

MAJOR GROUP **4** COMMUNITY AND PERSONAL SERVICE WORKERS

COMMUNITY AND PERSONAL SERVICE WORKERS assist Health Professionals in the provision of patient care, provide information and support on a range of social welfare matters, and provide other services in the areas of aged care and childcare, education support, hospitality, defence, policing and emergency services, security, travel and tourism, fitness, sports and personal services.

Indicative Skill Level:

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or
- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or
- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or
- NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or
- NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks Include:

- attending accidents, planning and implementing leisure activities for individuals in health care and the community, and providing nursing care for patients
- advising clients on emotional, financial, recreational, health, housing and other social welfare matters
- planning, conducting and participating in educational and recreational activities to encourage the physical, social, emotional and intellectual development of children
- assisting Professionals in the provision of care and support to aged and disabled persons, patients in hospitals, clinics and nursing homes, and children in residential care establishments
- serving and selling food and beverages in bars, cafes and restaurants, supervising staff in hotels, carrying luggage and escorting guests
- maintaining public order and safety and providing specialised military services to the defence forces
- protecting, patrolling and guarding properties and advising clients on security requirements
- providing a range of personal services such as beauty therapy, teaching people to drive, arranging funerals, and organising and providing advice about travel and accommodation

MAJOR GROUP 4 *continued*

- organising and supervising groups and individuals pursuing physical fitness goals and outdoor adventure, participating in and officiating at sporting competitions, and coaching and training sporting competitors

Occupations in this major group are classified into the following sub-major groups:

- 41 Health and Welfare Support Workers
- 42 Carers and Aides
- 43 Hospitality Workers
- 44 Protective Service Workers
- 45 Sports and Personal Service Workers

SUB-MAJOR GROUP 41 HEALTH AND WELFARE SUPPORT WORKERS

HEALTH AND WELFARE SUPPORT WORKERS assist Health Professionals in the provision of patient care in hospitals, nursing homes and other health and community-based care facilities, and provide support, information and advice to clients on a range of social welfare matters.

Indicative Skill Level:

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

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

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- attending accidents and providing pre-hospital care and transport
- examining and treating ailments of the teeth and gums, and constructing and repairing dental devices
- planning and implementing leisure activity programs for individuals in health care and in the community to assist in their social development and promote a sense of wellbeing
- assessing, planning and implementing nursing care for patients according to accepted nursing practice and standards
- providing advice, training and support to parents of newborn infants
- acting as an advocate, interpreter and educator to assist in the provision and coordination of health care delivery to Indigenous communities
- utilising a range of techniques such as soft tissue massage to assist healing, prevent injury and promote relaxation
- advising clients on emotional, financial, recreational, health, housing and other social welfare matters

Occupations in this sub-major group are classified into the following minor group:

411 Health and Welfare Support Workers

MINOR GROUP 411 HEALTH AND WELFARE SUPPORT WORKERS

HEALTH AND WELFARE SUPPORT WORKERS assist Health Professionals in the provision of patient care in hospitals, nursing homes and other health and community-based care facilities, and provide support, information and advice to clients on a range of social welfare matters.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

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

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- attending accidents and providing pre-hospital care and transport
- examining and treating ailments of the teeth and gums, and constructing and repairing dental devices
- planning and implementing leisure activity programs for individuals in health care and in the community to assist in their social development and promote a sense of wellbeing
- assessing, planning and implementing nursing care for patients according to accepted nursing practice and standards
- providing advice, training and support to parents of newborn infants
- acting as an advocate, interpreter and educator to assist in the provision and coordination of health care delivery to Indigenous communities
- utilising a range of techniques such as soft tissue massage to assist healing, prevent injury and promote relaxation
- advising clients on emotional, financial, recreational, health, housing and other social welfare matters

Occupations in this minor group are classified into the following unit groups:

- 4111 Ambulance Officers and Paramedics
- 4112 Dental Hygienists, Technicians and Therapists
- 4113 Diversional Therapists
- 4114 Enrolled and Mothercraft Nurses
- 4115 Indigenous Health Workers
- 4116 Massage Therapists
- 4117 Welfare Support Workers

UNIT GROUP 4111 AMBULANCE OFFICERS AND PARAMEDICS

AMBULANCE OFFICERS AND PARAMEDICS provide emergency health care and transport for injured, sick, infirm and aged persons to medical facilities.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing is required.

Tasks Include:

- attending accidents, emergencies and requests for medical assistance
- assessing health of patients, determining need for assistance, and assessing specialised needs and factors affecting patients' conditions
- performing therapies and administering drugs according to protocol
- resuscitating and defibrillating patients and operating life-support equipment
- transporting accident victims to medical facilities
- transporting sick and disabled persons to and from medical facilities for specialised treatment and rehabilitation
- instructing community groups and essential service workers in first aid
- attending public gatherings and sporting events where accidents and other health emergencies may occur
- ensuring that ambulances are adequately maintained and stocked with medical supplies, and that equipment is in good working order
- preparing written reports on the state of patients' injuries and treatment provided

Occupations:

411111 Ambulance Officer

411112 Intensive Care Ambulance Paramedic (Aus) / Ambulance Paramedic (NZ)

411111 AMBULANCE OFFICER

Alternative Title:

Paramedic (Aus)

Provides specialised transport services and emergency health care for injured, sick, infirm and aged persons. Registration or licensing is required.

Skill Level: 2

Specialisation:

Patient Transport Officer (Aus)

MAJOR GROUP 4 *continued*

UNIT GROUP 4111 AMBULANCE OFFICERS AND PARAMEDICS *continued*

411112 INTENSIVE CARE AMBULANCE PARAMEDIC (AUS) / AMBULANCE PARAMEDIC (NZ)

Provides intensive pre-hospital health care to injured, sick, infirm and aged persons and emergency transport to medical facilities. Registration or licensing is required.

Skill Level: 2

UNIT GROUP 4112 DENTAL HYGIENISTS, TECHNICIANS AND THERAPISTS

DENTAL HYGIENISTS, TECHNICIANS AND THERAPISTS provide supportive dental services in preventative and restorative dental procedures, and construct and repair dental appliances.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks Include:

- providing educational programs to motivate children, parents and the community in matters relating to oral health
- providing fluoride therapy by applying remineralising solutions and desensitising agents
- removing deposits from teeth
- applying non-invasive fissure sealants to teeth
- taking impressions of the mouth
- taking dental radiographs
- administering local anaesthesia by infiltration and mandibular nerve block
- fabricating full and partial dentures
- constructing mouth guards, crowns, metal clasps, inlays, bridgework and other aids
- repairing and relining denture bases

Occupations:

411211 Dental Hygienist

411212 Dental Prosthetist

411213 Dental Technician

411214 Dental Therapist

411211 DENTAL HYGIENIST

Carries out preventative dental procedures under the direction of a Dentist. Registration or licensing is required.

Skill Level: 2

411212 DENTAL PROSTHETIST

Alternative Title:

Clinical Dental Technician

Designs, constructs, repairs and fits dentures and mouthguards. Registration or licensing is required.

Skill Level: 2

MAJOR GROUP 4 *continued*

UNIT GROUP 4112 DENTAL HYGIENISTS, TECHNICIANS AND THERAPISTS *continued*

411213 DENTAL TECHNICIAN

Constructs and repairs dentures and other dental appliances. Registration or licensing may be required.

Skill Level: 2

411214 DENTAL THERAPIST

Examines and treats diseases of the teeth in preschool, primary and secondary school children under the general supervision of a Dentist. Registration or licensing is required.

Skill Level: 2

Specialisation:

Oral Health Therapist

UNIT GROUP 4113 DIVERSIONAL THERAPISTS

DIVERSIONAL THERAPISTS plan, design, coordinate and implement recreation and leisure-based activity programs to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks Include:

- planning and implementing leisure activity programs for individuals in health care and in the community to assist in their social development, and promote their sense of wellbeing
- identifying individual needs through task analysis
- evaluating and assessing clients' levels of abilities, interests, needs, strengths and weaknesses, and their ability to carry out a range of tasks and interact with others
- maintaining a knowledge of resources available within a facility and within the community
- organising leisure and recreational events
- assisting with training and supervising volunteers and staff
- providing information on available support resources within the local community
- encouraging and supporting clients to take part in activities suited to their particular needs and interests
- adapting programs to suit individual clients' needs, interests, skills and abilities

Occupation:

411311 Diversional Therapist

411311 DIVERSIONAL THERAPIST

Alternative Title:

Recreational Therapist

Plans, designs, coordinates and implements recreation and leisure-based activity programs to support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing of individuals. Registration or licensing may be required.

Skill Level: 3

Specialisations:

Activities Coordinator

Activities Officer

UNIT GROUP 4114 ENROLLED AND MOTHERCRAFT NURSES

ENROLLED AND MOTHERCRAFT NURSES provide nursing care to patients in hospitals, aged care and other health care facilities and in the community, and assist parents in providing care to newborn infants under the supervision of a Registered Nurse or Midwife.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing is required.

Tasks Include:

- assessing, planning and implementing nursing care for patients according to accepted nursing practice and standards
- providing interventions, treatments and therapies such as administering medications, and monitoring responses to treatments and care plans
- assisting Registered Nurses and other team members to coordinate and evaluate care provided
- promoting and assisting in health education activities for the prevention of ill health
- bathing, feeding, changing and settling newborn infants
- providing advice and training on infant care to parents of newborn infants
- providing emotional support to parents of newborn infants

Occupations:

411411 Enrolled Nurse

411412 Mothercraft Nurse

411411 ENROLLED NURSE

Alternative Title:

Nursing Assistant (NZ)

Provides nursing care to patients in a variety of health, aged care, welfare and community settings under the supervision of Registered Nurses. Registration or licensing is required.

Skill Level: 2

Specialisation:

Medical Assistant (Defence)

411412 MOTHERCRAFT NURSE

Provides care to newborn infants, and provides advice and training on infant care to parents of newborn infants. Registration or licensing is required.

Skill Level: 2

UNIT GROUP 4115 INDIGENOUS HEALTH WORKERS

INDIGENOUS HEALTH WORKERS assist with the coordination and provision of health care delivery to Indigenous communities.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks Include:

- maintaining health records and statistics
- acting as an advocate in the community they serve, and as a communicator and interpreter on behalf of clients and other health workers
- providing clinical functions, such as case management and follow-up, independently or in consultation with other health care providers
- providing health education to individual clients and staff in health facilities
- providing cultural education to persons outside the cultural community and life skills education to the community they serve
- providing counselling and referring clients to other health care providers where necessary

Occupations:

411511 Aboriginal and Torres Strait Islander Health Worker

411512 Kaiāwhina (Hauora) (Māori Health Assistant)

411511 ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH WORKER

Liaises with patients, clients, visitors to hospitals and other medical facilities and staff at health clinics, and works as a team member to arrange, coordinate and provide health care delivery in Aboriginal and Torres Strait Islander community health clinics. Registration or licensing may be required.

Skill Level: 2

411512 KAIĀWHINA (HAUORA) (MĀORI HEALTH ASSISTANT)

Assists with health care delivery to patients and clients in accordance with Tikanga Māori (Māori culture and custom).

Skill Level: 2

UNIT GROUP 4116 MASSAGE THERAPISTS

MASSAGE THERAPISTS perform therapeutic massage and administer body treatments for health, fitness and remedial purposes.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- massaging the soft tissues of the body, such as muscles, tendons and ligaments, to assist healing
- utilising a range of massage techniques to enhance sports performance and prevent injury
- administering treatments to promote relaxation, improve circulation and relieve muscle tension
- assessing and treating specific soft tissue dysfunction and providing rehabilitation advice
- employing other techniques, such as acupressure or Shiatsu, and complementary aids, such as infra-red lamps, wet compresses, ice, essential oils and herbal and mineral therapies, to assist recovery
- assessing client's physical condition and case history and advising on stretching exercises and relaxation techniques

Occupation:

411611 Massage Therapist

411611 MASSAGE THERAPIST

Performs therapeutic massage and administers body treatments for relaxation, health, fitness and remedial purposes.

Skill Level: 2

Specialisations:

Chinese (Tui-Na) Masseur
Remedial Masseur
Shiatsu Therapist
Sports Medicine Masseur

UNIT GROUP 4117 WELFARE SUPPORT WORKERS

WELFARE SUPPORT WORKERS provide support, information and advice to clients on emotional, financial, recreational, health, housing and other social welfare matters, and evaluate and coordinate the services of welfare and community service agencies.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- assessing clients' needs and planning, developing and implementing educational, training and support programs
- interviewing clients and assessing the nature and extent of difficulties
- monitoring and reporting on the progress of clients
- referring clients to agencies that can provide additional help
- assessing community need and resources for health, welfare, housing, employment, training and other facilities and services
- liaising with community groups, welfare agencies, government bodies and private businesses about community issues and promoting awareness of community resources and services
- supporting families and providing education and care for children and disabled persons in adult service units, group housing and government institutions
- supervising offenders on probation and parole
- assisting young people to solve social, emotional and financial problems
- preparing submissions for funding and resources, and reports to government bodies and other agencies

Occupations:

- 411711 Community Worker
- 411712 Disabilities Services Officer
- 411713 Family Support Worker
- 411714 Parole or Probation Officer
- 411715 Residential Care Officer
- 411716 Youth Worker

MAJOR GROUP 4 *continued*

UNIT GROUP 4117 WELFARE SUPPORT WORKERS *continued*

411711 COMMUNITY WORKER

Facilitates community development initiatives and collective solutions within a community to address issues, needs and problems associated with recreational, health, housing, employment and other welfare matters.

Skill Level: 2

Specialisations:

Community Development Officer

Community Support Worker

Housing Officer

411712 DISABILITIES SERVICES OFFICER

Works in a range of service units which provide education and community access to people with intellectual, physical, social and emotional disabilities.

Skill Level: 2

411713 FAMILY SUPPORT WORKER

Assists the work of Social Workers and Welfare Workers by providing services and support to families.

Skill Level: 2

411714 PAROLE OR PROBATION OFFICER

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

Skill Level: 2

411715 RESIDENTIAL CARE OFFICER

Provides care and supervision for children or disabled persons in group housing or institutional care.

Skill Level: 2

411716 YOUTH WORKER

Alternative Titles:

Youth Officer

Youth Support Worker

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

Skill Level: 2

Specialisations:

Juvenile Justice Officer

Youth Accommodation Support Worker

Youth Liaison Officer

SUB-MAJOR GROUP 42 CARERS AND AIDES

CARERS AND AIDES provide basic care, supervision and other support services to individuals for the enhancement of their education, health, welfare and comfort.

Indicative Skill Level:

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- planning, conducting and participating in educational and recreational activities to encourage the physical, social, emotional and intellectual development of children
- supervising children in recreational activities
- preparing and distributing educational aids
- assisting children with intellectual, physical and behavioural difficulties with their academic studies
- assisting Professionals in the provision of care and support to aged and disabled persons, patients in hospitals, clinics and nursing homes, and children in residential care establishments
- assisting patients and clients with personal care needs, rehabilitative exercises and providing emotional support

Occupations in this sub-major group are classified into the following minor groups:

- 421 Child Carers
- 422 Education Aides
- 423 Personal Carers and Assistants

MINOR GROUP 421 CHILD CARERS

CHILD CARERS provide care and supervision for children in residential homes and non-residential childcare centres.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- assisting in the preparation of materials and equipment for children's education and recreational activities
- managing children's behaviour and guiding children's social development
- preparing and conducting activities for children
- entertaining children by reading and playing games
- supervising children in recreational activities
- supervising the daily routine of children
- supervising the hygiene of children

Occupations in this minor group are classified into the following unit group:

4211 Child Carers