



[Home](#) > [Statistics](#) > [Classifications](#) > [OSCA - Occupation Standard Classification for Australia](#)  
> [2024, Version 1.0](#) > [Browse classification](#) > [4 Community and Personal Service Workers](#)  
> [42 Aged Care and Disability Services and Support Workers](#)

## Latest release

Sub-major Group

# 42 Aged Care and Disability Services and Support Workers

## OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

---

Released 6/12/2024

## 42 Aged Care and Disability Services and Support Workers

Organise and provide care, support and services to assist older people and people with disability in various settings.

Diversional Therapists, Lifestyle Coordinators, Lifestyle Officers, Enrolled Nurses, Patient Care and Patient Services Assistants and Registered Nurses are excluded from this sub-major group. Diversional Therapists, Lifestyle Coordinators and Lifestyle Officers are included in Unit Group 4113 Diversional Therapists, and Lifestyle Coordinators and Officers. Enrolled Nurses are included in Occupation 441131 Enrolled Nurse. Patient Care and Patient Services Assistants are included in Unit Group 4425 Patient Care and Patient Services Assistants. Registered Nurses are included in Unit Group 2654 Registered Nurses.

### 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
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

**Minor Group**

## 421 Aged Care Workers

Organise and provide care, support and services to assist older people in various aged care settings and in their homes.

**OSCA skill level**

The occupations in this minor 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
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

**Unit Group**

## 4211 Aged Care Coordinators and Team Leaders

Plan and coordinate care and support services to assist older people in various aged care settings.

Disability Team Leaders are excluded from this unit group. Disability Team Leaders are included in Occupation 422232 Disability Team Leader.

**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**

## 421131 Aged Care Coordinator

Plans and organises person-centric services for older people in an aged care home or person's own home to improve quality of life.

**Alternative title**

- Home Care Coordinator

## **Skill level: 3**

### **Main tasks**

- Supports families, and provides education and care for persons in their home or aged care homes
- Monitors and reports on the progress of clients and patient care plans
- Evaluates clients' needs and plans, and develops and implements educational, training and support programs
- Facilitates access to clinical services and health practitioners
- Interviews clients and assesses the nature and extent of their abilities
- Provides practical and emotional support to individuals
- Complies with relevant policies to optimise safety and wellbeing of clients

### **Occupation**

## **421132 Aged Care Team Leader**

Oversees the day-to-day operations of a team of aged care workers, and ensures the delivery of high quality care and support to older people in various aged care settings. Disability Team Leaders are excluded from this occupation. Disability Team Leaders are included in Occupation 422232 Disability Team Leader.

### **Alternative title**

- Aged Care Supervisor

## **Skill level: 3**

### **Main tasks**

- Manages a team of aged care support workers and ensures efficient running of day-to-day operations
- Maintains attendance records and rosters
- Manages, anticipates and responds to unpredictable emerging situations
- Onboards and responds to queries and feedback from clients and their families
- Oversees team training, education and professional development programs
- Complies with relevant policies to optimise the safety and wellbeing of clients
- May support older people with daily activities

### **Unit Group**

# 4212 Community Aged Care Support Workers

Provide general household assistance, emotional support, and direct person-centred care for older people residing in their own homes.

Residential Aged Care Workers are excluded from this unit group. Residential Aged Care Workers are included in Occupation 421331 Residential Aged Care Worker.

## OSCA skill level

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

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

### Occupation

## 421231 Community Aged Care Support Worker

Provides general household assistance, emotional support and direct person-centred care for older people in their own homes.

Residential Aged Care Workers are excluded from this occupation. Residential Aged Care Workers are included in Occupation 421331 Residential Aged Care Worker.

## Alternative titles

- Community Aged Care Worker
- Community Care Worker (Aged Care)
- Home Care Worker (Aged Care)

## Skill level: 4

## Main tasks

- Supports older people with daily activities such as mobility, housekeeping tasks, personal care and meal preparation
- Negotiates with individuals and families regarding the acceptance of care provided
- Oversees medication usage and monitors health care plans as directed by health care professionals

- Provides emotional support and assists older people in managing depression, confusion and grief
- Identifies and facilitates community-based social activities for older people
- Manages risks and emergencies in a home care setting

#### Unit Group

## 4213 Residential Aged Care Workers

Provide general assistance, emotional support, and direct person-centred care for older people residing in aged care homes.

Community Aged Care Support Workers are excluded from this unit group. Community Aged Care Support Workers are included in Occupation 421231 Community Aged Care Support Worker.

#### OSCA skill level

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

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

#### Occupation

## 421331 Residential Aged Care Worker

Provides general assistance, emotional support and direct person-centred care for older people residing in an aged care home.

Community Aged Care Support Workers are excluded from this occupation. Community Aged Care Support Workers are included in Occupation 421231 Community Aged Care Support Worker.

#### Alternative titles

- Aged Care Support Worker
- Care Service Employee (Aged Care)
- Personal Care Assistant (Aged Care)
- Personal Care Worker (Aged Care)

#### Specialisation

- Specialised Dementia Worker

## **Skill level: 4**

### **Main tasks**

- Supports residents with daily activities, such as mobility and personal care
- Monitors medication administration to ensure it is used correctly and effectively
- Negotiates with individuals and families regarding the acceptance of care provided
- Provides community engagement and social support to residents
- Supports a multidisciplinary team to adhere to health plans as directed by health care professionals
- Provides emotional support and assists residents in managing depression, confusion and grief
- Complies with standards within an aged care facility
- May perform specialised personal care, such as palliative care and dementia support
- May facilitate basic medical procedures, such as catheterisation and peg feeding

#### **Minor Group**

## **422 Disability Services and Support Workers**

Organise and provide care, support and services to people with disability in various settings. Disability Employment Consultants are excluded from this minor group. Disability Employment Consultants are included in Occupation 411431 Employment Consultant.

### **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
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

#### **Unit Group**

## **4221 Disability Services and Residential Care Officers**

Provide care and support services to people with disability and assist them to access and engage with a variety of social, education, training and social welfare services.

### **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**

## **422131 Disability Services Officer**

Works in a range of service units to provide care to people with disability and support access to a variety of education, training and welfare services.

### **Alternative title**

- Disability Care Coordinator

### **Specialisations**

- Disability Local Area Coordinator
- Disability Support Coordinator

### **Skill level: 2**

#### **Main tasks**

- Assesses clients' needs and assists them in planning, implementing and accessing education, training, employment and additional health or welfare programs
- Assists and supports people with disability in all aspects of daily living, including community inclusion, personal care, and building and maintaining independence and interpersonal relationships
- Supports clients to create and work towards their goals, build capacity to make their own decisions and choices, and access services
- Builds relationships in local communities to help promote inclusion and improve the accessibility of services and facilities
- Monitors and reports on the progress of clients

#### **Occupation**

## **422132 Residential Care Officer**

Provides care and supervision for people with disability in group housing care.

Residential Youth Workers are excluded from this occupation. Residential Youth Workers are included in Occupation 411731 Residential Youth Worker.

## Specialisations

- House Manager (Disability)
- House Supervisor (Disability)

## Skill level: 2

### Main tasks

- Supports families and provides education and care for people with disability in adult service units and group housing
- Assesses clients' needs, and plans, develops and implements educational, training and support programs
- Interviews clients and assesses the nature and extent of abilities
- Monitors and reports on the progress of individuals

#### Unit Group

## 4222 Disability Support Workers and Team Leaders

Provide and oversee the delivery of disability support and services that help develop individual living skills and enhance community access and social inclusion for people with disability in their own homes.

### 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
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

#### Occupation

## 422231 Disability Support Worker

Provides general household assistance, emotional support and person-centred care to develop individual living skills and enhance community access and social inclusion for

people with disability in their own homes.

Community Aged Care Support Workers and Residential Aged Care Workers are excluded from this occupation. Community Aged Care Support Workers are included in Occupation 421231 Community Aged Care Support Worker. Residential Aged Care Workers are included in Occupation 421331 Residential Aged Care Worker.

## Alternative titles

- Community Support Worker (Disability)
- Disability Care Worker
- Disability Support
- Disability Worker

## Skill level: 4

### Main tasks

- Supports people with disability with daily activities such as mobility, housekeeping tasks, personal care, medication and meal preparation
- Negotiates with individuals and families regarding the acceptance of care provided
- Provides emotional support, and assists in managing depression, confusion and grief
- Identifies and facilitates community-based social activities for people with disability
- Assists people with disability to access disability support services
- Supports people with disability with training and employment
- Manages risks and emergencies in a home care setting

### Occupation

## 422232 Disability Team Leader

Oversees disability support and services to deliver person-centric services that help develop individual living skills, and enhance community access and social inclusion, for people with disability in their own homes.

Aged Care Team Leaders are excluded from this occupation. Aged Care Team Leaders are included in Occupation 421132 Aged Care Team Leader.

### Alternative title

- Disability Support Team Leader

## **Skill level: 3**

### **Main tasks**

- Manages a team of disability support workers and ensures efficient running of day-to-day operations
- Maintains attendance records and rosters for disability support workers
- Works with government and non-government entities to provide services to clients and organise relevant funding
- Oversees team training, education and professional development programs
- Works with Disability Employment Consultants to integrate clients into the workforce
- Works within relevant guidelines and adheres to codes of conduct to maintain a high standard of care
- May oversee the provision of home care services for clients