

## Working in the Aged Care Services Sector

AGED CARE SERVICES SECTOR

### What is the Aged Care Services Sector?

Our sector provides a diverse range of services to older people and their families, including Residential Care, Home Care, Commonwealth Home Support Program (CHSP), Respite, Day Centres and Independent and Retirement Units.

#### Home Care

Home Care programs provide services that support the older person to live at home for as long as possible and to remain independent in the community. An older person can get assistance at home with the following services:

##### Health and well-being

Personal care— eg. showering

Nursing— eg. wound management

Allied health and therapy services— eg. occupational therapy

Specialised support— eg. dementia

Diet— eg. meal preparation

##### Safety and access

Domestic assistance— basic housework

Home maintenance— keeping the house and garden maintained and safe

Home modifications— improving safety and accessibility with ramps and rails etc.

Goods, equipment and assistive technology— eg. walking frames

##### Community and social

Transport— eg. transport to GP

Social support— eg. community activities

#### Residential Care

Residential aged care is for the older person who can no longer live in their own home. They live in a specialised facility with access to health care and help with everyday tasks.

Some day-to-day activities include:

- ✓ Meals and refreshments
- ✓ Cleaning and laundry
- ✓ Assistance with showering, dressing and basic toiletries
- ✓ Nursing care including medication management and therapy services
- ✓ Social activities

Aged care facilities can vary in style, size and age. Some facilities provide specialised services for people living with dementia.

#### What does a Support/Care worker do?

A Support/Care worker provides personal, physical and emotional support to older people who require assistance with daily living.

You will help with tasks such as: **showering, dressing, eating assist with outings.**

The level of assistance you provide will depend on the ability and health of the client.

### What are the working conditions?

The Aged Care Services Sector operates 24 hours a day for 365 days of the year. You may need to work evenings, weekends, public and school holidays, as well as daytime shifts. Employment is mainly part-time.

You will work in an older person's (client's) home, or in a residential care facility. You will carry out duties under supervision within clearly defined plans and/or organisational guidelines.

#### Working in Home Care

Shifts are either in the morning, afternoon, evening or night

Shifts are normally less than 7 hours

You will need to work some weekend and public holiday shifts

You will perform a range of tasks aligned with the needs of the older person (client)

You will drive from client to client, so you are required to hold a full drivers licence and an insured car

#### Working in Residential Aged Care

Shifts are normally between 3 – 8 hours, either in the morning, afternoon, evening or night

You will need to work some weekend and public holiday shifts

You will perform the same or similar routine tasks every shift

There is opportunity to move into other areas as your skills develop

#### What does a Hospitality/Domestic Support Services worker do?

A Hospitality/Domestic Support Services worker performs tasks such as:

- preparing and cooking meals and refreshments
- serving and delivering meals and refreshments
- washing and ironing clothes
- cleaning and other household duties.

You may also need to take clients shopping as well as providing companionship and emotional support.

Find out more at The Aged Care Services Workforce Hub:

[employment.agedservicesworkforce.com.au](http://employment.agedservicesworkforce.com.au)