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## Latest release

Sub-major Group

# 44 Health Support Workers and Assistants

## OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

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Released 6/12/2024

## 44 Health Support Workers and Assistants

Provide health support and patient and health care assistance services in hospitals, health care facilities and within the community.

Health Professionals are excluded from this sub-major group. Health Professionals are included in Sub-major Group 26 Health Professionals.

### 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

## 441 Health Support Workers

Provide nursing and mental health support, massage, myotherapy and other health support services.

## 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

## 4411 Enrolled Nurses

Provide nursing care to patients in a variety of health, aged care, mental health, welfare and community settings under the supervision of Registered Nurses.

## 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

## 441131 Enrolled Nurse

Provides nursing care to patients in a variety of health, aged care, mental health, welfare and community settings under the supervision of Registered Nurses.

Registration or licensing is required.

## Specialisations

- Enrolled Nurse (Acute Care)
- Enrolled Nurse (Aged Care)
- Enrolled Nurse (Mental Health)
- Enrolled Nurse (Primary Health Care)

## Skill level: 2

### Main tasks

- Performs physical exams, including checking patients' pulse, temperature, and blood pressure
- Records and interprets clinical observations, including temperature, pulse and blood pressure, urine tests, blood glucose and other tests used in specific areas of practice
- Provides basic wound care in line with an agreed patient care plan
- Assists with the administration of medications under the supervision of a Registered Nurse
- Provides patients with personal care activities such as bathing, dressing, grooming and eating
- Provides first aid in medical emergencies
- Works with Registered Nurses, doctors and other Health Professionals to create patient care plans
- Participates in health promotion activities and community education

#### Unit Group

## 4412 Massage Therapists and Myotherapists

Perform therapeutic massage, myotherapy and remedial massage for relaxation, health, fitness and remedial purposes and to alleviate the symptoms of pain associated with musculoskeletal injury.

### 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

## 441231 Massage Therapist

Performs therapeutic massage and administers body treatments for relaxation, health and general wellbeing.

Myotherapists and Remedial Massage Therapists are excluded from this occupation.

Myotherapists are included in Occupation 441232 Myotherapist. Remedial Massage

Therapists are included in Occupation 441233 Remedial Massage Therapist.

## Specialisations

- Shiatsu Therapist
- Thai Massage Therapist

## Skill level: 3

### Main tasks

- Assesses clients' needs and preferences for massage therapy
- Consults with clients to determine the most appropriate massage therapies
- Massages the soft tissues of the body such as muscles, tendons and ligaments, to assist healing
- Applies therapeutic massages to the soft tissues of the body to promote relaxation, relieve muscle tension and improve circulation
- Provides advice to clients on relaxation techniques and stretching exercises
- May perform other techniques to augment therapies, such as acupressure, infrared therapy, wet and heat compresses, essential oils, and herbal and mineral therapies
- May administer body treatments such as exfoliation, wraps and hydrotherapy

### Occupation

## 441232 Myotherapist

Performs myotherapy treatment to alleviate the symptoms of pain associated with injury to the musculoskeletal and nervous systems, and to improve neurological and musculoskeletal function and functional capacity.

Massage Therapists and Remedial Massage Therapists are excluded from this occupation.

Massage Therapists are included in Occupation 441231 Massage Therapist. Remedial Massage Therapists are included in Occupation 441233 Remedial Massage Therapist.

## Skill level: 2

### Main tasks

- Administers neurological, musculoskeletal, orthopaedic and functional tests to identify and assess functional capacity, range of motion, limitations, injuries and ailments of patients
- Formulates specific treatment plans, rehabilitation plans and homecare advice to address the specific needs of patients based on their assessment, presentation and needs

- Administers treatments to reduce pain, improve physical and nervous system function and lymphatic flow, and support injury recovery and general health and wellbeing
- Performs a broad range of techniques to identify underlying causes of musculoskeletal injuries, such as neural mobilisations, joint mobilisation, myofascial techniques, trigger point therapy, stretching therapy, dry needling, myofascial cupping, taping, heat therapy, ice therapy and electrotherapy
- Performs manual therapy techniques on the soft tissues of the body, such as muscles, tendons, fascia, ligaments and nervous tissues
- Recommends corrective exercise and exercise prescription for rehabilitation regarding biomechanical limitations
- Provides advice and assistance in the application of therapeutic aids such as braces, supports and self-care devices
- Designs, reviews, monitors and evaluates treatment programs and treatment plans
- Records detailed patient medical histories, treatments delivered, and the patients' progress and responses to myotherapy treatments

#### Occupation

## 441233 Remedial Massage Therapist

Performs remedial massage therapy to relieve pain and stress, and improve musculoskeletal function, circulation and movement.

Massage Therapists and Myotherapists are excluded from this occupation. Massage Therapists are included in Occupation 441231 Massage Therapist. Myotherapists are included in the Occupation 441232 Myotherapist.

### Specialisations

- Chinese Massage Therapist (Tui Na)
- Sports Massage Therapist

### Skill level: 2

### Main tasks

- Conducts physical assessment of clients' musculoskeletal and orthopaedic conditions to identify functional capacity, pain and associated stress
- Consults with clients concerning remedial massage treatments and techniques
- Administers remedial manual manipulation therapies involving the deep or shallow soft tissues of the body including muscles, tendons, fascia and ligaments
- Administers treatments to remediate muscle tension and pain, improve circulation, reduce early onset muscle soreness, and facilitate movement and rehabilitation

- Performs joint mobilisation, myofascial release techniques, trigger point therapy, stretching therapy, taping, heat therapy and ice therapy
- Maintains detailed patient records, involving treatments, responses and progress, and provides client records for referrals to Health Practitioners
- May use cupping, acupressure and essential oils when treating patients
- May perform other techniques to assist recovery, such as transcutaneous electrical nerve stimulation, dry needling and movement-based therapies

**Unit Group**

## 4413 Mental Health Workers

Assist individuals, families and groups with a range of mental health conditions and those experiencing emotional difficulties, distress and crisis. Support and empower clients to improve their quality of life.

**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**

## 441331 Mental Health Worker

Assists individuals, families and groups with a range of mental health conditions, and those experiencing emotional difficulties, distress and crisis. Supports and empowers clients to improve their quality of life.

**Alternative title**

- Mental Health Recovery Worker

**Specialisations**

- Mental Health Recovery Peer Support Worker
- Psychosocial Support Worker

**Skill level: 2****Main tasks**

- Assesses needs of individuals, families and groups, and supports them with recovery planning by helping them manage and adapt to the complex challenges of mental health

- Provides coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making
- Provides counselling to individuals or groups, and advocates for access to necessary services and resources
- Develops and facilitates referrals to other useful services in the community
- Prepares reports and maintains client records
- Develops new services and mental health community programs, and educates families and community groups about mental health issues
- Connects individuals to relevant services and activities in the community
- May assist with making appointments and accompanying individuals to appointments or therapy sessions

**Unit Group**

## 4419 Other Health Support Workers

This unit group covers Health Support Workers not elsewhere classified. It includes Aboriginal and Torres Strait Islander Health Practitioners, Aboriginal and Torres Strait Islander Health Workers and Audiometrists.

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

**Occupation**

## 441931 Aboriginal and Torres Strait Islander Health Practitioner

Provides culturally safe health care and clinical services to Aboriginal and Torres Strait Islander peoples, and advises members of health care teams on the cultural needs of clients.

Registration or licensing is required.

Aboriginal and Torres Strait Islander Health Workers are excluded from this occupation.  
Aboriginal and Torres Strait Islander Health Workers are included in Occupation 441932 Aboriginal and Torres Strait Islander Health Worker.

### **Skill level: 3**

#### **Main tasks**

- Ensures members of health care teams are aware of clients' cultural needs when discussing treatment options, including relaying the importance of clients' connections to community and country
- Provides operational leadership to Aboriginal and Torres Strait Islander Health Workers
- Facilitates and participates in outreach health services
- Completes comprehensive health assessments, including assessments for people presenting with chronic or communicable disease and acute conditions
- Undertakes screening and triage activities
- Develops, implements and supports self-management health programs
- Provides primary health care to clients
- Explains the purpose, benefits and risks of treatments to clients and their families in a culturally safe way
- Prepares medications, collects blood samples, and administers diagnostic tests, vaccinations and first aid

#### **Occupation**

## **441932 Aboriginal and Torres Strait Islander Health Worker**

Promotes community health through implementing culturally safe educational programs

and assisting outreach health services for Aboriginal and Torres Strait Islander peoples.

Aboriginal and Torres Strait Islander Health Practitioners are excluded from this occupation.

Aboriginal and Torres Strait Islander Health Practitioners are included in Occupation 441931 Aboriginal and Torres Strait Islander Health Practitioner.

### **Skill level: 4**

#### **Main tasks**

- Supports or undertakes health assessments
- Implements community health education initiatives
- Develops and evaluates primary health care programs for clients

- Maintains clients' health records
- Supports clients' awareness of, and participation in, necessary health care
- Participates in outreach health services
- Provides cultural education to Health Professionals who are not of Aboriginal or Torres Strait Islander background

**Occupation**

## 441933 Audiometrist

Assesses hearing and auditory function, and provides rehabilitation for children and adults in a variety of health care settings.

**Skill level: 2**

**Main tasks**

- Assesses and diagnoses client hearing loss using a wide range of techniques, including audiometric tests
- Reports results of assessments and tests in writing, and makes referrals to other Medical Practitioners
- Recommends options to those with hearing impairment, including tinnitus, fits non-implantable devices, hearing aids and other remote sensing systems, and provides aural rehabilitation programs
- Provides information and advice to clients and their families about hearing loss management and rehabilitation

**Minor Group**

## 442 Patient and Health Care Assistants

Prepare patients for examinations and treatments, and provide general personal care and patient assistance services often under the supervision of Health Professionals.

**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**

# 4421 Allied Health Assistants

Work under the delegation and supervision of allied health professionals to provide therapy and support to individuals and groups, to protect, restore and maintain optimal function, and promote independence and wellbeing in various health, welfare and community settings.

## 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

## 442131 Allied Health Assistant

Works under the delegation and supervision of an allied health professional to provide therapy and support to individuals and groups to protect, restore and maintain optimal function, and promote independence and wellbeing in various health, welfare and community settings.

## Alternative titles

- Allied Health/Therapy Aide
- Allied Health/Therapy Assistant

## Skill level: 3

## Main tasks

- Creates resources to enhance therapy programs and undertakes research as delegated by the allied health professional
- Assists allied health professionals with therapy equipment and implementing programs
- Completes delegated therapy interventions under the direct or indirect supervision of an allied health professional or in multidisciplinary teams
- Observes patients' responses to therapy and reports any changes or concerns to therapists
- Completes administrative tasks to support the allied health professional, including documenting therapy progress and maintaining documents as required

### Unit Group

# 4422 Assistants in Nursing

Provide limited patient care under the direction of nursing staff in hospitals and aged care facilities.

## 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

## 442231 Assistant in Nursing

Provides limited patient care under the direction of nursing staff in a hospital or aged care facility.

## Alternative titles

- Assistant Nurse
- Nursing Assistant

## Skill level: 4

## Main tasks

- Supports patients with daily activities such as mobility and personal care
- Follows therapy plans such as interventions, to assist patients
- Observes and reports changes in patients' conditions, and reports complaints about care provided
- Provides basic treatment and delivery of medications under the direction of nursing staff, including vaccinations
- Participates in planning the care of patients and residents
- Assists with rehabilitation exercises
- Assists in workplace health and safety

### Unit Group

## 4423 Dental Assistants

Prepare patients for dental examinations, and assist dental practitioners, Hygienists and Therapists in providing care and treatment.

## 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

## 442331 Dental Assistant

Prepares patients for dental examination, and assists dental practitioners, Hygienists and Therapists in providing care and treatment.

### Alternative title

- Dental Nurse

### Skill level: 4

### Main tasks

- Assists dental practitioners during dental procedures
- Sterilises and prepares dental instruments and equipment
- Takes and develops dental radiographs (X-rays)
- Prepares dental materials such as cements, impression materials and restorative materials
- Provides fluoride therapy by applying remineralising solutions and desensitising agents
- Educates patients about maintaining good oral health, along with oral health care procedures
- Maintains and updates patient records and treatment plans
- Applies infection control procedures in the dental practice
- Orders and maintains dental supplies and equipment

### Unit Group

## 4424 Optical Dispensers

Interpret optical prescriptions, and fit and service optical appliances such as spectacle frames and lenses.

## 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**

## 442431 Optical Dispenser

Interprets optical prescriptions, and fits and services optical appliances such as spectacle frames and lenses.

Registration or licensing may be required.

**Skill level: 3****Main tasks**

- Interprets optical prescriptions and advises on eyewear selection
- Takes measurements for proper fit of eyewear
- Fits frames to ensure comfort and alignment
- Dispenses and fits contact lenses, providing instructions on insertion, removal and care
- Educates on eyewear maintenance, repairs eyewear and sells a range of optical goods

**Unit Group**

## 4425 Patient Care and Patient Services

### Assistants

Provide general assistance and personal care services to patients in hospitals and health care facilities.

**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**

## 442531 Patient Care Assistant

Provides general assistance, emotional support and personal care services to patients in a health care facility.

Patient Services Assistants and Residential Aged Care Workers are excluded from this occupation. Patient Services Assistants are included in Occupation 442532 Patient Services Assistant. Residential Aged Care Workers are included in Occupation 421331 Residential Aged Care Worker.

## Alternative titles

- Health Care Assistant
- Health Care Worker
- Personal Care Assistant (Health)

## Skill level: 4

## Main tasks

- Assists with personal care needs such as showering, dressing, eating, mobility and communication
- Negotiates with individuals and families regarding the acceptance of care provided
- Participates in care planning
- Supports a multidisciplinary team to adhere to health plans as directed by health care professionals
- Observes and reports changes in patients' conditions
- Reports complaints about care
- Assists with rehabilitation exercises, basic treatment and delivery of medications

### Occupation

## 442532 Patient Services Assistant

Assists with the provision of care to patients in a hospital by ensuring wards are neat and tidy, lifting and turning patients, transporting them in wheelchairs or on movable beds, and providing direct care and support.

Personal Care Assistants are excluded from this occupation. Personal Care Assistants are included in Occupation 442531 Patient Care Assistant.

## Alternative titles

- Hospital Orderly
- Orderly
- Patient Support Assistant
- Theatre Orderly
- Wardsperson

## **Skill level: 4**

### **Main tasks**

- Transports patients in wheelchairs or mobile beds
- Provides safe patient handling and positioning in beds and transfers to and from beds
- Undertakes general duties, ensuring hospital wards are clean, orderly and sanitised, maintaining infection control protocols
- Provides direct care and support to patients, assisting with their personal needs such as showering and dressing
- Stocks and replenishes supplies of medical equipment, and transfers items between departments or wards
- Assists with the preparation and serving of patients' meals and beverages

#### **Unit Group**

## **4429 Other Patient and Health Care Assistants**

This unit group covers Patient and Health Care Assistants not elsewhere classified. It includes Patient Transport Officers.

### **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**

## **442931 Patient Transport Officer**

Provides transport services to and from health care facilities for non-emergency patients. Registration or licensing is required.

### **Skill level: 4**

### **Main tasks**

- Provides routine and non-emergency transportation of patients to and from health care facilities
- Transports essential equipment and materials, including wheelchairs and stretchers

- Provides and administers basic care to non-emergency patients
- Maintains comprehensive and accurate patient transport records
- Works with patients, relatives, Health Professionals and other emergency service providers to ensure optimal patient care

Occupation

## 442999 Patient and Health Care Assistants nec

This occupation group covers Patient and Health Care Assistants not elsewhere classified.

**Skill level: 4**

**Occupations in this group include:**

- Ambulance Community Officer
- First Aid Officer