



What's it like?

Working in the Aged Care or Disability Sector



A guide to help you

Depending upon what you're looking for, this guide will help you better understand if working in the aged care, home & community or disability sectors might be the right 'next-step' for you.

Employment growth

"If you're looking for an area where jobs are set to boom, become an aged or disabled carer. The Jobs Department expects there will be 40 per cent more people employed in this field in 2023 than there are right now."

The Age By Craig Butt, Richard Lama & Reginal Sengkey, 29 January 2019





Our commitment
to the Disability, Aged Care and
Home & Community Care sectors is to
develop passionate, empowered, positive
support workers who will confidently provide
support to people with disability and those
who are older, enabling them to live the life
they choose with the independence
they deserve.

The information contained in this document is offered in good faith and does not constitute career advice. You should consider your own specific circumstances, conduct your own research and seek out professional advice from prospective employers or other relevant professionals

Some content in this Guide is sourced from the The Department of Social Services , Australian Government.
<https://www.careandsupportjobs.gov.au>

At a glance

You'll make a difference everyday

You'll make a difference to older people or those living with disability every day by building their independence, capacity & happiness.

Supporting your clients means that work is always rewarding and that no two days are the same.

You'll build meaningful relationships

You'll be part of a team that cares for each other and who share the same values in wanting to make a positive difference in their work.

You'll build rewarding relationships with the clients that you support and their families.

You'll be appreciated

Diversity of experience

Your life experience, background and character will be valued.

The sector is welcoming of people returning to the workforce, looking for a career change, or simply wanting to find a job that better aligns with their values and gives them a greater sense of fulfilment.

Varied work types

Support work is wide ranging including working in people's homes, specialised settings like a care home, day centres or supported housing.

You'll be able to choose from a range of work types with the choice to be a valued all-rounder or instead focus on a specific area of support work.

Flexibility & choice

The work hours are flexible with full-time, part-time and casual options allowing you to balance home, friends and work.

Skills gained from working in the sector are readily transferable from place to place.

Growing sector

The aged care, home & community and disability support sector is one of the fastest growing employment sectors in Australia.

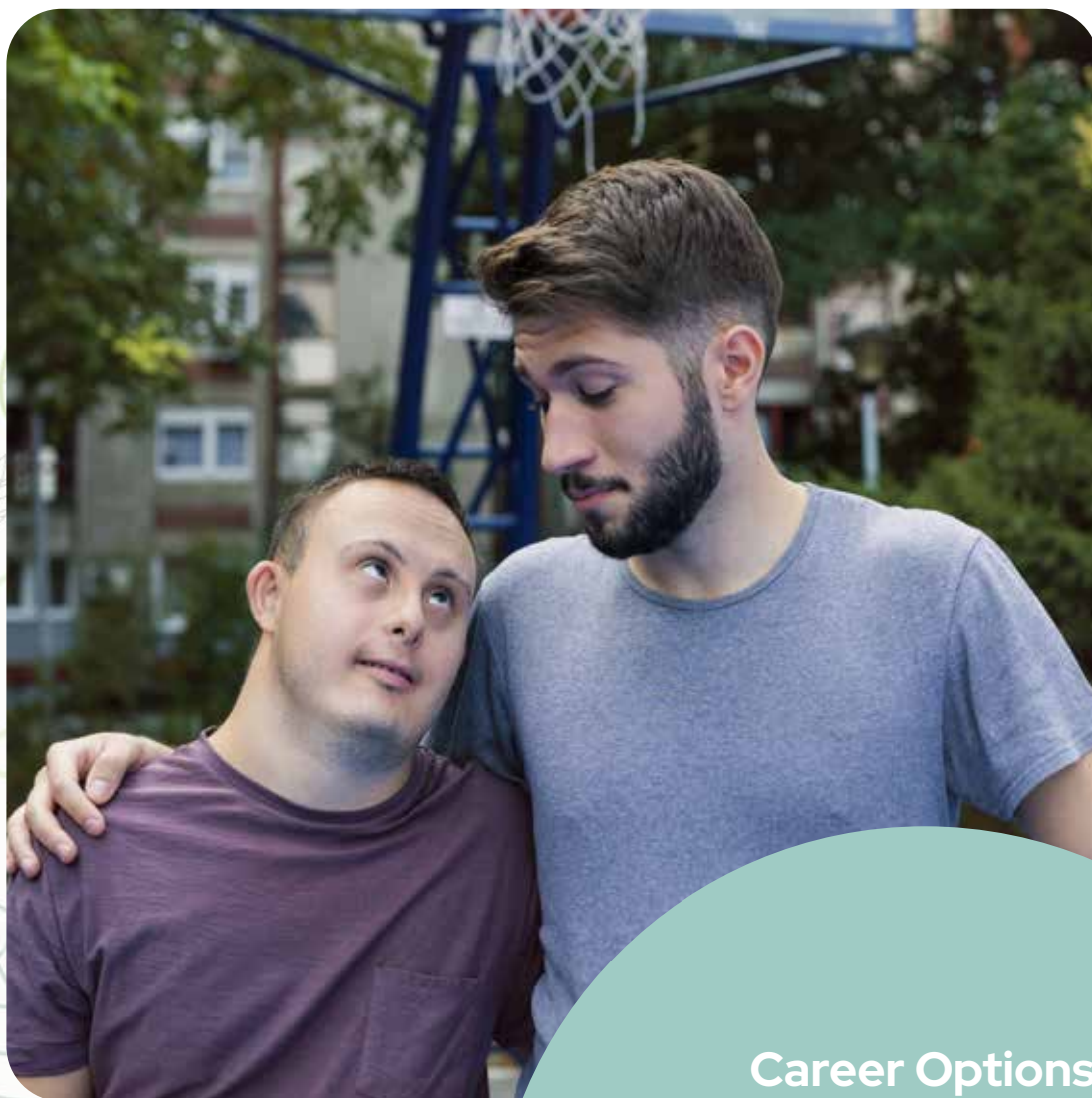
Job opportunities are forecast to only expand across metropolitan, regional and rural Australia.

Would I like support work?

Take the quiz.

- ☒ Yes ☐ No Do like working with people?
- ☒ Yes ☐ No Does helping others make you feel good?
- ☒ Yes ☐ No Do you like variety in your work?
- ☒ Yes ☐ No Do you like trying new things?
- ☒ Yes ☐ No Do you like working as part of team who share your values in wanting to make a difference?
- ☒ Yes ☐ No Are you empathetic?
- ☒ Yes ☐ No Are you patient and compassionate?
- ☒ Yes ☐ No Do you like problem solving and taking ownership of your work?
- ☒ Yes ☐ No Are you OK helping people with daily tasks, cleanliness and hygiene?
- ☒ Yes ☐ No Are you able to keep confidentiality?

If you answered 'Yes' to most of these questions, then working in a direct support role with older people and those living with disability is likely to be good-fit for you.



Career Options

Support Worker, Personal Care Worker (PCW), Care supervisor, Community support worker, Accommodation support worker, Hostel supervisor, Assistant hostel supervisor, Program coordinator – social programs, Care team leader, Residential care worker, or Day activity worker.

What would I do as a Support Worker?

As a support worker you'd be providing direct support and care looking after the wellbeing of older people and those living with complex needs or disability.

This would include you helping your clients with day-to-day living, and practical and emotional support.

Your main goal in providing care and support is to empower the people you work with to live as independently and as fully as possible.

Your clients goals will be set out in an individualised plan that sets out their support needs and the activities they will take part in. As their care or support worker, you will put this plan into action. Each client's plan will be different. It is not just based on what they can and cannot do, but what they're interested in and what they want to achieve.

You will build relationships with each person who you support.

You'll learn to understand their preferred way to communicate, their choices about their support, their interests and their goals.

You will work with other professionals involved in the person's care, such as occupational therapists, lifestyle coordinators, counsellors, nurses or doctors. You will support the person to plan follow up activities at home.

There may be some reporting involved to record the activities the person is involved in. You may have to report regularly on the support you have given, the person's wellbeing, any incidents or the progress they have made towards their goals.

What setting you work in depends on the needs and circumstances of the people you support. You may be providing support in the person's home, out in the community, in a specialised setting like a care home, supported housing or day centres, or in a health care setting like a clinic.

Examples of types of tasks you might do

Depending upon your role, the type of work that you do, and the clients who you support, you might do some, most or all of these tasks.

In Home Support

You may need to provide in-home support, by helping with daily care activities the person is unable to perform alone, such as showering, getting dressed, hygiene, taking meals, taking medication and moving about the home or residence.

Household duties

You may be assisting with household duties, such as cleaning, cooking and gardening, to help the person stay in and maintain their own home.

Practical help

You may be helping with practical tasks, such as helping the person you are supporting pay their bills, get to appointments, find and apply for jobs, complete paperwork or do grocery shopping.

Leisure & hobbies

You may be supporting older people, people with disabilities and veterans to pursue their hobbies and interests, to get out of the house to meet friends and family, take a class, go to the movies, exercise or take part in community activities.

Teaching new skills

You may be helping the person to learn new skills, such as using public transport or managing a budget, so they can live more fully and independently.

Emotional support

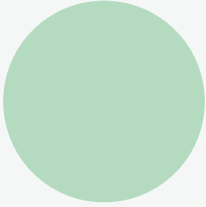
You may need to provide emotional and social support – to listen to the person's thoughts and concerns, provide companionship, help them build confidence and express themselves and help them to build and maintain a social support network.



**We encourage
people living with disability,
Aboriginal and Torres Strait
Islanders, people from culturally
diverse backgrounds, and people
with varied educational, work or
life experience to apply for
our courses.**

We'll help you get there

Warner Institute study pathways



Entry Level: No previous experience

Certificate III in Individual Support (CHC33015)

This course is the 'right-one' for you if you're someone who is changing career pathways or returning to the workforce and who wants to build upon your life experience with formal training to start a career working as a confident, qualified and skilled Support Worker.



Mid Level: Some experience or transferable skills

Certificate IV in Ageing Support (CHC43015)

Certificate IV in Disability (CHC43115)

This program is the 'right-one' for you if you're an existing Support Worker who wants to upskill and stand out in the sector or take on a more senior role. You may also be someone who is changing career pathways or returning to the workforce and who wants to build upon your life experience and transferable skills with formal training to become a qualified and skilled Support Worker.



Leadership Level: Significant experience

Diploma of Community Services (CHC52015)

Diploma of Leisure & Health (CHC53415)

This course is the 'right-one' for you if you're someone who has experience as a practitioner and is looking to progress to positions of leadership working in Aged Care, Community Care or Disability Support sectors





**We love
our participants
and they
love us too!**





"... this was an experience I wouldn't take back for the world."

Graduate, CIV Ageing Support & Disability

"... I can actually say it's exceeded my expectations, I love this course and feel very passionately about this topic"

Graduate, CIV Ageing Support & Disability

"... having "Light Bulb" moments in both class and at work when I knew the correct procedures to use and what needed to be done in certain situations."

Graduate, CIV Ageing Support & Disability

"... made me really think about myself and how I could improve and encouraged me to be much more assertive"

Graduate, CIV Ageing Support & Disability

"... was great learning new strategies to use, as I already work in the field, but was good to learn new things. (Course Manager) was a great teacher with a lot of knowledge on all subjects. I really enjoyed coming to class, it made learning easy. I am going to miss it :)"

Graduate, CIV Ageing Support & Disability



Since 2005, we've supported people just like you to be able to gain the qualifications they need so that they can take the 'next-step' in their lives..

I started my own training organisation after working as a consultant recommending learning programs and finding that others didn't care about the student as a whole person.

So, I sought others who were like-minded, and together we created our unique Whole Person Learning Model that has become the foundation of everything that we do.

Our Whole Person Learning Model understands that each person is unique and learns differently. It's designed so that you grow in confidence as you are supported throughout your learning journey.

I'm always genuinely really proud, and more often than not quite emotional, when I attend our graduation ceremonies. It's such a heart-warming day to see each student, some who started out anxious and unsure, confidently walking up to accept their framed certificate . . . and, oh my goodness, your smiles!

I'm Jania Warner, and this is why, I'm so proud to put my name to our organisation.



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