage with Standards Australia, state health departments, WorkSafe authorities and other regulators to influence policy and represent industry interests.

Key Standards & Compliance Focus Areas

The GUIDE Committee will develop resources and guidance across the following priority areas in its inaugural 2026–2028 term:

Standards & Compliance	Benchmarks & Best Practice
<ul style="list-style-type: none"> ● AS4146 Laundry Practice - review, update advocacy and plain-language translation ● Healthcare linen processing - infection control and thermal disinfection standards 	<ul style="list-style-type: none"> ● Annual KPI benchmarking - wash quality, throughput, linen loss, rewash rates and customer satisfaction ● Water and energy consumption benchmarks by laundry size and sector ● Labour productivity benchmarks - pieces per operator hour and cost per kilogram

<ul style="list-style-type: none"> • Aged care compliance - alignment with the Aged Care Quality Standards and ACQSC requirements • HACCP principles for laundry operations in food service environments • Chemical handling, storage and Safety Data Sheet (SDS) compliance • WorkSafe / WHS obligations specific to laundry environments • Environmental compliance - trade waste, discharge and chemical disposal requirements • TGA-regulated textile decontamination guidance for healthcare linen 	<ul style="list-style-type: none"> • Linen classification and processing standards for commercial laundries • Quality assurance frameworks - incoming linen inspection, wash validation and delivery standards • Workplace safety benchmarks - injury rates, near-miss reporting and safety audit compliance • Customer service standards and service level agreement (SLA) guidelines for commercial operators • Hygiene monitoring protocols - ATP testing, visual inspection and microbiological sampling guidance
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Committee Structure & Commitment

The inaugural LAA GUIDE Committee will comprise up to 12 members drawn from across the LAA membership, with representation from laundry operators, allied trade and equipment suppliers, compliance and regulatory specialists, and sector experts from healthcare, aged care, hospitality and related industries.

Given the technical and regulatory nature of this committee's work, we particularly encourage applications from individuals with experience in quality management, infection control, environmental health, WHS, food safety or regulatory compliance - in addition to those with deep laundry operations experience.

Committee Size	Up to 12 members for the inaugural 2026–2028 term
Term Length	2 years (2026–2028), renewable by mutual agreement
Meetings	Monthly recommended/ Quarterly (minimum) - held online via video conference; in-person at the LAA National Conference annually. What’s App group to be developed by the CEO.
Time Commitment	Approximately 3–5 hours per quarter (meetings, document review, standards research, working group contributions)
Roles Available	Chair (1 position) Deputy Chair (1 position) General Committee Members (up to 10 positions)
Working Groups	Sub-groups will be formed for priority workstreams including Healthcare & Infection Control, Environmental Compliance, Benchmarking, and Best Practice Documentation
Key Deliverable	Best practice documentation and key metrics development
Remuneration	Voluntary (unremunerated)

Who We Are Looking For

We are seeking knowledgeable, detail-oriented and committed individuals from across the LAA membership who have a passion for standards, quality and operational excellence. You do not need to be a regulatory expert - we are looking for people with practical industry experience who are willing to contribute their knowledge to building resources that benefit every LAA member.

Strong candidates will demonstrate one or more of the following:


- Current or recent experience in the commercial laundry sector - as an operator, manager, quality lead, supplier or allied professional
- Experience with quality management systems, compliance frameworks, regulatory standards or audit processes in any industry
- Knowledge of Australian standards relevant to laundry including AS 4146, infection control protocols, food safety legislation or workplace health and safety obligations
- Ability to research, synthesise and communicate complex regulatory information in clear, practical language accessible to a broad industry audience
- Experience in healthcare, aged care, hospitality, food service, corrective services or pharmaceutical laundry operations is highly valued
- Experience in document development, policy writing, technical writing or training material creation will be well regarded
- Willingness to commit to the time requirements of committee membership (approximately 3–5 hours per quarter) and to contribute to document drafting and review between meetings

Open to: The GUIDE Committee is open to all LAA members. We actively seek representation from businesses operating across different customer sectors (healthcare, hospitality, aged care etc.), different laundry sizes (small independents through to large industrial operators), and all Australian states and territories.

EXPRESSION OF INTEREST FORM

LAA GUIDE Initiative - Committee Membership 2026–2028
 Guidelines, Understanding, Industry Development and Excellence

Please complete all sections of this Expression of Interest form and return it to the LAA via email at admin@laundryassociationaustralia.com.au by the closing date. All EOIs will be reviewed by the LAA Board and applicants will be notified of the outcome within four weeks of the closing date.

 **EOI Closing Date: Friday, 31 July 2025** | Submit to:
admin@laundryassociationaustralia.com.au

SECTION A - Personal Details

Full Name	
Preferred Name	
Job Title / Role	
Organisation / Company	
State / Territory	
Email Address	
Phone Number	
LinkedIn Profile URL	Optional
Membership Type	<input type="checkbox"/> Laundry Operator Member <input type="checkbox"/> Allied Trader / Supplier Member <input type="checkbox"/> Equipment Manufacturer / Distributor Member <input type="checkbox"/> Other LAA Member
Primary Sector Served (select all that apply)	<input type="checkbox"/> Healthcare / Hospital <input type="checkbox"/> Aged Care & Disability <input type="checkbox"/> Hospitality & Accommodation <input type="checkbox"/> Food Service & Restaurants <input type="checkbox"/> Corrective Services <input type="checkbox"/> Pharmaceutical / Cleanroom <input type="checkbox"/> Industrial / General Commercial <input type="checkbox"/> Multiple sectors <input type="checkbox"/> Other

SECTION B - Role Preference

Please indicate the role(s) you are expressing interest in. Chair and Deputy Chair roles will be determined by the LAA Board in consultation with applicants.

Role Preference	<input type="checkbox"/> Chair - I am interested in leading the GUIDE Committee as Chair <input type="checkbox"/> Deputy Chair - I am interested in the Deputy Chair role <input type="checkbox"/> General Committee Member - I wish to contribute as a committee member <input type="checkbox"/> Working Group Lead - I am interested in leading a specific topic sub-group <input type="checkbox"/> I am open to any role and happy to be directed by the Board
Working Group Interest (select all that apply)	<input type="checkbox"/> Healthcare & Infection Control Standards <input type="checkbox"/> Aged Care Compliance & Quality Standards <input type="checkbox"/> Environmental & Chemical Compliance <input type="checkbox"/> Workplace Health & Safety (WHS) Guidelines <input type="checkbox"/> Industry Benchmarking & KPI Framework <input type="checkbox"/> Best Practice Documentation & Technical Writing <input type="checkbox"/> International Standards Alignment (AS4146, ISO, ETSA) <input type="checkbox"/> Customer Sector Guidelines (Hospitality, Food Service) <input type="checkbox"/> Member Education & Self-Assessment Tools

SECTION C - Your Background & Experience

How long have you been involved in the commercial laundry sector or a related compliance / quality field?	
Please briefly describe your current role and organisation	Approx. 3–5 sentences
Describe your experience with standards, compliance, quality management or regulatory frameworks - in the laundry sector or any related industry	Approx. 100–200 words
Are you familiar with any of the following standards or frameworks? Please describe your experience.	e.g. AS/NZS 4146, AS/NZS 4187, HACCP, ISO 9001, Aged Care Quality Standards, TGA linen guidelines, WorkSafe/WHS legislation, NATA accreditation
Areas of Expertise (select all that apply)	<input type="checkbox"/> Quality management systems (QMS) <input type="checkbox"/> Infection control & hygiene management

<p>Other areas of expertise (if applicable)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Regulatory compliance & licensing <input type="checkbox"/> Workplace health & safety (WHS) <input type="checkbox"/> Environmental compliance & sustainability <input type="checkbox"/> Food safety legislation & HACCP <input type="checkbox"/> Aged care compliance & accreditation <input type="checkbox"/> Healthcare linen processing standards <input type="checkbox"/> Technical / policy writing <input type="checkbox"/> Auditing & inspection <input type="checkbox"/> Training & competency assessment <input type="checkbox"/> Benchmarking & data analysis <input type="checkbox"/> Standards development (Standards Australia or similar) <input type="checkbox"/> Other (please specify below)
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SECTION D - Motivation & Goals

<p>Why are you applying to join the LAA GUIDE Committee? What motivates you?</p>	<p>Approx. 150–250 words</p>
<p>What do you see as the most significant standards or compliance gap currently facing the Australian commercial laundry sector?</p>	<p>Approx. 100–200 words</p>
<p>What would you most like to contribute to the LAA GUIDE Committee - is there a specific standard, guideline or benchmarking resource you would like to see developed?</p>	<p>Approx. 100–200 words. e.g. healthcare linen processing guide, WHS compliance checklist, annual benchmarking report, plain-language AS/NZS 4146 guide</p>
<p>Have you ever contributed to the development, review or implementation of an industry standard, compliance framework or best practice guide? If so, please briefly describe your role.</p>	<p>Optional - approx. 50–150 words</p>

SECTION E - Availability & Commitment

<p>Can you commit to quarterly meetings (online) for a 2-year term (2026–2028)?</p>	<p><input type="checkbox"/> Yes - I can commit to the full 2-year term <input type="checkbox"/> Yes - subject to employer / business approval <input type="checkbox"/> I would like to discuss the commitment further before confirming</p>
<p>Are you able to attend the LAA National Conference in person annually?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> Most years - travel dependent <input type="checkbox"/> No - I would attend virtually</p>
<p>Are you willing to contribute to document drafting, review or research between quarterly meetings?</p>	<p><input type="checkbox"/> Yes - I am happy to take on drafting or review responsibilities <input type="checkbox"/> Yes - on a limited basis depending on the topic and workload <input type="checkbox"/> I prefer to contribute at quarterly meetings and reviews only</p>
<p>Are there any constraints on your availability we should be aware of?</p>	<p>Optional - e.g. known travel restrictions, seasonal business pressures, employer approval required</p>

SECTION F - Standards Knowledge Snapshot (Optional but Encouraged)

This section is optional. We invite applicants to share a brief example of a standards, compliance or quality improvement initiative they have been involved with or observed. This helps the LAA Board understand the depth and breadth of experience across applicants.

<p>Describe a compliance, quality or standards initiative you have contributed to or observed in the laundry sector or a related field</p>	<p>What was the issue or gap? What was developed or implemented? What was the outcome? Approx. 100–200 words</p>
<p>Is there a compliance challenge or regulatory change on the horizon that you believe the Australian laundry industry is not yet adequately prepared for?</p>	<p>Optional - approx. 50–100 words</p>

SECTION G - Professional Reference

Please provide one professional referee who can speak to your suitability for committee membership. Referees should be a current or former employer, industry colleague or fellow LAA member. Referees will only be contacted for shortlisted applicants.

Referee Full Name	
Referee Job Title / Organisation	
Referee Email Address	
Referee Phone Number	
Relationship to Applicant	e.g. current employer, industry colleague, quality manager, LAA member

SECTION H - Declaration & Privacy Consent

By submitting this Expression of Interest, I confirm that:

- The information provided in this form is true and accurate to the best of my knowledge
- I am a current financial member of the Laundry Association of Australia (LAA), or am applying on behalf of a current LAA member organisation
- I have read and understood the GUIDE Committee commitment requirements outlined in this EOI document
- I consent to the LAA storing and using the personal information provided in this form for the purposes of assessing my EOI and, if appointed, administering my committee membership
- I understand that personal information will be handled in accordance with the LAA's Privacy Policy and will not be disclosed to third parties without my consent
- I understand that submission of this EOI does not guarantee appointment to the GUIDE Committee

Full Name	
Signature	Sign above (printed copy) or type full name as digital signature
Date	

HOW TO SUBMIT YOUR EOI

Email: admin@laundryassociationaustralia.com.au

Subject Line: LAA GUIDE Committee EOI - [Your Full Name]

Closing Date: Friday, 31 July 2025 (5:00pm AEST)

More Information: laundryassociationaustralia.com.au

Enquiries: 0460 793 779

Attachments welcome: You are encouraged to attach a brief CV or professional profile (maximum 2 pages) to support your application.

Thank you for your interest in the LAA GUIDE Initiative.

Together, we are building a safer, more compliant and more professional commercial laundry industry for Australia.