# Working in the care and support sector

The care and support sector is one of the fastest growing job markets in Australia. There are jobs available now across aged care, disability support and veterans’ care.

## Why choose to work in care and support?

Work in the care and support sector is important as it improves the lives of the people you work with. It can also provide many benefits to you, both personal and professional.

This is a growing sector with many opportunities. It offers flexibility in hours and work arrangements, allowing you to balance work and home life, or work and study.

The work is varied, with a wide range of roles and career paths. Within these roles, one day will often not be the same as the next.

Care and support workers often build rewarding relationships with the people they support.

You will help the people you work with achieve their goals and to build or maintain their skills, independence, happiness and capacity. The work you do will make a difference.

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## Who will I provide care and support for?

In the care and support sector, you can work with older people, helping them remain independent in their homes, or be comfortable in residential aged care.

You can also work with people with disability, helping them achieve their goals, develop their capabilities and build independence.

You may provide care and support to veterans. These are people who have served in the Australian Defence Force. They may be of any age or gender, some may have a disability.

You may work with people from diverse backgrounds, cultures and life experiences.

## What is the work like?

There are many types of jobs available in the care and support sector.

### Personal care and support worker

Support workers help people with daily activities so they can live more fully and independently.

Different people will need support for different reasons. Some will need help with personal tasks like showering, hygiene, taking meals and getting dressed. Others may need help getting out in the community and socialising, or going to work. You may do tasks like shopping, meal preparation, cleaning or gardening, to help a person stay in and maintain their own home.

You may have to report regularly on the support you have given, the person’s wellbeing, any issues or the progress they have made toward their goals.

### Domestic assistance

There are roles supporting older Australians, people with disabilities and veterans with domestic tasks required to keep their home running. This can include cleaning, cooking, home maintenance and gardening.

### Allied health or other specialised professionals

Allied health or other qualified professionals usually specialise in a particular type of support, and will typically have extra qualifications such as university degrees.

These roles include most allied health professions, such as speech pathologists, occupational therapists, psychologists, social workers, physiotherapists, behaviour support specialists, dietitians and counsellors.

### Registered or enrolled nurses

Registered or enrolled nurses provide nursing care to people, such as giving treatments or medications, operating medical equipment, monitoring vital signs and performing first aid.

Nurses have tertiary qualifications (Diploma or Advanced Diploma in Nursing for enrolled nurses, and a Bachelor of Nursing for registered nurses). Registered nurses must be formally registered with the Nursing and Midwifery Board of Australia.

### Other roles

There are a wide range of roles that work alongside support workers, such as support coordinators and advocacy workers.

There are also jobs available for managers, team leaders and supervisors, and for administrative staff working in finance, human resources, reception, data entry and other business areas for service providers.

## How do I get into the care and support sector?

There are many pathways to start working in the care and support sector. While some roles, such as nursing and allied health, require formal qualifications, many roles, such as support workers, do not.

For employers, often finding the right person can be just as important as finding someone with the right qualifications. Your personal attributes, such as your compassion, flexibility and approachability, are what employers are looking for, and will make you a good fit for the work.

If you are from a diverse background, you may be able to use your language skills and cultural knowledge to provide care and support to people with the same or a similar background.

For some roles, you may need a worker screening check, which requires a police background check. Your employer may arrange this for you before you start your job. You may also need a First Aid Certificate and a driver’s licence.

Many employers provide on-the-job training for people with no experience. For people returning to work, or wanting a career change, you can often have prior learning and experience recognised. There are many options to upskill, or to improve your job readiness and numeracy and literacy skills if required.

To find out more, visit <https://www.careandsupportjobs.gov.au/skills-and-training>

## The care and support sector welcomes diversity

The care and support sector can be right for people in many different situations and from many backgrounds.

You may be leaving school, considering a return to the workforce, looking for a career change, or simply wanting to find a job that better aligns with your values and gives you a greater sense of fulfilment.

Your skills and experience can often be formally recognised. And your personal experiences and background can give you more meaningful connections to the people you support.

## Find a job

To find out more about the care and support sector, and to search for jobs available right now, visit [www.careandsupportjobs.gov.au](http://www.careandsupportjobs.gov.au).