



Workforce  
Australia

# Exploring Careers in the Care and Support Sector

South Australia





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# Boosting the Local Care Workforce Program

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Australian Government  
Department of Social Services

Exploring Careers in the Care and Support Sector  
Darren Gibbins – Lead Regional Coordinator- SA

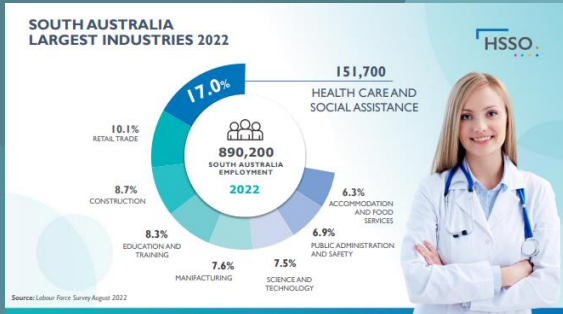
## ***National***

*National Skills Commission:  
Health Care and Social Assistance industry largest  
contributor to employment growth 2020 to 2026.*

*Forecast 15.8% increase (301,000 jobs) which is  
double that of any other industry.*

*Aged care requires an increase of 3600 Registered  
Nurses and 34,200 personal care workers in next two  
years.*

*NDIS has approx. 3750 unfilled vacancies (June 2021)  
with an additional 83,000 staff expected to be  
required by 2024.*



Human Services Skills Organisation: Growing the human services workforce

## Employment Projections to 2026 – Health Care and Social Assistance



Health Care and Social Assistance | Labour Market Insights



**301,000**

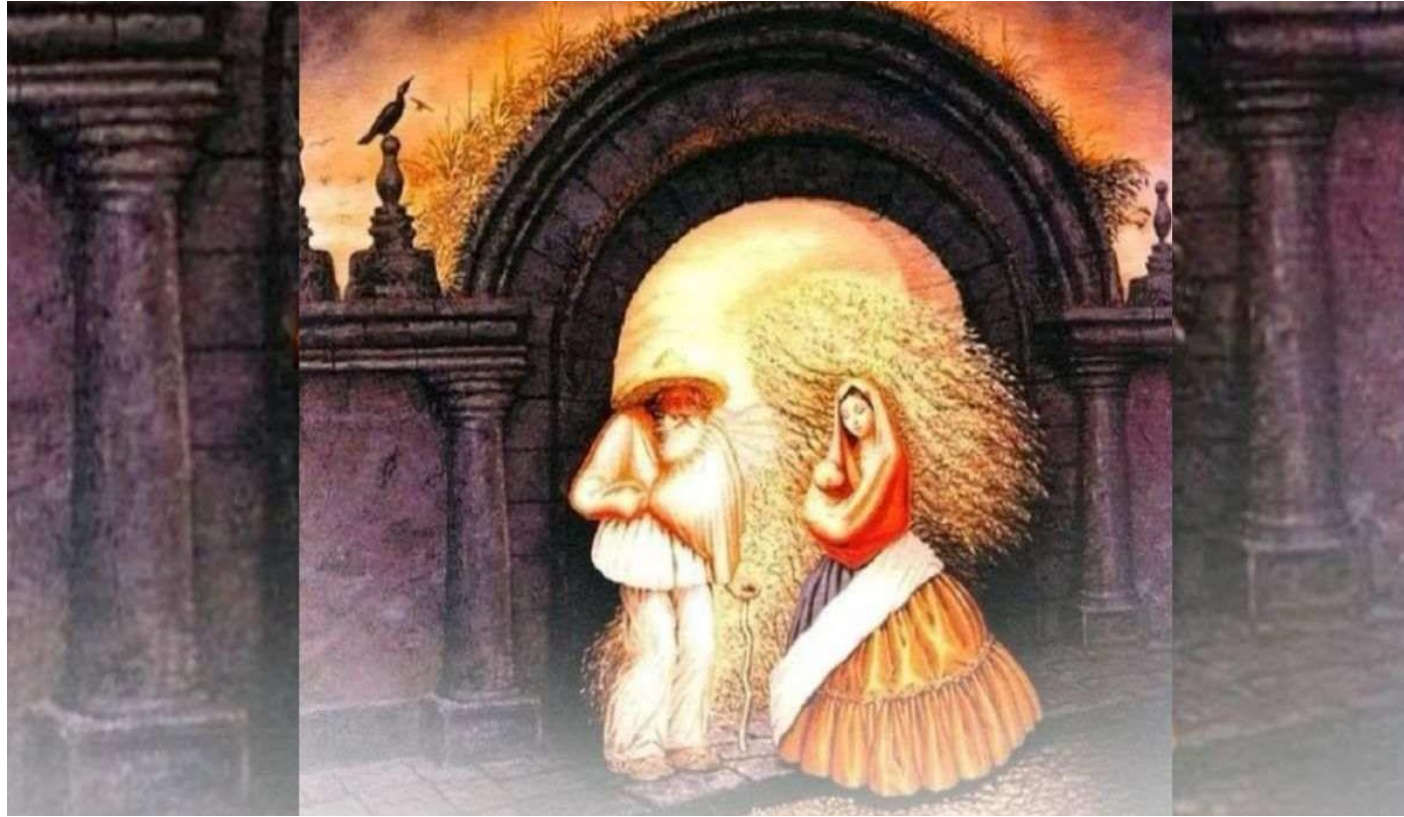
**Health Care and Social Assistance**



Projecting employment to 2026 | Jobs and Skills Australia



# Perceptions and Projections



# Language of Influence

## 1: Framing

*“What change would you like to focus on today ?”* We are framing up what we want them to think about and presupposing that “change” will play a part.

## 2: Pre-Framing

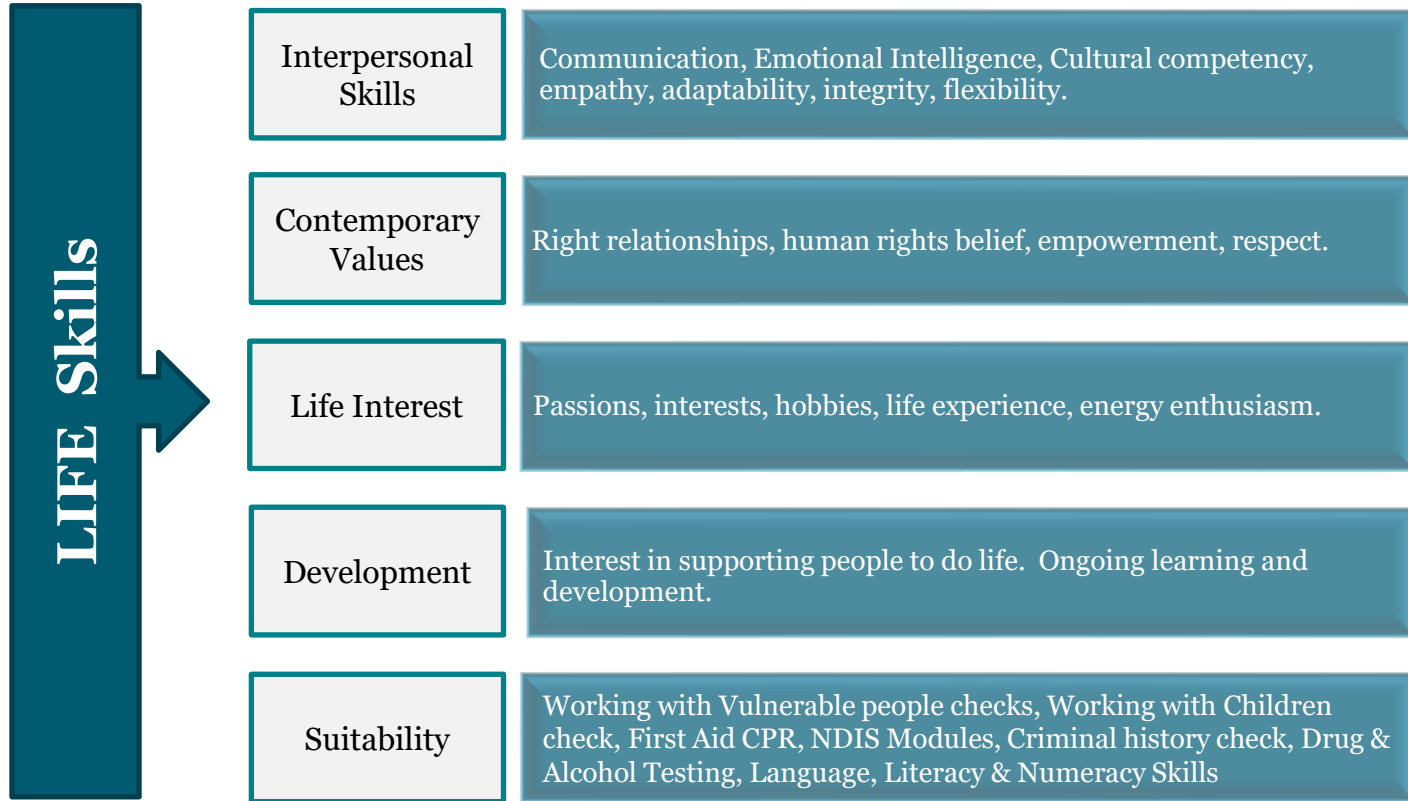
*“How soon would you like to start work?”* The presupposition is that they will work. Pre Framing is preparing the listener for the idea you are suggesting by presupposing what it is you want them to think about.

## 3: Re Framing

*Client: “But I don’t want to work” Coach: “I understand that you don’t want to work, but if you did , what work would you want to do ?”*

We are influencing their mind to consider working . We are taking a negative perception or experience and moving it into a positive light and conversation.

# What does it take to work in the Sector?



# Qualities and Attributes employers are looking for.

## What Qualities and Attributes is the Sector Looking For?

- Do you like working with people?
- Does helping other people make you feel good?
- Do you like variety and can you adapt to change?
- Do you want to be surrounded by people who share your values?
- Are you compassionate?
- Are you patient?
- Do you like taking initiative and having ownership of your role?
- Are you ok helping people with daily tasks and hygiene?
- Can you be responsible for things like cleanliness and confidentiality?
- Are you keen to learn new things?





# Industry Career Benefits



# Industry Career Opportunities

Career options are diverse

**Roles across care and support services**

## Administration & General Roles

- Administration Officers
- Marketing Officers
- Human Resources Officers
- Rostering / Scheduling Officers
- Finance Officers
- IT Officers
- Domestic Assistants
- Gardeners
- Cooks & Kitchenhands
- Home Modification Workers
- Assistive Technology Developers
- Drivers...

## Frontline roles

- Assessors
- Support Workers
- Residential Support Workers
- Activities Officers
- Supported Travel Tour leaders
- Allied Health Assistants
- Occupational Therapists
- Exercise Physiologist
- Speech Pathologists
- Art & Music Therapists
- Dieticians
- Registered Nurses ...

# Industry Career Opportunities ...

## Career options are diverse

### Roles across care and support services

#### Management roles

- Team Leaders / Supervisors
- Activity Centre Coordinators
- Volunteer Coordinators
- Catering Manager
- Business Development Managers
- Customer Service Managers
- Service Unit General Managers
- Training Managers
- Facility Managers
- Regional Managers
- State Managers
- General Managers
- Executive and CEOs...

#### Other supporting roles

- Advocacy and legal services
- Peak bodies
- Employment services
- Access consultants
- Architects
- Government services
- Website designers
- Researchers ...

The **benefits** of a working within the care and support sector are as **diverse** as the roles and employers within the sectors.

# Screening - Eligibility

## Suitability – Self Selection:

- Have you ever been warned, reprimanded or disciplined in a situation that involved a vulnerable person.
- Have you ever abused or molested a vulnerable person.  
*(Vulnerable person is under 18 or over 18 with a disability or frail from age).*
- Is there anything that would stop or impact on a positive result from a worker compliance screening. NDIS screening check or Police Check.
- Willingness to be vaccinated

# Facts

- Range of careers available across multiple fields.
- Entry Level roles and Values Based Recruitment
- Casual/Part Time/Full Time
- Rostering Flexibility is available - Weekend options available
- Average Hours per week 27 hours per week, 23-25 hours per week.
- Providers report workers can work as many hours as they want or need
- Average age of a worker is 47
- Opportunity for Sole Traders - Establish own business, Work for self
- Training is heavily subsidised under Government subsidies Cert IV in Disability/Mental Health/Individual Support

# Relevant websites

Careers Hub – Government of SA

<https://careers.sa.gov.au/explore-industries/disability-care>

Aged Care Services Workforce Hub: Career Pathways  
[Career Pathways and Job Roles - Aged Care Services  
Workforce Hub \(agedservicesworkforce.com.au\)](#)

Care Careers: Your gateway to a career in the care sector

<https://www.carecareers.com.au/>

The *A Life Changing Life* advertising will run until Friday  
30 June 2023

[careandsupportjobs.gov.au/campaign](https://careandsupportjobs.gov.au/campaign)

Jobs Hub – Discover care and support sector jobs and  
careers

<https://www.dewr.gov.au/jobs-hub/care>

Skills and  
qualifications  
pathways into the  
sector

**For more information or to chat further:**

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Lead Regional Coordinator SA

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**Lets Talk with an Employer**



**Tanya Cole, CEO**





# Skills SA

## Fee free courses for jobseekers

Adrian Phillips  
Skills Advisor  
Skills SA



Government of South Australia  
Department for Education

# Fee free short courses

- **Individual Support – Ageing skill set** reflects the skills for providing person centred support to older people in various settings.
- Training providers deliver fee free are:
  - Auctus Training and Education
  - TAFE SA
  - Institute of Training and Further Education (ITFE)
- **Individual Support – Disability skill set** gives the skills for providing person centred support to people with disability in various settings.
- Training providers deliver fee free are:
  - Auctus Training and Education
  - TAFE SA
  - Limestone Coast Training
  - Sureway Skills Training

# Certificate III in Individual Support

- Gain the practical skills and knowledge needed to provide individual support in aged care as well as home and community settings.
- Training providers deliver fee free are:
  - Australian Employment and Training Services
  - Career Employment Group
  - TAFE SA
  - Limestone Coast Training

**For more information**

**Visit [skills.sa.gov.au](https://skills.sa.gov.au) or**

**Speak to the Infoline on 1800 673 097**



***Our job is to help in-home aged  
care providers employ more staff.***

*For more information contact Hayley  
0482 166 715*



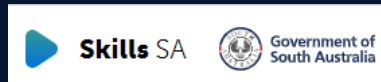
**Darren Gibbins, Boosting the Local Care Workforce**

**Tanya Cole, Hessel Group**

**Adrian Phillips, Skills SA**

**Daniel Forbes, Home Care Workforce Support**

# Panel



Australian Government  
Department of Education,  
Skills and Employment

# PROVIDER COMPANION GUIDE

Supporting job seekers to explore job opportunities in the aged care and disability services sector.

ACCPA  
Working in the Aged Care Services Sector

**What is the Aged Care Services Sector?**

**Residential Care**

**Home Care**

**What does a Supportive Care worker do?**

**What are the working conditions?**

Find out more at The Aged Care Services Workforce Hub.

ACCPA  
Are you the Right Fit to work in the Aged Care Services Sector?

**Workforce Outlook**

**2024-2030**

**2034-2040**

**2044-2050**

Find out more at The Aged Care Services Workforce Hub.

Australian Government  
Department of Education,  
Skills and Employment

# JOB SEEKER GUIDE

Discover the aged care and disability services sector and how to kick-start your career.

**We Want You!**

**Opportunity awaits...**

**About you**

**What to expect**

**Get job-ready**

ndc.org.au

