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Sub-major Group

41 Community and Welfare Support Workers

OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

Released 6/12/2024

41 Community and Welfare Support Workers

Provide community and welfare support, information and services to improve the financial, recreational, child and family safety, housing, employment and social outcomes for individuals and the community.

Social Workers are excluded from this sub-major group. Social Workers are included in Occupation 261331 Social Worker.

OSCA skill level

The occupations in this sub-major group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Minor Group

411 Community and Welfare Support Workers

Provide community and welfare support, information and services to improve the financial, recreational, child and family safety, housing, employment and social outcomes for individuals and the community.

OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Unit Group

4111 Child Protection and Family Violence Practitioners

Support and assist children, young people and families to be safe by delivering child and family protection services, conducting child safety and family violence assessments, and establishing and implementing safety and intervention plans.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

411131 Child Protection Practitioner

Supports children, young people and families by delivering statutory child protection services, including assessment, intervention, casework and case management, in accordance with legislation and practice guidelines.

Alternative titles

- Child Protection Case Worker
- Child Protection Officer
- Child Protection Worker
- Child Safety Officer

Skill level: 2

Main tasks

- Conducts child safety assessments and develops, implements, monitors and reviews safety plans for individuals or families
- Delivers relevant interventions to ensure child safety in accordance with legislation and practice guidelines
- Reviews and maintains case work for individuals and families to ensure continued protection
- Participates in individual and group supervision sessions
- Liaises with community groups, and refers individuals to child safety education programs and other related services
- May attend court proceedings for relevant cases

Occupation

411132 Family Violence Practitioner

Assists individuals and families experiencing violence to be safe by assessing home life, establishing and implementing safety and intervention plans, and providing ongoing support.

Alternative titles

- Family and Domestic Violence Support Worker
- Family Violence Case Manager
- Family Violence Worker

Skill level: 2

Main tasks

- Conducts family violence risk assessments, and establishes, implements, monitors and reviews case plan objectives and goals
- Delivers relevant interventions aimed at increasing safety and wellbeing of the family members of victim survivors
- Provides support to vulnerable and complex families who are experiencing high-risk family violence
- Facilitates referrals to relevant agencies

Unit Group

4112 Community Development and Support Workers

Assess the social and wellbeing needs of individuals and the community, and facilitate and assist with the delivery of community development and education programs.

Welfare Support Workers are excluded from this unit group. Welfare Support Workers are included in Unit Group 4116 Welfare Support Workers.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

411231 Community Development Officer

Assesses the social and wellbeing needs of individuals and families to develop programs, organisations and services to meet the needs of the community.

Alternative titles

- Community Development Coordinator
- Community Development Worker

Specialisation

- Multicultural Community Development Worker

Skill level: 2

Main tasks

- Identifies, develops and coordinates support programs, projects or services to address the needs of the community
- Establishes and administers neighbourhood houses, community groups, programs and other services to members of the community
- Establishes activity programs to assist community connectivity and encourage community participation
- Develops stakeholder partnerships to enhance community engagement and participation for all individuals

- Implements and promotes policies and strategies to ensure access to recreation and development programs, and inclusion for all members of the community

Occupation

411232 Community Support Worker

Facilitates and assists with the delivery of community development and education programs within a community to address issues, needs and problems associated with recreational, health, employment and other welfare matters.

Alternative titles

- Community Service Coordinator
- Community Services Worker
- Community Worker

Skill level: 2

Main tasks

- Provides practical and emotional support to individuals and families, and referrals to available resources and emergency supplies, such as food vouchers
- Assesses individuals' and families' needs by planning, implementing and accessing relevant educational, training and support programs
- Assesses community needs and resources for health, welfare, housing, employment, training and other facilities and services
- Raises awareness in the community and advocates for groups of people that require additional assistance to establish community connectivity
- Educates individuals to gain life skills to enable independent living and informs them of available support resources
- Identifies and provides resolutions to immediate issues such as lack of housing, mental health crises and other health emergencies
- Assists individuals and families to be actively involved in their local community and engage in meaningful opportunities to promote healthy active living
- Coordinates mobile voluntary services such as emergency food response or delivery of food for community programs
- Provides individuals with transport to appointments, programs or recreational activities
- Supports individuals and families with recovery planning, goal setting and access to mental health services

Unit Group

4113 Diversional Therapists, and Lifestyle Coordinators and Officers

Develop, coordinate and deliver individualised and group based recreational, lifestyle and leisure-based activities to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals and groups primarily in health care and aged care homes.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

411331 Diversional Therapist

Plans, designs and coordinates individualised recreational, lifestyle and leisure-based activities to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals primarily in health care or aged care homes.

Lifestyle Coordinators are excluded from this occupation. Lifestyle Coordinators are included in Occupation 411332 Lifestyle Coordinator.

Alternative title

- Recreational Therapist

Skill level: 2

Main tasks

- Identifies individual needs, interests, skills, autonomy and abilities through task analysis, and encourages participation and independence in suitable leisure and recreational events
- Evaluates and assesses clients' levels of abilities, interests, needs, strengths, weaknesses, and their ability to carry out a range of tasks and interact with others
- Adapts programs to suit individual needs, interests, skills and abilities
- Plans, implements and coordinates leisure-based activity programs for groups and individuals to assist with their social development and promote their sense of wellbeing

- Maintains a knowledge of resources available within a facility and the community
- Assists with training and supervising volunteers and staff

Occupation

411332 Lifestyle Coordinator

Develops and coordinates recreation, lifestyle and leisure-based activity group programs to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals primarily in health care or aged care homes.

Diversional Therapists are excluded from this occupation. Diversional Therapists are included in Occupation 411331 Diversional Therapist.

Alternative titles

- Activities Coordinator
- Leisure and Lifestyle Coordinator

Skill level: 3

Main tasks

- Develops and coordinates leisure-based activity group programs to assist with social development and promote a sense of wellbeing
- Evaluates and reviews programs, seeks feedback on activities, and makes adjustments to programs if required
- Maintains a knowledge of resources available within a facility and the community
- Engages with community groups to build a network of support and provides information on available support resources within the local community
- Assists with training and supervises volunteers and staff
- May coordinate and promote cultural and religious celebrations and activities within a facility

Occupation

411333 Lifestyle Officer

Delivers recreation, lifestyle and leisure-based activity group programs to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals primarily in health care or aged care homes, and encourages program participation.

Alternative titles

- Activities Officer
- Recreational Activities Officer

Skill level: 3

Main tasks

- Assists the Lifestyle Coordinator to deliver leisure-based activity group programs to assist with social development, promote a sense of wellbeing, and enable interaction with others
- Encourages participation and independence in suitable leisure and recreational events based on interest, abilities, skills and autonomy
- Monitors individuals' conditions during program participation and reports any issues to care staff
- Documents and records individuals' behaviours, ensures their needs are being met, and advises the Lifestyle Coordinator when anomalies are detected
- Maintains a knowledge of resources available within a facility and the community
- Engages with community groups to build a network of support and provides information on available support resources within the local community

Unit Group

4114 Employment Consultants

Assist unemployed persons to find suitable employment through collaboration with employers and clients and provision of ongoing support.

Talent Agents are excluded from this unit group. Talent Agents are included in Occupation 222231 Recruitment Consultant.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

411431 Employment Consultant

Assists people to find suitable employment through collaboration with employers and clients, and provision of ongoing support.

Talent Agents are excluded from this occupation. Talent Agents are included in Occupation 222231 Recruitment Consultant.

Alternative title

- Job Coach

Specialisation

- Disability Employment Consultant

Skill level: 3

Main tasks

- Recognises, supports and evaluates individuals' needs, interests, skills and past job experience
- Plans, develops and implements capability building for individuals through training and support services
- Creates and implements individualised plans with clients to support a clear pathway to employment
- Coordinates with employers to find suitable employment for individuals
- Builds and maintains relationships with employers and community organisations in order to obtain ongoing employment opportunities for clients
- Assists individuals with job applications and requirements
- Fosters long-term relationships with clients and provides ongoing support
- May assist people with disability and neurodivergent individuals to find suitable employment by collaborating with employers and clients to ensure reasonable adjustments

Unit Group

4115 Interpreters and Translators

Transfer spoken and signed language and source text into another language.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

411531 Interpreter

Transfers a spoken or signed language into another spoken or signed language, usually within a limited time frame, in the physical, visual or aural presence of the participants requiring the transfer.

Translators are excluded from this occupation. Translators are included in Occupation 411532 Translator.

Specialisation

- Auslan Interpreter

Skill level: 2

Main tasks

- Prepares for assignments by confirming terminology and undertaking domain specific research to comprehend the subject matter
- Provides simultaneous and consecutive verbal or signed renditions of speeches into another language
- Renders the meaning and feeling of what is spoken or signed into another language in the appropriate register and style
- Transfers a written message and its intent from one language into a spoken or signed message in another language

Occupation

411532 Translator

Transfers a source text from one language into another, usually within an extended time frame to allow for corrections and modifications, without the presence of the participants requiring the transfer.

Interpreters are excluded from this occupation. Interpreters are included in Occupation 411531 Interpreter.

Skill level: 2

Main tasks

- Studies original texts and transcripts of recorded spoken material to comprehend the subject matter
- Accurately renders the meaning and feeling of written material from one language into another using the appropriate register and style

- Edits computer-translated text and uses online translation and computer-assisted translation tools
- Creates translation memories for use in computer-assisted translation tools
- Edits, proofreads and localises texts with a multilingual perspective

Unit Group

4116 Welfare Support Workers

Assist individuals, families and groups by providing support, information and advice on family, housing, rehabilitation, financial and other social welfare matters.

Community Support Workers and Youth Support Workers are excluded from this unit group.

Community Support Workers are included in Occupation 411232 Community Support Worker. Youth Support Workers are included in Unit Group 4117 Youth Support Workers.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

411631 Community Corrections Officer

Supervises offenders who have been placed on probation by court order or released conditionally from corrective service institutions.

Alternative title

- Parole or Probation Officer

Skill level: 2

Main tasks

- Provides written and verbal recommendations to courts and state parole authorities about offenders
- Develops and implements individualised case plans for offenders to assist them with their rehabilitation and reintegration into the community

- Monitors, supervises and visits offenders at their home and workplace to ensure compliance with the requirements of their court order or conditional release
- Conducts regular meetings with offenders to discuss their progress and address any issues or concerns
- Coordinates with law enforcement when offenders violate the terms of a court order or conditional release

Occupation

411632 Family Support Worker

Provides advice and support to children, young people and families with diverse needs, within the home environment and community, in a culturally safe manner.

Social Workers and Welfare Workers are excluded from this occupation. Social Workers are included in Occupation 261331 Social Worker. Welfare Workers are included in Occupation 411636 Welfare Worker.

Alternative titles

- Family Case Worker
- Family Services Worker
- Family Support Officer

Skill level: 2

Main tasks

- Identifies families who require additional support and provides internal/external referrals
- Ensures families can access appropriate services, and encourages families and individuals with particular needs to participate in informal discussion, counselling or support groups
- Assists and collaborates with Social and Welfare Workers to develop holistic plans by establishing family assessments, safety plans, goals and interventions to ensure safety and wellbeing, and empower families towards positive change
- Liaises and collaborates with case workers and case work managers to ensure high quality service delivery, and provides updates regarding any issues and problem solves with them
- Assists with transporting clients to services and appointments
- Encourages parents to join community groups and playgroups
- Supports and advocates for the appropriate clinical care of mothers, babies and the wider family group

- Supports children being cared for by foster carers

Occupation

411633 Financial Counsellor (Community)

Assists individuals, families and groups by assessing financial situations, and supports them by creating plans with a focus on resolving financial difficulties and improving their skills to develop financial stability.

Specialisation

- Rural Financial Counsellor

Skill level: 2

Main tasks

- Supports individuals in the community to resolve or alleviate financial stress
- Creates assessments of financial situations and assists with resolutions if necessary
- Provides information and options to address financial problems, and advocates and negotiates with creditors where required
- Improves financial capabilities and resilience by fostering improved use and management of money, including pathways to safe and affordable credit
- Facilitates referrals to other useful services in the community and provides information about government assistance
- Relays relevant information about consumer credit and bankruptcy
- Provides community training sessions on financial literacy and wellbeing

Occupation

411634 Housing Officer

Assists individuals and families experiencing housing difficulties to find suitable solutions. Provides support, information and advice on entitlements, and coordinates with other agencies to improve quality of life.

Alternative title

- Housing Services Officer

Skill level: 2

Main tasks

- Provides individually tailored and person-centred support to deliver safe, secure, suitable and affordable housing to improve individuals' and families' wellbeing

- Advises on rights and entitlements to ensure requirements for providing accommodation and housing standards are met
- Refers clients to appropriate sources of accommodation and income support
- Ensures that accommodation is suited to the needs of particular groups, such as older people and persons with additional requirements
- Develops, implements and delivers housing programs for at-risk and low-income individuals and families
- Organises emergency accommodation
- Prepares reports and maintains client records

Occupation

411635 Refuge Worker

Provides services and support to people seeking assistance in a refuge.

Alternative title

- Support Worker (Refuge House)

Skill level: 3

Main tasks

- Assists individuals, families, refugees and asylum seekers with provision of crisis/refuge accommodation, and provides support to access relevant resources
- Ensures security of refuge
- Admits into refuge individuals and families who are homeless as a result of family and domestic violence, and/or crisis in emergency situations
- Provides emotional support to residents of the refuge
- Advises individuals and families about health and welfare resources and assistance, and refers them to relevant Professionals
- Provides assistance to access and transition to appropriate accommodation options, such as youth housing, family reconciliation, private rental and public housing
- Advocates for, and supports, individuals and families

Occupation

411636 Welfare Worker

Assists individuals, families and groups with difficulties by providing support, information and advice on social welfare matters, and evaluates and coordinates the services of welfare and community service agencies.

Alternative title

- Welfare Officer

Skill level: 2

Main tasks

- Assists and supports individuals and families experiencing difficulties to access resources available to them
- Advises individuals on rights and entitlements to social security payments and services
- Assesses at-risk individuals and families, and provides intensive short-term crisis counselling for victims
- Assists to establish relationships with neighbourhood houses, community groups, employment training programs and other services to members of the community
- Refers clients to welfare support services
- Prepares reports and maintains client records

Unit Group

4117 Youth Support Workers

Provide support and assistance to young people in the community, residential facilities and correctional settings.

Boarding Supervisors are excluded from this unit group. Boarding Supervisors are included in Occupation 432932 Boarding Supervisor.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

411731 Residential Youth Worker

Provides care and supervision for children and young people living in residential facilities, such as group homes.

Residential Care Officers are excluded from this occupation. Residential Care Officers are included in Occupation 422132 Residential Care Officer.

Skill level: 2

Main tasks

- Plans and implements programs of supervision and support for children in residential care
- Supervises and arranges activities to enhance the physical, social, emotional and intellectual development of children in residential care
- Wakes children and ensures they are washed, dressed, fed and ready for educational and recreational activities
- Supervises children during domestic activities
- Assesses individual needs, and plans and develops support programs
- Prepares reports and maintains client records
- Interviews individuals and assesses the nature and extent of abilities
- Maintains discipline and reinforces appropriate behaviour standards
- Monitors and reports on the progress of individuals

Occupation

411732 Youth Justice Worker

Supports young people in a correctional setting to improve their education and work skills, maintain family links, and assist them with integration into the community.

Prison officers and Residential Youth Workers are excluded from this occupation. Prison officers are included in Occupation 452131 Correctional Officer. Residential Youth Workers are included in Occupation 411731 Residential Youth Worker.

Alternative titles

- Youth Correctional Officer
- Youth Custodial Officer
- Youth Justice Officer

Specialisation

- Youth Detention Worker

Skill level: 2

Main tasks

- Assists with the implementation of education, rehabilitation and other programs to enable reintegration into the community

- Engages individuals in education and recreational activities through active participation, encouragement and mentoring
- Develops age-appropriate living and domestic skills, and helps establish healthy personal hygiene routines
- Engages with young people, conducts risk assessments, undertakes searches and monitors behaviours
- Helps develop positive family relationships, supports young people to be involved in their communities, and engages with employment services
- Understands the youth justice system, relevant legislation, processes and procedures, and establishes and maintains positive and productive working arrangements with a range of stakeholders
- Supervises detainees in transit between courts, prisons and other facilities

Occupation

411733 Youth Worker

Assists young people as individuals or groups to solve social, emotional and financial problems in an agency framework.

Residential Youth Workers and Youth Justice Workers are excluded from this occupation.

Residential Youth Workers are included in Occupation 411731 Residential Youth Worker.

Youth Justice Workers are included in Occupation 411732 Youth Justice Worker.

Alternative titles

- Youth Case Worker
- Youth Development Officer
- Youth Officer
- Youth Support Worker

Skill level: 2

Main tasks

- Interviews and assesses individuals' needs, advises on entitlements and rights, and refers them to agencies and programs that can provide additional assistance
- Provides support, and responds to young people experiencing immediate issues, stress or crisis, such as lack of housing, mental health crises, and other health emergencies
- Empowers young people to achieve goals and steer their life in a positive direction, and engage in meaningful opportunities to enable independent living
- Assists with youth access education programs and training to increase employability

- Organises and supervises social, recreational and educational activities in local youth groups to assist young people to fulfil their potential as individuals, and be actively involved in their local community
- May monitor and report on the progress of individuals

Unit Group

4119 Other Community and Welfare Support Workers

This unit group covers Community and Welfare Support Workers not elsewhere classified. It includes Recreation Officers, Sports Development Officers and Volunteer Coordinators.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

411931 Recreation Officer

Plans, organises and coordinates recreation facilities and programs through various organisations, such as local governments, schools, religious bodies and youth organisations, to promote physical, social and emotional wellbeing within communities.

Alternative titles

- Recreation Activities Officer (Recreation)
- Sport and Recreation Officer

Skill level: 3

Main tasks

- Assists to establish and administer neighbourhood houses, community groups, employment training programs and other services
- Organises and promotes local sporting, social, recreational, cultural and educational activities and programs in local community groups
- Assists and supports individuals to participate in community activities

- Researches and identifies issues of local need, concerns and aspirations through community consultation
- Delivers integrated projects, plans and policies that guide the management and use of open spaces, sportsgrounds and recreational facilities
- Organises point of sale and hire agreements, and provides information to staff, sporting teams, and community and corporate groups on matters relating to community sport, grounds and reserves
- Provides training and support to staff including voluntary workers running groups in halls, schools and places of worship
- May evaluate the effectiveness of programs and activities, and use this information to provide feedback for the improvement and development of programs

Occupation

411932 Sports Development Officer

Develops, promotes, delivers and manages a range of community sport and recreation activities and programs.

Registration and licensing may be required.

Skill level: 2

Main tasks

- Develops and implements sports development programs and initiatives
- Promotes and markets sports and activities to the community
- Provides guidance and support to individuals and groups in developing their sports skills
- Organises and coordinates sports events, competitions and training sessions
- Collaborates with schools, community organisations and sporting clubs to increase sports participation
- Evaluates the effectiveness of sports development programs

Occupation

411933 Volunteer Coordinator

Plans, organises and coordinates volunteer programs in volunteer involving organisations.

Alternative title

- Volunteer Manager

Skill level: 3

Main tasks

- Leads or assists to establish and administer community groups, volunteer training programs and other services
- Develops strategies for recruitment, training, management and retention of volunteers and matches them with appropriate positions in the organisation
- Organises the orientation, training and induction of volunteers
- Ensures compliance with relevant legislative and regulatory requirements
- Oversees and directs volunteers' activities
- Collects and evaluates data and reports to stakeholders on the success of volunteer programs
- Promotes, raises awareness and educates stakeholders on all aspects of volunteer programs