

# Working in Aged Community Care

**Rocellita Lacsina**  
**HACC Development Officer**  
**Western Sydney Community Forum (WSCF)**

*“Emerging Careers in Health”*  
**NSW School Career Advisers Info & Expo Day**  
**Westmead Hospital, 30 May 2011**

# Introduction



**Aged community care workers provide an important service for people in our community.**

**The service is highly valued by both individuals receiving the service and the wider community.**

**Aged and Community Care comprises 22% of the Health and Community Services workforce, which has been identified as the third fastest employment generator to 2010.**

**(CSH Industry Skills Council: 2005a).**

# Aged and community care services



- Accommodation, support, and care services to older people in need and younger people with a disability.
- Includes nursing homes, hostels, respite centres, home care and nursing services, retirement villages, independent living units and seniors' housing.
- Some services specifically for the carers of older people or younger people with a disability.

***Community aged care increased  
600% in the eight years to 2003-04.  
(CSH Industry Skills Council, 2005a:26)***

***It has increased more rapidly than  
residential aged care.***

**“ The disability and community care sector  
is looking to recruit 40,000 people  
across NSW in the next five years.**

**“This is because the number of people  
using these services is expected  
to rise to 350,000”.**

***-- National Disability Services NSW,  
The Australian 6 April 2011***

**It is estimated that there will be  
more than 8000 jobs available  
in the disability and community care  
sector in Western Sydney  
between now and 2015.**

*-- National Disability Services,  
The Australian 6 April 2011*

# Aged Community Care Programs under current set-up



- **Home and Community Care (HACC)**
- **Packaged care** - CACP, EACH and EACH Dementia workers
- **National Respite Care Program (NRCP)**
- **Veterans Home Care (VHC) and Community Nursing**
- **Assistance with Care and Housing for the Aged (ACHA)**
- **Others**- e.g. Continence Aids Assistance Scheme, National ATSI Flexible Aged Care Program

# Changes Up Ahead



**A unified aged care system from July 2011  
(COAG Reforms/HACC age split).**

**Productivity Commission recommendations  
“Caring for Older Australians”.**

# HACC Service Types

- **Allied Health** - Professional podiatry, physiotherapy, occupational therapy, speech pathology, and dietetics services
- **Assessment**- Activities to determine eligibility, need for and access to services.
- **Care Coordination**- Coordination of activities to facilitate access to HACC services for clients who need help to arrange more than one service.

# HACC Service Types

- **Case Management (Community Options Program or COPs)** - Collaborative process for managing support to people with chronic, ongoing or complex conditions or situations.
- **Centre Based Day Care** - Structured group activities for frail older people, designed to develop, maintain or support the capacity for independent living and social interaction, held in a day centre setting.
- **Counselling/Support, Information and Advocacy** - Assistance with understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role.

# HACC Service Types

- **Domestic Assistance-** Assistance with domestic chores, including cleaning, dishwashing, clothes washing and ironing, shopping and paying bills.
- **Goods and Equipment** - The loan or purchase of goods and equipment to help the client with their mobility, communication, reading, personal care or health care.

# HACC Service Types

- **Home Maintenance** - Maintenance and repairs to the homes, gardens and yards of HACC clients.
- **Home Modification** - Assistance with modifications and renovations to the homes, gardens and yards of HACC clients to help them to cope with a disabling condition and to keep the home in a safe and habitable condition.
- **Linen Service** - Provision and laundering of linen to assist in the day-to-day management of a client's incontinence.

# HACC Service Types



- **Meals**- The preparation and delivery of meals or other food items which contribute to meeting a client's daily nutrition requirements.
- **Nursing Care**- Professional nursing care provided by a registered or enrolled nurse who is employed in a nursing capacity.
- **Other Food Services**- Support activities which contribute to the client's capacity to meet their daily nutritional requirements.

# HACC Service Types



- **Personal Care-** Help with daily self-care tasks in order to help a client maintain appropriate standards of hygiene and grooming.
- **Respite Care** - One-on-one services providing flexible and responsive alternatives to the usual care arrangements, thus giving the carer a break.

# HACC Service Types



- **Social Support** - Assistance provided by a companion directed towards meeting the person's need for social contact and/or accompaniment to participate in community life.
- **Social Support (Dementia Monitoring)** - Monitoring of the health and well-being of, and provision of social support to, people with dementia.
- **Transport** - Transport services supporting access to community activities and services.

# Employment Options



**At least 71 occupational titles for  
Home And Community Care (HACC) alone  
under *CHC08 Community Services  
Training Package*  
(CS&H Industry Skills Council website).**

*See “Appendix” below.*

# Training for Aged Community Care



- **Traineeships**
- **Vocational Training**
  - Aged Care (Certificates III and IV)
  - Disability (Certificate III and IV, Diploma and Advanced Diploma)
  - Home and Community Care (Certificate III and IV)
  - Community Services Work (Certificate IV and Diploma)
  - Community Sector Coordination/Management (Certificate IV in Volunteer Program Management, Diploma in Community Services Coordination, Advanced Diploma in Community Sector Management, Vocational Graduate Diploma in Community Sector Management)

# Training for Aged Community Care



- Frontline Management (Certificate III and IV, Diploma of Management)
- Training and Assessment (Certificate IV)
- Case Management (Diploma of Community Services, Case Management and Vocational Graduate Certificate in Community Services Practice, Client Assessment and Case Management)
- Transport, Planning and Logistics (Certificate I, II, III and IV)
- Active Volunteering (Certificate I, II and III)
- **Undergraduate and postgraduate courses**

# Recognition Pathways

- **Recognition of prior learning (RPL)**
- **Recognition of current competencies (RCC)**
- **Registered Training Organisation (RTO) training**



western sydney  
community forum

# Pay Equity

## “Equal Pay for Equal Work” case

- Fair Work Australia interim decision, 16 May 2011
- Productivity Commission “Caring for Older Australians” draft report acknowledges pay gap issue and need for more competitive remuneration



western sydney  
community forum

# Why people work in HACCC

**In a large survey of paid staff done as part of the NSW HACCC Workforce Project --**

- **94% of respondents agreed that they made a difference to people's lives by working in community care**
- **88% of respondents found community care work satisfying**
- **approximately two thirds of respondents believed that their employer showed that they valued them by providing the support, skill development opportunities and flexibility they sought**

# Why people work in HACCC

**In a large survey of unpaid staff (volunteers) done as part of the NSW HACCC Workforce Project:**

- **92% volunteered from a desire to help others**
- **29% to use existing skills**
- **17% to make friends**
- **16% to learn new skills**
- **the vast majority enjoyed their volunteer work and found it satisfying**

***Young people/students could volunteer or work part-time in HACCC to scope the field and gain experience.***

# Care Worker's perspective

*“The best part of my job is visiting clients. They are so happy to see you and they love having someone to talk to.*

*They need the service, but also the warmth.*

*Personally I love not being stuck in an office all day. This job is great if you like going from one place to another and having some variety in your work.*

*The flexibility of this job is also a bonus. I can do 2-3 (home care) jobs a day and still pick the kids up from school and be with them in the evening.”*

***“Other bonuses of the job include getting paid to attend meetings and training if they aren’t in your regular working hours, plus a travel allowance for driving my car between jobs.”***

*-- Demetra, Personal/Home/Respite care worker*

**(“Working in Home and Community Care in the Eastern Region”,  
MIC Eastern Melbourne, Apr 2004)**

# Service user's perspective

*“I come from the Fujian province in China, but lived in Malaysia, before coming to Australia to be with my son and his family.*

*At times I get sad when I think about my home country.*

*It can be lonely growing older in Australia, but at least*

*I am near my son. I enjoy having people  
to talk to in Chinese.*

*I have been having a worker from the Council  
come to shower me three times a week since I came out of  
hospital. I am in a wheelchair now and  
can't shower by myself anymore.*

***“I have three different carers. Only one speaks Mandarin. It is OK when I have workers who don’t speak my language, as they always look after me very carefully. However it is very nice to have someone to talk to and who I can communicate with. It makes me feel not so lonely, in my new home. I am very happy to get this service.”***

***-- Mrs Chen, service recipient***

**(“Working in Home and Community Care in the Eastern Region”,  
MIC Eastern Melbourne, Apr 2004)**

# Care Worker of the future

- **New models of care**
  - Enablement approach
  - Consumer-directed care
- **Working with new technology**



western sydney  
community forum

# *Appendix:* Relevant qualifications per HACCC Occupational Title

Activities coordinator	Diploma of Leisure and Health
Activities officer	Certificate IV in Leisure and Health
Assessor/Assessment officer	Vocational Graduate Certificate in community Services Practice (client assessment and case management) , Diploma of Disability, Diploma of Community Services Work
Assistant community services workers	Certificate II in Community Services, Certificate III in Community Services Work
Assistant coordinator/team leader	Certificate IV in Home and Community Care (HACC)
Behavioural support officer	Certificate IV in Disability
Care assistant	Certificate III in Aged Care, Certificate III in Disability, Certificate III in Home and Community Care
Care coordinator	Diploma of Community Services (Case management)
Care manager	Diploma of Community Services (Case management), Vocational Graduate Certificate in Community Services Practice (Client assessment and case management)
Care service employee	Certificate II in Community Services, Certificate III in Aged Care, Certificate III in HACC

# Relevant qualifications per HACC Occupational Title



<b>Care supervisor/team leader</b>	<b>Cert IV in Aged Care, Cert IV in HACC</b>
<b>Care worker/coordinator</b>	<b>Cert III in Aged Care, Cert IV in Community Service Work, Diploma of Community Service Work, Diploma of Community Services Case Management, Diploma of Disability, Advanced Diploma of Disability, Vocational Graduate Certificate in Community Services Practice (client assessment and case management)</b>
<b>Centre manager</b>	<b>Advanced Diploma of Community Sector Management</b>
<b>Chief executive Officer</b>	<b>Vocational Graduate Diploma of Community Sector Management</b>
<b>Client assistant</b>	<b>Certificate III in Disability</b>
<b>Client contact</b>	<b>Certificate III in Community Services Work</b>
<b>Client service assessor</b>	<b>Diploma of Disability, Diploma of Community Services Work</b>
<b>Community access coordinator</b>	<b>Certificate III in Disability</b>
<b>Community care manager</b>	<b>Advanced Diploma of Community Sector Management</b>
<b>Community care worker</b>	<b>Certificate III in Community Services Work, Certificate III in Aged Care, Cert III HACC, Cert III in Disability</b>
<b>Community services manager</b>	<b>Advanced Diploma of Community Sector Management</b>

# Relevant qualifications per HACC Occupational Title



**Community services worker**

**Cert IV in Community Services Work, Diploma of Community Services Work**

**Community support worker**

**Cert III in Aged Care, Cert III in HACC, Cert IV in HACC, Cert III in Disability, Cert IV in Community Services Work**

**Contact service  
practice manager  
Coordinator**

**Vocational Graduate Diploma of Relationship Counselling  
Diploma of Disability, Diploma of Community Services Work,  
Diploma of Community Services Coordination, Advanced  
Diploma of Community Sector Management, Certificate IV in  
Volunteer Program Coordination**

**Counsellor  
Day activity worker  
Disability development  
and support officer  
Disability officer –  
day support  
Disability service officer /  
worker**

**Diploma of Counselling  
Cert IV in Aged Care, Cert IV in HACC**

**Advanced Diploma of Disability**

**Cert IV in Disability, Cert IV in Leisure and Health**

**Cert III in Disability, Cert IV in Disability, Cert III in Aged Care,  
Cert III in HACC**

**Diversional therapist  
Diversional therapy assistant**

**Diploma of Leisure and Health  
Cert IV in Leisure and Health, Dip of Leisure and Health**

# Relevant qualifications per HACC Occupational Title



Domestic assistant	Certificate II in Community Services
Driver	Certificate III in Home and Community Care
Executive officer/director	Vocational Graduate Diploma of Community Sector Management
Field officer	Certificate III in Aged Care, Certificate III in Disability
Food services deliverer	Certificate III in Home and Community Care
General manager	Vocational Graduate Diploma of Community Sector Management
Home care worker/assistant	Certificate III in Aged Care, Certificate III in Disability, Cert III in HACC
Home helper	Certificate II in Community Services
Home maintenance worker	Certificate III in HACC
Housekeeping assistant	Certificate II in Community Services
In home respite worker	Cert III in Aged Care, Cert IV in HACC, Cert III in Disability, Cert III in HACC
Information worker	Cert IV in Community Services Advocacy, Cert IV in Community Services (Information, advice and referral)
Intake and referral worker (Aboriginal)	Cert III in Community Services Work
Laundry assistant	Certificate II in Community Services
Leisure officer	Certificate IV in Leisure and Health

# Relevant qualifications per HACC Occupational Title



**Leisure services coordinator /  
manager  
Manager**

**Diploma of Leisure and Health  
Diploma of Disability, Vocational Graduate  
Diploma of Community Sector Management, Advanced  
Diploma of Community Sector Management, Diploma of  
Community Services Coordination, Certificate IV in  
Volunteer Program Coordination**

**Nursing assistant  
Personal care worker/assistant**

**Certificate III in Aged Care, Certificate III in Disability  
Certificate II in Community Services, Certificate III in Aged  
Care, Certificate III in Home and Community Care,  
Certificate III in Disability, Certificate IV in Aged Care,  
Certificate IV in Home and Community Care**

**Phone advice worker  
Planned activity assistant  
Program area manager  
Program coordinator/manager**

**Certificate IV in Community Services Advocacy  
Certificate III in Home and Community Care  
Advanced Diploma of Community Sector Management  
Certificate IV in Aged Care, Diploma of Community  
Services Work, Diploma of Disability**

**Project manager**

**Diploma of Community Development, Advanced Diploma  
of Community Sector Management, Certificate IV in  
Disability**

# Relevant qualifications per HACC Occupational Title



Reception/front desk staff Recreation activities officer/ Coordinator Referrals manager	Certificate II in Community Services  Cert IV in Leisure and Health, Dip of Leisure and Health Cert IV in Community Services (Information, advice and referral)
Senior community care worker Senior disability worker Senior personal care assistant Service coordinator/director	Certificate IV in Home and Community Care Diploma of Disability Certificate IV in Disability Certificate IV in Home and Community Care, Advanced Diploma of Disability, Vocational Graduate Diploma of Community Sector Management
Support facilitator Support worker	Diploma of Disability, Diploma of Community Services Work Certificate II in Community Services, Certificate III in Community Services Work, Certificate III in Aged Care, Certificate IV in Aged Care, Certificate III in Home and Community Care, Certificate IV in Home and Community Care, Certificate III in Disability, Certificate IV in Community Services Work
Team leader	Advanced Diploma of Disability, Diploma of Community Services Coordination

# Relevant qualifications per HACC Occupational Title



**Telephone counsellor**

**Certificate III in Telephone Counselling Skills,  
Certificate IV in Telephone Counselling Skills**

**Transport coordinator**

**Certificate IV in Home and Community Care**

**Transport support worker**

**Certificate III in Home and Community Care**

**Volunteer program manager**

**Advanced Diploma of Community Sector  
Management**

**Workers in peak  
organisations**

**Certificate IV in Community Services Advocacy**

# Sources

1. Health and Community Services Workforce Council, *Aged and Community Care*. <http://www.workforce.org.au/media/112834/aged&communitycare.pdf>
2. Sorensen G, *Community Care Workforce Framework, Metropolitan South Region*. December 2010 (unpublished as of May 2011).
3. *Community Care Workforce Framework: A guide for developing local and regional workforce initiatives* . ADHC, March 2011 (unpublished as of May 2011)
4. *Working in Home and Community Care*. Migrant Information Centre, VIC. April 2004
5. Spoehr J & Barnett K. *Ageing Nation, Ageing Workforce – challenges for aged care provision in the 21st century*. ACSA National Conference, Sept 2008.
6. “8000 new care jobs for western Sydney”. The Australian, 6 April 2011.

**Queries about this presentation to:**

**Rocellita Lacsina  
Western Sydney HACC Development Officer  
Western Sydney Community Forum**

**Email: [rocellital@wscf.org.au](mailto:rocellital@wscf.org.au)**