Important information for people who are interested in working as Extended Care Assistants or Community Support Workers in the Aged Care Services Sector

What is the Aged Care Services Sector?
People working in the Aged Care Services Sector provide a diverse range of services to the older person and their families including:

Residential Care
Many older people find that living at home becomes more difficult for a variety of reasons such as illness, disability, reduced mobility, isolation or the problems of maintaining a large property.

As well as providing accommodation, residential care facilities provide:

- meals
- cleaning and laundry
- assistance with showering and dressing
- nursing care including medication management
- social activities

Facilities can vary in style, size and age. Some facilities provide a secure area and/or a special program for people living with dementia.

The Australian government accredits, regulates and funds residential aged care facilities.

Home & Community Care
Home & Community care programs provide services that support older people to stay at home and be more independent in the community,

The services provided through Home & Community Care Programs include:

- domestic assistance, including help with cleaning, washing and shopping
- personal care, such as help with bathing, dressing, grooming and eating
- social support
- home maintenance
- home modifications
- assistance with food preparation in the home
- delivery of meals
- transport
- assessment, client care coordination and case management
What is an Aged Care Worker?

An aged care worker provides personal, physical and emotional support to older people who require assistance with daily living. They provide assistance with daily tasks such as showering, dressing, and eating, and dependent on the role, often assist with outings and social activities. The level of assistance provided will depend on the ability and health of the client.

Aged care workers provide care either in a client’s home, or in a residential care setting. They carry out their duties under direct or regular supervision within clearly defined care plans or organisational guidelines.

What are the working conditions?

The Aged Care Services Sector provides services 24 hours a day, 7 days a week and 365 days of the year. As such aged care workers may be required to work evenings, weekends, rostered shifts, public and school holidays. Working in the Aged Care Services Sector is not a 9.00 to 5.00 job e.g you may need to be available for a morning shift commencing at 7.00am. Employment for Extended Care Assistants and Community Support Workers is predominately part-time.

What qualities and attributes do you require to work in the Aged Care Services Sector?

Personal Qualities/Requirements

- Responsible, supportive and caring attitude
- Respectful of the rights and beliefs of others
- Sensitive, patient and understanding
- Be adaptable and honest
- Good people skills with the ability to relate well to older people
- Able to work with the different personalities and abilities of the older people they will be supporting
- Comfortable in supporting people who display challenging behaviours
- Able to work effectively as part of a team
- Able to work autonomously (community)
- Must feel comfortable assisting clients with toileting, showering and meals. Making beds, housekeeping, cleaning and attending to dirty linen are all part of the job
- Be comfortable in working in an environment where you will be regularly faced with death, dying, grief and loss
- To work in the community you must have current driver’s license and a reliable vehicle

Literacy and Numeracy
To effectively undertake the roles and responsibilities relevant to an Extended Care Assistant or Community Support Worker employees must have sound levels of literacy, numeracy, computer literacy and spoken English. For example employees must be able to:

- Read, interpret and action policies and procedures
- Read understand and action care plans
- Write comprehensive progress notes (which become legal documents)
- Provide clear and concise information in incident reports
- Adapt oral communication relevant to varying situations – including to clients who have a degree of confusion/cognitive impairment or a sensory impairment e.g. poor vision, poor hearing, poor speech
- Be able to accurately undertake calculation relevant to activities such as filling in time sheets, assisting in the administration of medication, using cleaning solutions, in the community calculating mileage/distance travelled etc.
- Be computer literate

Physical and Medical Fitness

Aged care work can be emotionally and physically challenging and will be very hands on. You will require the level of medical and physical fitness needed to be on your feet for long periods of time, help transfer and position elderly clients and where relevant undertake other physical activities e.g. cleaning, moving equipment, transporting clients in wheel chairs, helping clients in and out of vehicles etc.

Required Qualifications

To work as an extended care assistant or community support worker the required qualification you need to have, or be prepared to undertake, a Certificate III in Aged Care and/or Certificate III in Home and Community Care

National Police Check

Operators of aged care services subsidised by the Australian Government are required to ensure staff and contractors who have, or are reasonably likely to have, access to care recipients undergo a national criminal history record check, which must be renewed every three years. Further information on Police Checks can be found at:


Further information about how to apply for a job in the Aged Care Services Sector in Tasmania can be found on the Aged & Community Services Tasmania website at: www.agedcaretas.org.au