



Career Pathways Framework

CARE AND SUPPORT SECTOR

May 2025



ACIL ALLEN



Acknowledgement of Country

HumanAbility acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of Country throughout Australia. We pay our respects to Aboriginal and Torres Strait Islander Elders – past and present, and recognise their enduring connection to their culture, lands, seas, waters and communities.

Report prepared for HumanAbility by ACIL Allen

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HumanAbility would like to respectfully acknowledge the Traditional Owners of the land and sea throughout Australia and extend that respect to Elders past and present. HumanAbility also recognises those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

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1. About this Framework

1.1. Background

The care and support workforce comprises of a significant proportion of Australia's economy. In recognition that the sector is one of the country's fastest growing economic sectors, the Australian Government has a national care and support economy reform agenda underway, the vision of which is to develop a sustainable and productive care and support economy that delivers quality care and support with decent jobs. Objectives include there are enough workers and they have the right skills and training to deliver quality care, jobs are professionalised, and there are pathways to support career progression, further training and mobility.

1.2. The Career Pathways project

People working in the care and support sector experience difficulties in understanding, navigating and pursuing potential career pathways which has contributed to significant skills and labour market shortages. In recognition of this, HumanAbility has undertaken a career pathways project which aims to:

- identify and implement new approaches to workforce development, promoting and strengthening pathways
- increase alignment of career progression opportunities within and across aged care, disability support and veterans' care
- attract more workers to the sector, ensuring the skills and knowledge they bring to roles, and develop over their career, are recognised and valued by the sector
- increase worker retention and attrition rates
- increase participation rates in training and employment, particularly from under-represented groups such as First Nations people, people with a disability, and men.

While the care and support sector is broader, the career pathways project's specific scope is aged care, disability support, and veterans' care.

1.3. The Framework

Through the career pathways project, HumanAbility has developed a *Careers Pathways Framework*. The Framework outlines the current and emerging job roles across the care and support workforce. It describes the purpose, tasks and education and training requirements for each role in aged care, disability support, and veterans' care. The design of the framework was informed through consultation with the Project Reference Group and industry. Consultation was undertaken through interviews, surveys and workshops.

The Framework is intended to be used by a wide range of stakeholders to support workforce development. This could include prospective employees who are seeking to enter the sector, careers advisors working in schools or the community, government in understanding workforce needs and:

- Current workers.
- Jobseekers, students, school leavers
- RTOs
- Industry bodies
- Employers and HR practitioners.
- Peak bodies

How to use the Career Framework

In this Career Framework document, we provide information on the different types of roles and career pathways available in the sector. In sections 4 through 7 there are detailed role descriptors including key functions, and qualifications and experience required.

Other resources that can be uploaded to organisations websites or downloaded and printed.

- An infographic map showing potential pathways between these roles, that can be useful to refer to when reading this document.
- A range of video interviews with people in the sector, telling the stories of their own career pathways.
- Downloadable, customisable flyers showcasing some of the career pathways of people in the videos. The guidance would ideally be tailored to specific cohorts of readers, for example:

2. The care and support sector

2.1. Aged care

Aged care provides support for older people to help them with everyday living and other needs, either for those in their own homes or those who can no longer live at home. It can include help with everyday living, assistive equipment and home modifications, personal care and health care, social and cultural support, and accommodation.

In home aged care, also referred to as community-based care, provides support to help people stay independent for as long as possible.

Residential care is available for those who can no longer live at home. Residential care can be short-term or permanent.

Services and supports can include personal and nursing care, transport, food preparation, assistance with shopping and housework (in home care), physio and therapy, and social inclusion.

Aged care is funded by the Australian Government, with services delivered by both public and private providers. This means there are a range of employers, settings and contexts for the provision of aged care.

2.2. Disability support

Disability supports in Australia are largely delivered through the National Disability Insurance Scheme (the NDIS). The NDIS provides funding to eligible people with disability to access treatment, care and support aimed at building independence, developing new skills, jobs, or volunteering, and improving quality of life.

The NDIS introduced a fundamental change to how supports for people with disability are funded and delivered across Australia. A highly skilled and professional workforce is the foundation of a high-quality NDIS. The NDIS currently supports over 500,000 Australians with disability to access the services and supports they need.

Disability supports and services are also delivered in a range of settings including residential, supported living, community, day programs and in the home.

2.3. Veterans' care

Veterans' care provides support to current and former defence force personnel, including veterans or war widows/widowers. Most veterans' care and support in Australia is provided by the Australian Government Department of Veterans Affairs (DVA). DVA works with other government agencies, private

and not-for-profit organisations, ex-service organisations (ESOs), and others to deliver a range of supports.

Common types of treatment, care and support include physical and mental health services including counselling, rehabilitation, employment programs, transition and community connection supports.

Veterans' care is provided through in-home services and community care. There are few residential facilities.

3. Career pathways

3.1. Career categories

The care and support sector in Australia is multifaceted and expansive, with many opportunities for diverse career pathways across a wide range of roles. Roles within the aged care, disability support, and veterans' care sectors often overlap. For instance, professionals such as nurses, occupational therapists, and social workers frequently operate across all three sectors. This highlights the versatility and adaptability, meaning workers can move widely if they choose.

This Framework uses 4 categories to explain the different kinds of roles in the sector. Some roles may span multiple categories, depending on the individual organisational structure and design.

3.1.1. Indirect support

In these roles, people are employed in aged care, disability support and veterans' care settings but do not focus on working directly with people. There are specific skills relevant to the roles, but knowledge or skills may not be directly related to the care and support sector.

These roles provide an unqualified entry point to the sector— that is, they don't require formal training in care and support but may have other training relevant to their functions. Workers can move from these roles into direct client contact roles.

3.1.2. Direct care and support

These roles work directly with people and have sector specific knowledge and skills. There are a wide range of roles in this category, including those that do not require formal education and training, those which require vocational education and training (VET), and higher education qualified roles.

These roles make up most positions in the care and support sector, with high potential for movement and progression across different roles.

3.1.3. Navigation

These roles work directly with people to manage the and negotiate the interface with the broader health and community service system. Many of these roles are new and emerging roles in response to the increasing system complexity and recognised need for wraparound support.

There are few established training and education pathways for these roles, but strong opportunities for workers to move between direct care and support and navigation roles over time.

3.1.4. Service enablement

These roles do not have direct client contact, but work within aged care, disability support and veterans' care organisations to enable service delivery. Many of these roles require significant experience, either relevant to their job function specifically or within the sector more broadly.

These roles provide a progression pathway from team leadership roles, particularly for workers who would like to focus on activities other than direct care and support.

3.2. Approach to presenting roles

Each role is presented using a consistent template, as per below. The template covers the sectors in which the role operates, the category they fall under, the settings

Role description						
Aged care		Disability support		Veterans' care		
Category	Indirect support, Direct care and support, Navigation, Service enablement			Setting	Residential / community / home / organisational	
Description	A [Role] (is a professional who) works with [people/roles/organisation] in [settings] to [role description].					
Key functions	• [Verb] [description], e.g., 'Assess client needs' • [Verb] [description] • [Verb] [description]					
Requirements and pathways						
Training, regulation, and registration	VET	Yes / No	Higher Education	Yes / No	Registered/regulated	Mandatory or optional
	This role has [mandatory/optional] registration managed by [body name]. Formal qualification ([level] or higher) in [field] is expected e.g. [program name] Specific education is available/required in: • [Name of subject area] e.g., 'Dementia care' Additional requirements include [Working with Children, NDIS registration, Police Check, First Aid, certificate, etc.] / It is also desirable to have [certificate, etc.]					
Experience	This role usually expects [period / some / extensive] experience in [field or role]. / This role does not have experience requirements.					

3.3. Common skills and functions

While skills differ across roles in the care and support sector, there are shared skills across different positions. These can broadly be understood as generic, common and shared skills as summarised below. Beyond these skills, each role has specific skill requirements that are unique to the context or setting in which they work.

Table 3.1 Common skills

Foundation skills <i>Not sector specific, but valued across all roles and similar sectors</i>	• Reading and writing • Verbal communication • Teamwork • Planning and organising • Self-management • Technological literacy
Direct care and support and Navigation	• Interpersonal skills • Ability to effectively communicate with stakeholders at all levels. • Respectful and non-judgmental communication. • Able to foster trust and collaboration within teams. • Analytical and critical thinking • Able to apply critical thinking and evidence-based practices. • Skills in problem-solving and decision-making under pressure. • Ability to evaluate and integrate diverse stakeholder needs. • Personal attributes • Hardworking, flexible, and adaptable to shift work. • Empathetic and person-centred. • High level of integrity and professionalism. • Cultural awareness and inclusivity • Understanding of equity, inclusion, and diversity principles. • Cultural competence in engaging with diverse communities.

Service enablement

- Interpersonal skills
- Team leadership and management skills.
- Able to build relationships with diverse internal and external groups.
- Able to change manage transitions in practices, processes, or policies.
- Strategic and analytical thinking
- Skills in developing long-term goals aligned with organisational objectives.
- Data analytics to identify trends and improvements.
- Understanding of relevant laws, compliance standards, and industry-specific guidelines.
- Organisation and planning
- Ensuring accuracy in processes, documentation, and quality assurance.
- Budgeting, allocating resources, and controlling costs effectively.

Source: ACIL Allen

4. Indirect support roles

4.1. Administration roles

Administration Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Administration Roles Indirect support			Setting	Organisational
Description	An administration worker works within organisations across the care sector, supporting operations through various clerical and organisational tasks.				
Key functions	• Provide a first point of contact between people and organisations • Manage communication channels • Organise and schedule meetings, appointments, and events • Prepare documents • Maintain and update records, files, and databases • Roster staff • Provide general support to other staff				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	There are no minimum qualification requirements for this role. Relevant qualifications include the Certificate III in Business to Advanced Diploma of Business Additional requirements vary across Aged Care, Disability Support and Veterans' Care but can include a NDIS Worker Screening Check, Police Check, Current Driver's License, First Aid and Cardiopulmonary resuscitation (CPR) certificate. It is also desirable to have completed a Certificate III in Individual Support and / or Certificate IV in Disability Support.				
Experience	While desirable, this role typically does not have experience requirements.				

4.2. Maintenance Roles

Maintenance Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Indirect support			Setting	Residential, home
Description	A Maintenance Worker works with facilities management in residential settings to provide timely, skilled and customer focused maintenance service – either directly or with appropriate links to external contractors. They are also responsible for the monitoring & maintenance of the site assets and ensuring a secure and safe environment for all stakeholders				
Key functions	• Manage site maintenance program – preventative, planned & reactive, in an organized, consistent & proactive manner • Ensure all aspects of plant, fittings & equipment meet regulatory compliance standards and have clearly documented records of same • Ensure nominated contractors are liaised with in a courteous, professional manner and are clear on the requirements of any contracted service to the site • Ensure compliance and understanding of OHS requirements in relation to maintenance role and service				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	No training or registration is required, though experience in a trade is desirable.				
Experience	This role does not have experience requirements.				

4.3. Facilities Roles

Cleaning and Facilities Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Facilities Roles Indirect support			Setting	Residential
Description	A Cleaning and Facilities Worker works with facilities managers to provide infection control and ensure a safe and healthy living environment for residents. This can also be known as a Housekeeping Assistant.				
Key functions	• Clean resident rooms and common areas • Provide laundry services				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	This role does not have formal training, regulation, or registration requirements.				
Experience	This role does not have experience requirements.				

4.4. Gardener/Landscaper Roles

Gardener / Landscaper

Role description						
Aged care		Disability support		Veterans' care		

Role description							
Category	 Gardener/ Landscaper Roles Indirect support				Setting	Residential, home	
Description	A Gardener / Landscaper works with clients or facilities in home or residential care settings to provide services that support independence, dignity and safety of clients.						
Key functions	- Establish gardens and landscaping as needed for clients and facilities to suit their needs - Provide regular services to maintain standards and safety - Provide service that is responsive to the needs of clients - Monitor the needs of clients and refer to support as appropriate						
Requirements and pathways							
Training, regulation, and registration	VET		Higher Education		Registered/regulated		
	There are no registration requirements for this role, though a Certificate III in Horticulture is desirable.						
Experience	This role does not have experience requirements.						

4.5. Food and Beverage Roles

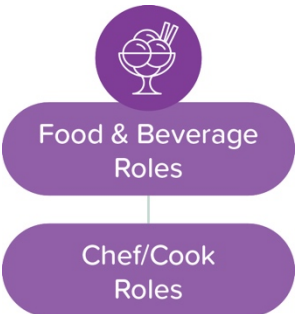
Food and Beverage Assistant

Role description						
Aged care		Disability support		Veterans' care		
Category	 Food & Beverage Roles Indirect support			Setting	Residential	

Role description						
Description	A food and beverage assistant works in residential care, assisting in the delivery of nutritional meals and maintenance of food safety and hygiene. This role can also be known as a Food Services Assistant or Food Trades Assistant.					
Key functions	• Prepare meals • Serve meals • Maintain cleanliness and hygiene in kitchen and dining areas • Manage inventory, receive stock and food supplies					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no registration requirements for this role. Additional requirements include a Police Check and NDIS Worker Screening Check. A Certificate in Food Handling is required for all people who work with food.					
Experience	This role usually expects some experience in aged care and food provision, however, for most positions it is not essential.					

4.6. Chef / Cook Roles

Chef / Cook

Role description					
Aged care		Disability support		Veteran' care	
Category	 Indirect support			Setting	Residential
Description	Chefs plan and organise the preparation and cooking of food in dining and catering establishments.				

Role description						
Key functions	• Plan menus, estimating food and labour costs, and ordering food supplies • Monitor quality of dishes at all stages of preparation and presentation • Discuss food preparation issues with Managers, Dietitians and kitchen and waiting staff • Demonstrate techniques and advise on cooking procedures • Prepare and cook food • Explain and enforce hygiene regulations					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	Formal qualification (Certificate III or higher) in commercial cookery is expected e.g., Certificate III in Commercial Cookery.					
Experience	This role does not have experience requirements.					

4.7. Community Support Driver Roles

Community Support Driver

Role description					
Aged care		Disability support		Veterans' care	
Category	 Community Support Driver Roles Indirect support			Setting	Community
Description	A community support driver provides safe and efficient transport service for eligible clients. Role may also be referred to as Community Transport Driver				
Key functions	- Provide transport for community members - Socialise and connect with clients - Monitor client wellbeing				

Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/ regulated	
	This role does not have formal training requirements. Working with Children Check or Police Check may be required.					
Experience	This role does not have experience requirements.					

5. Direct care and support roles

5.1. Foundational Care & Support Roles

Lifestyle worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Residential, community
Description	A lifestyle worker works with people living in the community to maintain and enhance their social connectedness and independence. These roles may also be referred to as Diversional Therapists.				
Key functions	• Evaluate and assess people's levels of abilities, needs, and strengths • Maintain a knowledge of resources available within a facility and within the community. • Assist people to participate in meaningful activities • Maintain friendly and supportive professional relationships • Ensure programs and activities are culturally relevant to culturally and linguistically diverse communities • Drive residents on excursions • Develop and work within individual client care plans • Support clients in their daily activities and attendance • Maintain a client centred approach to service delivery • Assist and maintain a clean, safe environment for guests and staff • Assist with assessments, review, and the ongoing evaluation of residents' cultural, recreational and leisure needs and lifestyle interests				
Requirements and pathways					
Training, regulation,	VET		Higher Education		Registered/regulated

Role description	
and registration	There is no minimum qualification required for this role. Formal qualification in Leisure and Health is desirable e.g., Certificate IV in Leisure and Health Many roles also require First Aid and CPR certificates, Working with Children Check, and a Police Check
Experience	This role does not have experience requirements.

Domestic Assistant

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Home
Description	A domestic assistant works with people in the home to facilitate their independent living. This role can also be known as an In-Home Community Support Worker, or Home Cleaner.				
Key functions	- Complete home care tasks such as cleaning, laundry, light meal preparation, and organisation. - Build relationships with people and provide social interaction.				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	While there is no minimum qualification for this role, a Certificate III in Individual Support can help build the skills and knowledge required for the role.				
Experience	This role does not have experience requirements.				

Respite Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Home
Description	A respite worker works with people in a range of settings to provide care services for a person to enable a primary carer to take a temporary break. This can also be known as a respite carer.				
Key functions	• Liaise with services or primary carers to deliver services • Assist clients with personal care, light domestic assistance, and shopping				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	This role has no registration requirements. Formal qualification (Certificate III or higher) in aged care, disability, or community care is expected e.g., Certificate III in Individual Support. Additional requirements include Working with Children, NDIS registration, Police Check, First Aid and CPR certificate.				
Experience	This role usually expects some experience in a relevant care position.				

Disability Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	All
Description	A disability support worker works with people with intellectual, physical, social, and/or emotional disabilities to support their ongoing access to community and education. In a residential setting, this role can also be known as a Residential Care Worker or Residential Youth Worker.				
Key functions	General: • Provide person-centred support to people with disability, including emotional support • Support families, children and people with disability in their own homes, adult service units, group housing and government institutions • Monitor and report on progress • Support families • Assist clients to attend appointments and schooling by transporting them to and from these destinations • Contribute to assessing people's needs • Contribute to the planning and development educational and training support programs Community: • Perform a range of household tasks, including cleaning, laundry, and shopping • Assist and prepare nutritious meals • Facilitate participation in social activities Residential: • Interview clients and assess the nature and extent of difficulties • Assess client needs and plans, develops and implements educational, training and support programs				
Requirements and pathways					
Training, regulation,	VET		Higher Education		Registered/regulated

and registration	There are no mandatory registration requirements for this role. Some states and territories, including Victoria have a voluntary registration scheme for disability support workers. Formal qualification in disability is often expected for these roles, such as the Certificate III in Individual Support or Disability or a Certificate IV in Disability Support. Additional requirements include Working with Children's Check, NDIS Worker Screening Check, Police Check, a First Aid and CPR certificate.
Experience	Prior experience in disability support or aged care is desirable but not essential for this role.

House Supervisor

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Residential
Description	A house supervisor works with service staff team in residential settings to deliver support that meets the choices and needs of the residents in accordance with National Quality Standards and National Disability Insurance Scheme (NDIS) requirements. This role can also be known as a House Manager.				
Key functions	- Lead and plan support for people with disability, to participate in a range of life areas (including social, recreational, and daily living activities) based on the goals of individual support plans. - Advocate within the broader community on behalf of clients and their families, to support inclusion, participation, and respect for rights. - Convey information to clients and their families, and other people in the lives of clients - Participate in negotiations with family members, medical services, activity services and other community services to help meet daily client needs and/or plan support for future client requirements - Manage a small staff team and related services to provide support for multiple clients - Administer medication treatments and therapies or seek appropriate medical assistance according to prescribed protocols				

Role description						
	• Work to develop and maintain team morale and effectiveness and provide day-to-day mentoring and best practice knowledge • Understand and follow internal and NDIS Quality and Safeguarding incident reporting requirements					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no minimum qualifications required for this role. Formal qualification (Certificate IV) in disability work, or residential or community service is expected e.g., Certificate IV in Disability Work or the Advanced Certificate in Residential and Community Services. Many roles also require First Aid and CPR certificates, Working with Children Check, and a Police Check					
Experience	This role usually expects extensive experience in residential care or providing disability support.					

Peer Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	All
Description	A peer support worker works with clients, collaborating with other roles, to utilise their lived experience to deliver improved client-centred support. This lived experience may be their own, or having been close to someone with experiences in healthcare, disability, aged care, or defence service. This may be known as a Lived Experience / Peer Workforce Worker, Lived and Living Experience Worker, Peer Navigator, Peer Support, and Community and Peer Advisor.				

Role description						
Key functions	• Promote individual and collective strengths, capacity, and empowerment • Support individual and collective advocacy • Use human rights and recovery frameworks • Provide peer support through phone and email communication, responding in trauma-informed and appropriate ways to people experiencing distress and crisis • Form effective and empathic peer relationships by appropriately sharing personal lived experience and understanding of the impact of mental illness or disability, service use and recovery • Support people that access services to develop individual recovery plans which incorporate their self-identified recovery goals, aspirations, and strengths • Where appropriate, share knowledge gained through one’s relevant lived experience and recovery to promote awareness, understanding and service improvement					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no minimum qualifications required for this role. Formal qualification (Certificate III or higher) in health, aged care, disability, mental health or peer work is expected e.g., Certificate IV in Mental Health Peer Work. Additional requirements include Working with Children and Police Check.					
Experience	This role usually expects extensive experience in engaging with the sector or service that one advocates for.					

Personal Care Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Residential, Home
Description	A personal care worker works with clients in a residential and in home and community care to support their daily living activities.				

Role description						
	This can also be known as a Personal Care Attendant (PCA).					
Key functions	General: • Provide person-centred care and supports to older people • Build rapport and collaborate effectively with staff, management, older people, and their families to achieve positive outcomes • Participate in care planning and follow therapy plans • Observe and report changes in client conditions • Report complaints about care • Assist with rehabilitation exercises and basic treatments • Provide emotional support and companionship • Maintain care records and administration • Build relationships with clients and their families Home: • Assist clients with their goals and empower them to achieve independence through skill development • Support clients in accessing social and community activities, promoting a healthy lifestyle • Implement strategies to enhance clients' skills, identify areas for additional support, and explore opportunities to help them achieve their goals • Assist with personal care needs (showering, dressing, eating, mobility, communication) • Assist with transportation and meal preparation Residential: • Assist with personal care needs (showering, dressing, eating, mobility, communication) • Assisting the nursing staff with treatments as directed • Assisting the nursing staff by observing and reporting promptly any changes in the condition or wellbeing of residents. • Assisting residents with recreational activities					
	Requirements and pathways					
	Training, regulation, and registration	VET		Higher Education		Registered/regulated
There is no minimum qualification required for this role. Formal qualification (Certificate III or higher) in individual support is expected e.g., Certificate III in Individual Support.						

Role description	
	Additional requirements include, new screening and registration requirements, First Aid Certificate and Working with Children and Police Check.
Experience	Prior experience in the sector is desirable but not essential for this role.

Key Worker

Role description						
Aged care		Disability support		Veterans' care		
Category	 Foundational Care & Support Roles Direct care and support			Setting	All	
Description	A key worker supports people with disability by coordinating services and engaging additional expertise when needed to address specific challenges.					
Key functions	- Facilitate communication and information sharing among health professionals involved with people with a disability and their family - Manage reporting requirements for plan reviews - Conduct assessments of children and people with a disability - Manage early intervention family therapy support plan					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	Key workers are usually qualified as an allied health professional (physiotherapist, occupational therapist, early childhood teacher etc.). As such, formal qualifications are required for these roles, and the professions are regulated by their respective bodies. Additional requirements include Working with Children, NDIS registration, Working with Vulnerable People Check. It is also desirable to have a driver's licence.					
Experience	This role requires relevant experience in the field most applicable for the client's needs. See Physiotherapist, Occupational Therapist, Social Worker, Speech Pathologist, Psychologist.					

Family Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Foundational Care & Support Roles Direct care and support			Setting	Community
Description	A family support worker who works with clients and their families in a variety of settings to provide services and support to families.				
Key functions	• Interview clients to identify needs • Assess clients' needs to develop plans for care and support • Monitor and report on the progress of clients • Refer clients to agencies that can provide additional help • Assess community need and resources for health, welfare, housing, employment, training and other facilities and services • Liaise with community groups, welfare agencies, government bodies and private businesses about community issues and promoting awareness of community resources and services • Support families and providing education and care for children and disabled persons in adult service units, group housing and government institutions • Supervise offenders on probation and parole • Assist young people to solve social, emotional and financial problems				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	Formal qualification (VET or Higher Ed) in social and community services is expected e.g. Certificate III in Community Services, Certificate IV in Child, Youth and Family Intervention, Diploma of Counselling, Diploma of Community Services, or Bachelor of Social Work It is also desirable to have Working with Children check.				
Experience	This role usually expects past experiences in similar positions or in the sector				

Team Leader

Role description						
Aged care		Disability support		Veterans' care		
Category	 Foundational Care & Support Roles Direct care and support			Setting	All	
Description	A team leader leads a team of workers to deliver quality and person-centred care and support. In the aged care sector, may be referred to as Home Care Team Leaders or may be registered nurses.					
Key functions	• Provide leadership, coaching, and mentoring to disability support workers • Manage and organise care and support • Manage external stakeholder management • Identify and develop individual behavioural support plans • Complete administrative tasks and management such as rostering					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no minimum qualifications required for this role. Formal qualification (Certificate IV) in disability work, or residential or community service is expected e.g., Certificate IV in Disability Work. In aged care higher education qualifications in Nursing, Occupational Therapy, Physiotherapy, Social Work, Speech Therapy, Dietetics or Exercise Physiology. Many roles also require First Aid and CPR certificates, Working with Children Check, and a Police Check					
Experience	This role usually expects extensive experience in providing disability support or aged care.					

5.2. Community Roles

Community Worker

Role description						
Aged care		Disability support		Veterans' care		
Category	 Community Roles Direct care and support			Setting	Community	
Description	A community worker works with community members to create plans for their community that address local needs and issues; usually related to recreation, health, housing, employment and welfare matters. This can also be known as a Community Engagement Worker or Community Outreach Officer.					
Key functions	• Liaise with community groups, welfare agencies, government and business regarding community issues • Assess community needs and resources for health, welfare, housing, employment, and training • Promote awareness of available resources, facilities, and resources to the local community • Encourage connections and networking within the community • Encourage people to take leadership of community initiatives • Work with community groups to develop and implement long-term plans • Help community groups apply for government funding and encourage them to set up partnerships with other organisations such businesses and councils • Set up and maintain local community projects and report on their progress					
Requirements and pathways						
Training, regulation,	VET		Higher Education		Registered/regulated	

Role description	
and registration	This role has voluntary industry registration managed by Community Work Australia (CWA). Registration requires a CWA accredited diploma and higher education in community services work, human services, community welfare, community development or a similar discipline that is approved by CWA. Formal qualification (Certificate III or higher) in community services, or aged or disability care, is expected e.g., Diploma/Cert IV in Community Services, Diploma/Certificate IV/Certificate III in Ageing Support, Bachelor of Community Services / Community Welfare. Additional requirements include Working with Children and a Police Check.
Experience	This role does not have experience requirements.

Alcohol and Other Drug Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Community Roles Direct care and support			Setting	Residential, community
Description	An Alcohol and Other Drugs Worker works with clients in a range of settings to overcome alcohol, substance, drug, and behavioural addiction. This role can have functional overlap with other roles such as counsellors, psychologists, social workers, clinical psychologists, and drug and alcohol workers.				
Key functions	• Evaluate the individual circumstances and challenges experienced by clients • Evaluate the physical and mental behaviours displayed by clients • Identify client behaviours that interfere with their treatment and recovery • Facilitate individual and group therapy sessions • Develop a recovery plan based on initial assessments • Assist and manage conflict and crisis situations				
Requirements and pathways					

Role description						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has no formal national agency accreditation process. Formal qualification (Certificate IV and above) in alcohol and other drugs is expected e.g. Diploma of Alcohol and Other Drugs. Specific education is also available for those with a health, social or behavioural science tertiary qualification seeking to work as an AOD worker, e.g. core induction competencies, or Certificate IV or higher in alcohol and other drugs or addition. It is also desirable to have National police Check and Working with Children check.					
Experience	This role typically does not have experience requirements, though previous experiences in similar roles and care sector highly regarded.					

Education Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Community Roles Direct care and support			Setting	Community
Description	An education support worker works with students with a disability to support the delivery of their educational services.				

Role description							
Key functions	• Provide routine support for teachers including assisting with planning student routines • Support communication between teachers and parents • Communicate with teachers on routine matters related to students and/or other responsibilities • Provide basic physical care and wellbeing support for students such as toileting, meals and lifting • Communicate with students in supporting their comprehension of basic tasks and information • Address immediate behavioural presentations relating to specific students within classroom settings in alignment with school policy and procedure • Provide basic support and supervision for individuals or groups of students • Support teachers in coordinating educational programs • Provide medical intervention support to students under specific conditions with appropriate training and guidance • Provide specialised communication support for students and teachers in areas such as AUSLAN and braille						
	Requirements and pathways						
	Training, regulation, and registration	VET		Higher Education		Registered/regulated	
		There is no minimum qualification required for this role.					
		Formal qualification (Certificate III or higher) in education support is expected, such as the Certificate III / IV in School Based Education Support.					
		Many roles also require First Aid and CPR certificates, Working with Children Check, and a Police Check					
	Experience	This role usually expects some experience in education support.					

Mental Health Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Community Roles Direct care and support			Setting	Home, Community
Description	A mental health worker works with people in a community and home settings to live independently, develop daily living skills and to achieve their personal goals.				
Key functions	• Support people with organising their day-to-day lives such as planning, cleaning, meal planning and shopping • Provide social support to assist clients to stay socially connected through activities such as facilitating interactions with friends, family and the community and encouraging healthy social relationships • Assist people with communication difficulties through making information accessible and helping them express themselves and empowering them to make their own choices • Encourage and facilitate participation in community activities such as leisure activities • Coordinate with health care professionals on the management of medical needs, such as making and attending necessary health appointments • Provide financial and tenancy support • Assist with goal setting and achievement • Assist in facilitating educational or voluntary employment opportunities • Provide emotional and behavioural support				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	There is no minimum qualification required for this role. Formal qualification (Certificate III or higher) in mental health or allied health assistance is expected e.g., Certificate IV in Mental Health.				
Experience	This role does not have experience requirements.				

5.3. Allied Health Roles

Allied Health Assistant

Role description						
Aged care		Disability support		Veterans' care		
Category	 Community Roles Direct care and support			Setting	All	
Description	An allied health assistant works with allied health practitioners (such as physiotherapists, occupational therapists, and speech pathologists) in a range of settings to undertake tasks delegated to them from allied health practitioners. This role may also be called a Therapy Aide.					
Key functions	• Work with allied health professionals to provide client centred care and support • Provide clinical support by assisting client exercises, monitoring health status, preparing and maintaining medical equipment and collecting client information • Undertake administrative tasks • Liaise with clients, families, and other healthcare professionals					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has optional registration managed by the Allied Health Assistants' National Association Ltd, which provides self-regulation for the role. Formal VET qualification in allied health assistance is expected e.g. Certificate III in Allied Health Assistance, and Certificate IV in Allied Health Assistance. It is also desirable to have Working with Children check.					
Experience	This role does not have experience requirements.					

Dietitian

Role description						
Aged care		Disability support		Veterans' care		
Category	 Allied Health Roles Direct care and support			Setting	Residential, community	
Description	A dietitian is a professional who works with clients in clinical a range of settings to understand the relationship between food and health and to make appropriate dietary choices. This can also be known more generally as a nutritionist.					
Key functions	- Plan diets and menus, and instructs people on the requirements and importance of diet and on the planning and preparation of food - Supervise the preparation and serving of meals - Collect, organise and assess data relating to health and nutritional status of people, groups and communities - Monitor food intake and quality to provide nutritional care - Calculate nutritional values of food served - Plan, conduct and evaluate nutrition intervention programs and compiles educational material - Provide nutrition assessments, nutrition management, and nutrition education, research and training - Consult with other health professionals and related workers to manage the dietary and nutritional needs of clients					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by Dietitians Australia, an industry self-regulation body. Formal qualification (Bachelor or above) in the degree accredited by Dietitians Australia is required, e.g. Bachelor of Health Science (Nutrition), Bachelor of Dietetics, Graduate Diploma in Human Nutrition, Master of Nutrition, and Master of Dietetics.					

Role description	
Experience	This role typically does not have experience requirements, though experiences within the relevant care sector are highly regarded.

Occupational Therapist

Role description					
Aged care		Disability support		Veterans' care	
Category	 Allied Health Roles Direct care and support			Setting	All
Description	An occupational therapist is a professional who works with clients with functional limitations in a range of settings to provide therapy to enable clients to perform their daily activities and occupations.				
Key functions	- Assess clients' emotional, psychological, developmental and physical capabilities using clinical observations and standardised tests - Assess clients' functional potential in their home, leisure, work and school environments, and recommending environmental adaptations to maximise their performance - Plan and direct programs using vocational, recreational, remedial, social and educational activities on an individual and group basis - Provide advice to family members, carers, employers and teachers about adapting clients' home, leisure, work and school environments - Provide adaptive equipment, such as wheelchairs and splints, to assist clients to overcome their functional limitations - Work with other Health Professionals in overall case management of clients - Work with other professionals in providing specialist advice to specific client groups such as those requiring driver rehabilitation, third-party compensation and medico-legal representation - Record clients' progress and maintaining professional relationships in accordance with relevant legislative requirements and ethical guidelines				
Requirements and pathways					

Role description						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by the AHPRA. Formal qualification (Bachelor or above) in occupational therapy is expected e.g. Bachelor of Occupational Therapy, or Master of Occupational Therapy					
Experience	This role does not have experience requirements.					

Physiotherapist

Role description					
Aged care		Disability support		Veterans' care	
Category	 Allied Health Roles Direct care and support			Setting	All
Description	A physiotherapist is a professional who works with clients in a range of settings to assess, treat and prevent disorders in movements caused by injury or disease. This can also be known as a "physical therapist".				
Key functions	- Administer muscle, nerve, joint and functional ability tests to identify and assess physical problems of clients - Design treatment programs to address clients' problems - Treat clients to reduce pain, improve circulation, strengthen muscles, improve cardiothoracic, cardiovascular and respiratory functions, restore joint mobility, and improve balance and coordination - Use the therapeutic properties of exercise, heat, cold, massage, manipulation, hydrotherapy, electrotherapy, ultraviolet and infra-red light and ultrasound in the treatment of clients - Review, continually monitor, assess and evaluate programs and treatments - Consult with other Health Professionals as required about clients' problems, needs and progress - Instruct clients and their families in procedures to be continued at home - Record treatments given and clients' responses and progress - Develop and implement screening and preventative health promotion programs				

Role description						
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by the Physiotherapy Board of Australia. Formal qualification (Bachelor or above) in physiotherapy is expected e.g. Bachelor of Physiotherapy, or Master of Physiotherapy It is also desirable to have NDIS Worker Screening Check and Police Check.					
Experience	This role usually expects 1 year of experiences as a physiotherapist.					

Psychologist

Role description						
Aged care		Disability support		Veterans' care		
Category	 Allied Health Roles Direct care and support			Setting	Residential, community	
Description	A psychologist is a professional who works with clients in a range of settings to consult, assess, and administer treatment programs for psychological disorders.					
Key functions	• Collect data about clients and assesses their cognitive, behavioural and emotional disorders • Administer and interpret diagnostic tests and formulates plans for treatment • Develop, administer and evaluate individual and group treatment programmes • Consult with other professionals on details of cases and treatment plans					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by the Australian Psychology Accreditation Council (APAC). Formal qualification (Bachelor and above) following an APAC accredited pathway is expected e.g. Bachelor of Psychology (Honours) and Master of Professional Psychology.					

Role description	
Experience	This role typically does not require past experiences as a psychologist, but past experiences both in the sector and as a psychologist is highly regarded.

Social Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Allied Health Roles Direct care and support			Setting	Community
Description	A social worker is a professional who works with people in a range of settings to assess and assist the social needs of clients.				
Key functions	• Act as a facilitator between clients in need and community services • Assess resources for health, welfare, recreation, housing, employment and other community services • Provide leadership and assistance for the implementation of pilot projects in community development and self-help, and planning and implementing research projects to address client needs, organisation goals and social policy • Cooperate with community organisations, social agencies and voluntary groups to improve services and develop new services • Conduct individual and family case interviews to identify the nature and extent of clients' problems • Assist clients to understand and resolve problems by providing information, acting as a mediator and referring them to community and self-help agencies • Analyse, develop, promote and implement social policies using practice experience, research, analytic frameworks, and negotiation skills to respond to social need through a fair, equitable and effective allocation of social resources • Monitor the progress of clients by maintaining contact				

Requirements and pathways

Role description						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has optional registration managed by the Australian Association of Social Workers. Social workers may also voluntarily register with CWA when they work in a community setting. Formal qualification (Bachelor or above) in social work is expected e.g. Bachelor of Social Work, and Master of Social Work It is also desirable to have Working with Children Check, NDIS Worker Screening Check, and Police Check.					
Experience	This role does not have experience requirements.					

Speech Therapist

Role description					
Aged care		Disability support		Veterans' care	
Category	  Direct care and support			Setting	All
Description	A speech therapist is a professional who works with clients in a variety of settings to provide diagnostic assessment and management of disorders of communication and swallowing. Also referred to as speech pathologist.				
Key functions	• Administer tests and observe clients to determine nature and extent of disorders • Plan and conduct programs of remedial exercises to correct disorders such as stuttering and abnormal articulation • Administer individual and group therapy for rehabilitation of clients with communication problems caused by defective hearing, cerebral palsy, surgery and injury • Advise on treatment for children with difficulties in learning to speak • Counsel and guide language-handicapped people, their families, teachers and employers				

Role description						
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by Speech Pathology Australia, the self-regulating body. Formal qualification (Bachelor or above) in speech pathology is expected e.g. Bachelor of Speech Pathology or Master of Speech Pathology.					
Experience	This role typically does not have experience requirements.					

5.4. Nursing Roles

Nursing Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Direct care and support			Setting	All
Description	A nursing support worker works with people in a range of settings to provide limited care under the direction of nursing staff. Note, under the new Support at Home program, this will capture the 'Care Partner' role which can be both clinical and non-clinical.				
Key functions	- Assist people with their personal care needs such as showering, dressing, and eating - Assist people with their mobility and communication needs - Participate in planning the care of people - Follow therapy plans such as interventions to assist those with dementia and behavioural support needs - Observe and report changes in a person's conditions, and reports complaints about care - Assist with rehabilitation exercises - Provide basic treatment and delivery of medications.				

Role description						
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There is no minimum qualification associated with this role. Formal qualification (Certificate II or higher) in individual support is expected e.g., Certificate II in Health Services Assistance, or Certificate III Individual Support or Certificate IV Allied Health Assistances Additional requirements vary across Aged Care, Disability Support and Veterans' Care but can include Working with Children, NDIS registration, Police Check, First Aid and CPR certificate.					
Experience	This role is typically an entry level position and does not have experience requirements.					

Enrolled Nurse

Role description					
Aged care		Disability support		Veterans' care	
Category	 Direct care and support			Setting	All
Description	An enrolled nurse is a professional who works under the supervision of registered nurses and doctors in various health and community settings to provide essential medical care and support to people.				
Key functions	• Provide nursing care according to professional registration practices and standards • Administer medications and perform interventions, treatments, and therapies • Monitor client responses to treatments and care plans • Assist registered nurses (RNs) and other team members as needed • Work under the direction and supervision of an RN as part of an interdisciplinary health team • Promote and assist in health education activities to prevent ill health • Provide nursing support and comfort within their scope of practice in various settings, including health, aged care, welfare, and community environments				

Role description						
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by the Nursing and Midwifery Board of AHPRA. A formal qualification, Diploma of Nursing, is required for registration. For enrolled nurses to administer medication, they must have completed relevant medication administration education.					
Experience	This role does not have experience requirements.					

Registered Nurse

Role description					
Aged care		Disability support		Veterans' care	
Category	 Nursing Roles Direct care and support			Setting	All
Description	A registered nurse works in various settings such as hospitals, community clinics, and residential care homes to provide essential medical care and support to people. This is a role that works directly with clients in care settings.				

Role description

Key functions	General: - Practice in line with professional registration standards. - Assess, plan, implement, and evaluate nursing care provided, applying evidence-based, best practice information and skills. - Collaborate with other health professionals and coordinate client care - Administer treatments and medications and monitor client responses - Promote health and prevent illness through education and health promotion activities - Answer questions and provide information and education to clients and families - Supervise and coordinate the work of enrolled nurses and other healthcare workers - Deliver high-quality care, including procedures, medication administration, and restorative care - Update and maintain medical records, liaising with health professionals and family members Aged Care: - Support palliative care, including complex pain management. - Support care of those with dementia - Provide wound care, manage pain, and assist with mobility and daily living activities - Maintain accurate medical records and ensure compliance with health and safety regulations
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Requirements and pathways

Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by Nursing and Midwifery Boards of the AHPRA. Formal qualifications (Bachelor or above) in Nursing is expected e.g., Bachelor of Nursing, or Master of Nursing. Specific education is available for specialisation in a particular sector, e.g. Graduate Certificate in Aged Care Nursing. Additional requirements include a completed adult vaccination program, a Working With Children Check, and a National Police Check.					
Experience	This role does not have experience requirements.					

Mental Health Nurse

Role description						
Aged care		Disability support		Veterans' care		
Category	 Nursing Roles Direct care and support			Setting	All	
Description	A mental health nurse is a registered nurse with additional expertise and education in mental health, working with people experiencing mental ill health, their family and community, toward recovery.					
Key functions	• Provide treatment, care and support within a holistic theoretical and clinical framework incorporating a range of factors affecting an individual or community, including cognitive, occupational, physical, and social factors • Facilitate person-centred and client-focused therapeutic approaches to deliver specialised, recovery-oriented, evidence-based care to people across ages, cultures, and settings • Engage and collaborate with clients, carers, families, and other members of multidisciplinary teams					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role is subject to the same registration requirements as registered nurses. In addition, there is optional registration managed by the Australian College of Mental Health Nurses. This requires completion of a postgraduate specialist mental health nursing qualification such as a Graduate Certificate in Mental Health Nursing.					
Experience	This role usually expects experience as a registered nurse.					

5.5. First Nations Health Care Roles

Aboriginal and Torres Strait Islander Health Worker

Role description						
Aged care		Disability support		Veterans' care		
Category	 First Nations Health Care Roles Direct care and support			Setting	Residential, community	
Description	An Aboriginal and Torres Strait Islander health worker works as a team member to arrange, coordinate and provide health care delivery. As part of their role, they liaise with people, families, and staff.					
Key functions	• Undertake basic health assessment • Provide non-clinical functions, such as case management and follow-up, independently or in consultation with other health care providers • Maintain health records and statistics • Provide first aid • Act as an advocate in the community, and as a communicator and interpreter on behalf of patients, clients and other health workers					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	Formal qualification (Certificate III or higher) in Aboriginal and/or Torres Strait Islander Primary Health Care Practice is expected.					
Experience	This role usually expects some experience in working in an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO), though there are no minimum years of experience.					

Aboriginal and Torres Strait Islander Health Practitioner

Role description						
Aged care		Disability support		Veterans' care		
Category	 First Nations Health Care Roles Direct care and support			Setting	Residential, community	
Description	An Aboriginal and Torres Strait Islander Health Practitioner is a professional who works as a team member to provide clinical health care delivery. As part of their role, they liaise with clients, families, and staff.					
Key functions	• Provide clinical functions, and care with a focus on culturally safe practice for Aboriginal and Torres Strait Islander people • Maintain health records and statistics • Provide health education to clients and staff in health facilities • Provide cultural education to people outside the cultural community and life skills education to the community their community • Provide counselling and refer clients to other health care providers where necessary					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA). Formal qualification required is Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice.					
Experience	This role usually expects some experience in working in an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO), though there are no minimum years of experience.					

5.6. Medical Roles

General Practitioner

Role description						
Aged care		Disability support		Veterans' care		
Category	 Medical Roles Direct care and support			Setting	Residential, community	
Description	A general practitioner is a professional who works with clients in clinical settings to diagnose, treat and prevent physical and mental disorders and injuries.					
Key functions	• Conduct examinations and questions clients to determine the nature of disorders and illnesses, and records clients' medical information • Order laboratory tests, x-rays and other diagnostic procedures, and interprets findings to assist in diagnosis • Provide overall care for clients, and prescribes and administers treatments, medications and other remedial measures • Monitor client progress and response to treatment • Advise on diet, exercise and other habits which aid prevention and treatment of disease and disorders • Refer client to, and exchanges medical information with, specialist medical practitioners • Report births, deaths and notifiable diseases to government authorities • Arrange the admission of clients to hospitals					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by Australian Health Practitioner Regulation Agency (AHPRA). Formal qualification (postgraduate degree level) in an accredited course is expected e.g. Bachelor of Medicine and Doctor of Medicine. Specific education is required in - Mental Health Skills Training, to be involved in the Better Access program					

Role description	
Experience	This role requires at least an internship in a hospital and specialist general practice vocational training.

Psychiatrist

Role description					
Aged care		Disability support		Veterans' care	
Category	 Medical Roles Direct care and support			Setting	Residential, community
Description	A psychiatrist is a professional who works with clients in clinical settings to assess, diagnose, treat, and prevent mental, emotional and behavioural disorders. This can also be known as a medical psychotherapist.				
Key functions	- Assess clients' mental and physical status to determine the nature and extent of mental, emotional and behavioural disorders - Assess clients' medical, psychiatric and psychological histories - Examine clients to determine general physical condition - Order laboratory tests, imaging, neuropsychological tests and other diagnostic procedures - Examine the results of tests and examinations to determine the most appropriate forms of treatment - Prescribe and administering medication, psychotherapy, and other physical treatments and rehabilitation programs - Arrange admission to hospitals and providing in-client treatment - Consult, supervise and work with other Medical Practitioners and Health Professionals - Determine whether clients require involuntary treatment in accordance with relevant mental health acts - Assist courts and other statutory bodies in managing clients in legal and forensic settings - Teach medical students and registrars, and assessing their progress by administering tests				

Role description						
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has mandatory registration managed by AHPRA. Formal qualification (postgraduate degree) in medicine is required, e.g. Bachelor of Medicine and Doctor of Medicine. Sub-specialisations for psychiatrists include Adolescent Psychiatrist, Child and Adolescent Psychiatrist, Child Psychiatrist, Forensic Psychiatrist, Geriatric Psychiatrist and Medical Psychotherapist.					
Experience	This role, on average, requires 11 years of training and experience in medical settings.					

Psychotherapist

Role description					
Aged care		Disability support		Veterans' care	
Category	Direct care and support			Setting	Residential, community
Description	A psychotherapist works with clients in a range of settings to provide diagnosis and treatment of mental and emotional disorders.				
Key functions	• Collect data about clients and assess their cognitive, behavioural and emotional disorders • Administer and interpret diagnostic tests and formulates plans for treatment • Develop, administer and evaluate individual and group treatment programs • Consult with other professionals on details of cases and treatment plans				
Requirements and pathways					
Training, regulation	VET		Higher Education		Registered/regulated 

Role description	
and registration	This role has optional registration managed by the Psychotherapy and Counselling Federation of Australia, which serves as the self-regulation peak body for counsellors and psychotherapists. Formal qualification (Bachelor or above) in the psychotherapist field is expected e.g. Bachelor degree in discipline-specific to counselling and psychotherapy It is also desirable to have Working with Children Check and Police Check.
Experience	This role usually expects some experience of working as a therapist or relevant care role.

6. Service Navigation

6.1. Coordination Roles

Transition Coordinator

Role description					
Aged care		Disability support		Veterans' care	
Category	 Coordination Roles Navigation			Setting	Community
Description	A transition coordinator works with clients in a range of settings to provide one-to-one support for the client to transition into alternate education or living settings.				
Key functions	Education setting: • Provide guidance to students, schools and their client's care teams • Facilitate wrap around supports to students transitioning through education settings • Assist students with enrolment processes and troubleshooting any issues that arise • Collaborate with stakeholders in enhancing the transition process Justice setting: • Identify people in the corrections system who are eligible for funding • Clarify referral processes • Complete referral documentation • Liaise with service providers and developing supports for people in their exit from correctional settings to increase their wellbeing and reduce offending behaviours • Increase awareness of funding availability and other support services • Document systemic challenges and making recommendations for improvement relating to the referral of clients				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	Formal qualification is not required for this role, though relevant qualifications include disability, and alcohol and other drugs.				

Role description	
Experience	This role usually expects some experience of working in a similar role.

Care Coordinator

Role description					
Aged care		Disability support		Veterans' care	
Category	 Coordination Roles Navigation			Setting	Community
Description	A care coordinator works with clients in a range of settings to provide support to clients under funding arrangements. This role covers the new 'Care Partner' role under the Support at Home Program.				
Key functions	• Manage new referrals in required time frames according to priority • Work with clients and their support networks regarding their requirements and develop Support/ Care Plans that actively support clients to reach their goals • Liaise with other providers to ensure a collaborative approach is taken to meeting client support needs • Attend to invoicing of client's or client funding holders including checking for unpaid services as required • Maintenance of client records, statistics and information relating to service delivery. This includes the changing of status of clients as required (i.e. active to close) • Review active clients or review based on communicated change requirements • Contribute to the necessary administration duties, including telephone answering to ensure that client focused service is delivered in an efficient, effective and timely manner • Perform Environmental Assessments if needs are specialised or require specialist equipment/staff to deliver				
Requirements and pathways					
Training, regulation	VET		Higher Education		Registered/regulated

Role description	
and registration	This role has no minimum qualification requirement. Formal qualification in relevant fields is expected e.g. nursing, social work, allied health, and individual support It is also desirable to have Working with Children Check, NDIS Worker Screening, and Police Check.
Experience	This role does not have experience requirements, but experience in relevant care sector is highly regarded.

Local Area Coordinator

Role description					
Aged care		Disability support		Veterans' care	
Category	  Navigation			Setting	Community
Description	A local area coordinator works with NDIS participants in a range of settings to assist NDIS participants to understand, identify, assess, implement and review their NDIS plan.				
Key functions	• Provide information and support to participants and families/carers to implement their NDIS plans and build community inclusion and capacity. • Help NDIS participants to understand and access NDIS supports in their community via workshops and conversations • Work in their designated local area to create and nurture an inclusive environment for all people living with a disability • Facilitate community and group activities within their designated network to encourage community participation and social interaction • Link people with disabilities with information, services and supports in their community related to health, education and transport. • Assist with plan management aspects such as development, implementation, monitoring and reviews • Help participants to sustain their informal supports such as family, friends and the local community				

Requirements and pathways

Role description						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	This role has no registration requirement. Formal qualification is not required for the position, but relevant qualifications include training in disability, allied health or community services. Additional requirements include NDIS Worker Screening and Police Check.					
Experience	This role usually expects some experience in the relevant care sector.					

Support Coordinator

Role description					
Aged care		Disability support		Veterans' care	
Category	 Coordination Roles Navigation			Setting	Home, Community
Description	A support coordinator works with people to establish and implement tailored support plans and facilitate engagement with different support services.				
Key functions	- Assess the needs of individuals - Establish and implement individual support plans - Coordinate access to support services - Address barriers to support access for people - Monitor and report on progress				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	Additional requirements include First Aid and CPR certificates, a Current Driver's License, a NDIS Worker Screening Check, a Working with Children Check, and a Police Check. While there are no formal education requirements it is desirable for applicants to have either a certificate III or IV in individual support, disability and aged care.				
Experience	This role usually requires some prior experience working in a similar role.				

NDIS Planner

Role description					
Aged care		Disability support		Veterans' care	
Category	Navigation			Setting	Community
Description	A NDIS planner works with NDIS participants in a range of settings to provides operational and administrative support informed by service delivery knowledge and stakeholder communications. This role can overlap with NDIS Plan Manager, NDIS Service Coordinator, and NDIS Support Coordinator.				
Key functions	• Gather information from participants and planning partners via telephone or in person contact to contribute to high-quality planning and evidence-based decision making • Use a range of policies, practice guidance and legislations to make decisions on funding related to participant plans that complement informal, community and mainstream supports • Work closely with participants and their representatives in identifying current and future supports, and informal, mainstream and community support options to achieve plan outcomes • Liaise with key stakeholders such as partners in the community in delivering services for participants • Resolve issues and complaints related to individual support plans • Complete administrative and data entry tasks related to participants • Contribute to the achievement of key performance indicators e.g. planning targets.				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	Formal qualification is not required for this role, though relevant qualifications include individual support. It is also required to have NDIS Worker Screening, and Police Check.				
Experience	This role usually requires some experience in a similar role.				

6.2. Advocacy and Access Roles

Navigator

Role description					
Aged care		Disability support		Veterans' care	
Category	 Advocacy & Access Roles Navigation			Setting	Community
Description	A navigator works with clients in a range of settings to assist clients and their families to understand, find and use mainstream and community services and foundational supports. This role can also overlap with other roles, such as support coordinator, local area coordinator, plan manager, and local area managers.				
Key functions	• Provide information and support relating to access to mainstream and foundational supports • Assist clients to connect with support for specialised services • Support clients to develop an action plan to use their budget, book and coordinate services where required • Monitor client progress and wellbeing				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	This role has no registration requirements. Formal qualification is not required for the position, though relevant qualifications include individual support, disability or community services. It is also desirable to have Working with Children Check, NDIS Worker Screening, and Police Check.				
Experience	This role usually expects some experience in the relevant care sector.				

Employment Support Worker

Role description					
Aged care		Disability support		Veterans' care	
Category	 Advocacy & Access Roles Navigation			Setting	Community
Description	An employment support worker works with clients in a variety of settings to assist people to find and secure employment opportunities. This role can also be known as a job coach or an employer engagement consultant.				
Key functions	• Build relationships with a caseload of clients requiring employment support • Assist clients to break down their barriers and to support their meaningful employment • Determine client skills, experience, interests and achievement goals for work and life • Encourage and motivate clients through appropriate activities to find their employment • Match clients with suitable activities, support services, training and employment opportunities • Educate and guiding clients on their requirements and providing them with tools to succeed • Provide post placement support to assist with ongoing sustained employment of clients				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	This role has no minimum qualification requirement. Formal qualification (Cert IV) in employment services is expected e.g. Certificate IV in Employment Services.				
Experience	This role does not have experience requirements.				

Peer Navigator

Role description					
Aged care		Disability support		Veterans' care	
Category	 Advocacy & Access Roles Navigation			Setting	Community
Description	A peer navigator works with people, collaborating with other roles, to utilise their lived experience to best connect them with services and care. This lived experience may be their own, or having been close to someone with experiences in healthcare, disability, aged care, or defence service.				
Key functions	• Provide relevant and appropriate options and pathways via accessible, clear, and timely phone and email communication to support people, together with their families, carers, and service providers to access the support needed to promote mental and physical wellbeing • Collaborate with people (and their families, carers and service providers) to discover their wellbeing preferences and needs through supported decision-making • Conduct research, engage with services and collaborating with team members to locate relevant and appropriate service and support options • Support people to develop an action plan to use their budget, book and coordinate services where required • Provide ongoing support and case management				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	There is no minimum qualification required for this role. Formal qualification (Certificate III or higher) in community services, aged care, disability, or peer work is expected e.g., Certificate IV in Mental Health Peer Work. Additional requirements include Working with Children and Police Check.				
Experience	This role usually expects extensive experience in engaging with the sector or service that one advocates for.				

Liaison Officer

Role description					
Aged care		Disability support		Veterans' care	
Category	 Advocacy & Access Roles Navigation			Setting	Community
Description	A liaison officer works with organisations in a variety of settings to establish and facilitate communication between different community groups, organisations and governments.				
Key functions	• Liaise with members of the public establishing communication between various parties, organisations or government organisation • Research and prepare reports, briefing notes, memoranda, correspondence and other routine documents to help facilitate communication • Maintain confidential files and documents • Process incoming and outgoing mail, files correspondence and maintains records.				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	This role has no registration requirements. Formal qualification is not required for the position, though VET and higher education is usually expected.				
Experience	This role does not have experience requirements.				

Advocate

Role description						
Aged care		Disability support		Veterans' care		

Role description						
Category	 Navigation			Setting	Community	
Description	An advocate works with clients in a range of settings to promote service access and human rights for the client.					
Key functions	• Provide high-quality advocacy through information, education, support, and representation • Apply a human rights approach to advocacy • Apply knowledge of laws, legal instruments and safeguarding mechanisms. • Provide interpretation and application of relevant legislation, policies, and procedures • Network and build relationships with other organisations and within the local community • Communicate with clients and stakeholders to achieve clients’ goals • Maintain accurate records and systems administration.					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role has no minimum qualification required for this role. Formal qualification (VET or Higher Education) in associated fields is expected e.g., social work, human services, and community services.					
Experience	This role does not have experience requirements.					

Auslan Interpreter

Role description					
Aged care		Disability support		Veterans' care	

Role description						
Category	 Navigation			Setting	Community	
Description	Auslan Interpreters support clients whose language preference is Auslan in a variety of settings.					
Key functions	• Provide simultaneous and consecutive verbal or signed renditions of speeches into Auslan • Render the meaning and feeling of what is said and signed into another language in the appropriate register and style in a range of settings such as courts, hospitals, schools, workplaces, and conferences					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	This role has optional registration managed by the National Accreditation Authority for Translators and Interpreters (NAATI). Formal qualification is required prior to NAATI certification. The required levels range from Diploma for Certified Provisional Interpreters to Bachelor’s degree for specialist interpreters Depending on training and experience, it may be required to complete both an ethical competency and/or intercultural competency screening training and a test with NAATI.					
Experience	This role does not have experience requirements.					

Aged Care Specialist Officer

Role description						
Aged care		Disability support		Veterans' care		
Category	 Navigation			Setting	Organisational	

Role description						
Description	An aged care specialist officer is a new role that works with older people and carers in various settings to access services more effectively and have their needs met.					
Key functions	• Provide in-depth information on the different categories of aged care services • Check if clients are eligible for government-funded services • Make referrals for an aged care assessment • Help clients appoint a representative for My Aged Care • Provide financial information about aged care services • Connect clients to local support services.					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	As an emerging role, this does not have any formal training, regulation, or registration requirements. The Certificate IV in Ageing Support contains relevant knowledge and skills.					
Experience	This role usually expects some experience in aged care or health care.					

Veteran Support Officer

Role description					
Aged care		Disability support		Veterans' care	
Category	 Advocacy & Access Roles Navigation			Setting	Community
Description	Veteran Support Officers (VSOs) are advisers who provide personalised support and guidance to serving ADF members and families.				
Key functions	• Provide education on DVA supports and services • Help clients navigate services and complete claim submissions • Offer support and guidance to clients and their families on their transition journey				
Requirements and pathways					

Role description						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	Formal qualification is not required for this role.					
Experience	This role usually expects some experience of working in the Defence context or a similar role.					

7. Service enablement

7.1. Strategy/Policy Roles

Chief Executive Officer

Role description					
Aged care		Disability support		Veterans' care	
Category	 Strategy/Policy Roles Service enablement			Setting	Organisational
Description	A CEO (Chief Executive Officer) is the highest-ranking executive in an organization, responsible for setting strategic direction, overseeing overall operations, and driving business growth while ensuring alignment with the company's mission and stakeholder interests.				
Key functions	• Determine objectives, strategies, policies, and programs for organisations • Provide overall direction and management to organisations • Authorise material, human, and financial resources to implement organisational policies and programs • Monitor and evaluate performance of organisations against organisational objectives and strategies • Prepare, or arrange for the preparation of, reports, budgets and forecasts and presenting them to governing bodies • Represent the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility • Ensure the organisation complies with company laws and other relevant legislation				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	This role has no minimum qualifications. Formal qualification (bachelor's degree or higher) is usually expected. Specific training may be required for broader roles (e.g., holding a CPA / CA if acting in an accounting role).				

Role description	
Experience	This role usually expects extensive experience in the relevant sector of work.

Operations Manager

Role description					
Aged care		Disability support		Veterans' care	
Category	 Strategy/Policy Roles Service enablement			Setting	Organisational
Description	An operations manager works in a variety of settings to operate a mission focused, financially sustainable operation with a focus on care for people.				
Key functions	• Ensure that a high-quality service is delivered to people. • Manage, develop, and implement operational policies, procedures, and protocols to ensure client satisfaction whilst adhering to Government guidelines • Oversee the day-to-day operations of the service, including the end-to-end delivery of care or support • Recruit, train, supervise, and mentor staff members to maintain a skilled and motivated workforce. • Provide leadership, coaching and guidance to the team • Foster positive relationships and utilise the expertise and skills of cross functional teams • Monitor and evaluate the quality of care and services provided, implementing continuous improvement initiatives				
Requirements and pathways					
Training, regulation and registration	VET		Higher Education		Registered/regulated
	Formal qualification (tertiary) in health, social science, or business is expected.				
Experience	This role usually expects 5+years of experience in a similar role and in the care sector.				

Policy and Research Officer

Role description						
Aged care		Disability support		Veterans' care		
Category	 Strategy/Policy Roles Service enablement			Setting	Organisational	
Description	A policy and research officer works with/for peak bodies and unions to provide advice, conduct research, and develop policy recommendations to support government decision-making.					
Key functions	• Collaborate with peak bodies, unions, and government • Provide advice on policy matters • Conduct research to support policy development • Write and review policy documents • Develop recommendations for government • Monitor and analyse relevant reforms, issues, and trends • Prepare and present reports					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no specific requirements for training for this role. However, formal qualification (Diploma or higher) is usually expected.					
Experience	This role usually expects some experience in the relevant aged care, disability, or veterans' sector. Those working in these roles have usually transitioned from client-facing roles in these sectors.					

Practice Improvement Leader

Role description						
Aged care		Disability support		Veterans' care		

Role description						
Category	 Strategy/Policy Roles Service enablement			Setting	Organisational	
Description	A practice improvement leader works in a variety of settings to support and enhance practice development across teams, including Group Services, Therapy Services and Support Coordination Services. This role can also be known as a practice lead.					
Key functions	• Apply knowledge of legislation relevant to service delivery and practice • Provide clinical and practice guidance at both an individual and team level • Lead and influence others to achieve positive outcomes in service delivery • Deliver risk and needs assessments and risk management • Manage and organise workload, to prioritise and meet deadlines					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	There is no minimum qualification required for this role. Formal qualification in the service’s field of practice is expected (such as the Certificate IV in Disability Support). It is also desirable to have the Certificate IV in Training and Assessment.					
Experience	This role usually expects 3 years of experience in a similar role.					

7.2. Human Resource Roles

Human Resource Manager

Role description					
Aged care		Disability support		Veterans' care	

Role description						
Category	 Human Resource Roles Service enablement			Setting	Organisational	
Description	A HR manager is a professional who works with organisations in a range of settings to ensure staff suitability and wellbeing within an organisation through creating and managing employee programs and strategies as well as look after workplace relations and guide organisational culture.					
Key functions	• Oversee and evaluate human resource management strategies, policies, and plans • Manage or advise on recruitment and retention • Advise and assist in creating induction, training, and development programs • Set up performance management systems to help review individual and team performance • Work with employers and unions over employment issues • Organise support and counselling for staff members • Develop programs for occupational health and safety, equal employment opportunity and other mandatory government compliances • Manage the way employees are made redundant or retrenched.					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	Formal qualification (Certificate IV or higher) in human resource management is expected e.g. Certificate IV in Human Resource Management, Diploma of Human Resource Management, and Bachelor of Human Resources Management It is desirable to also possess a Working with Children’s Check, NDIS Worker Screening Check, Police Check, a First Aid and CPR certificate.					
Experience	This role usually expects some experience in both the relevant care sector and human resources roles.					

In-house Trainer

Role description					
Aged care		Disability support		Veterans' care	

Role description						
Category	 Human Resource Roles Service enablement			Setting	Organisational	
Description	An in-house trainer works with staff in a range of settings to deliver training that is tailored to the organisation’s needs.					
Key functions	• Liaise with organisational leadership to understand and assess the scope and needs of staff • Carry out training needs analysis for staff client • Design training program toolkits, including key training resources and processes • Facilitate learning and development activities for individuals and groups • Evaluate the strengths and weaknesses of the in-house trainings program					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no minimum qualification requirements for this role. A Certificate IV in Training and Assessment is expected, along with qualifications relevant to the field that the trainer provides training for.					
Experience	This role expects people to have experience working in the sector they are delivering training to.					

Workforce Development Lead

Role description					
Aged care		Disability support		Veterans' care	
Category	 Human Resource Roles Service enablement			Setting	Organisational
Description	A Workforce Development Leader works with organisations to optimise and improve workforce performance. This is a role that enables service delivery without direct client contact.				

Role description						
Key functions	• Provide leadership and management to program staff and the primary care sector as it relates to workforce development • Contribute strategic development and partnerships relating to workforce development • Provide leadership for the development of a workforce strategy • Provide advice to internal stakeholders relating to workforce development					
Requirements and pathways						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	Formal qualifications (Certificate IV or above) in education, coaching, workforce development or training is expected e.g., Bachelor of Business. It is also desirable to have certificates in Business Analysis qualifications.					
Experience	This role usually expects experience in the health care industry, service design, policy change, and technology implementation.					

7.3. Compliance and Quality Roles

Compliance Officer

Role description					
Aged care		Disability support		Veterans' care	
Category	 Compliance & Quality Roles Service enablement			Setting	Organisational
Description	A compliance officer works in a range of settings to support smooth locum or permanent placement of medical professionals without delays.				
Key functions	• Ensure compliance with legislative and governance framework requirements • Measure accreditation standards against compliance • Conduct regular audits to monitor compliance with internal policies, and external regulations and standards • Ensure training resources are up to date • Oversee compliance processes, ensuring documentation is accurate and current				
Requirements and pathways					

Role description						
Training, regulation, and registration	VET		Higher Education		Registered/regulated	
	There are no specific requirements for training for this role, though a Certificate IV in Training and Assessment is desirable.					
Experience	This role does not have any experience requirements.					

Complaints Officer

Role description					
Aged care		Disability support		Veterans' care	
Category	 Compliance & Quality Roles Service enablement			Setting	Organisational
Description	A complaints officer or manager is responsible for managing the process of receiving, investigating, and resolving complaints. These roles are also known as Customer Service Managers.				
Key functions	• Develop and review policies, programs and procedures concerning customer relations and goods and services provided • Ensure operational efficiency within a call centre • Provide direction and feedback to team members • Plan and implement after-delivery services to follow up satisfaction, ensure performance of services, and modify and improve services provided • Liaise with other organisational units, service agents and customers to identify and respond to customer expectations • Manage complaints caseload and prioritise according to level of urgency, responding by letter, phone, or email in a timely manner				
Requirements and pathways					
Training, regulation, and registration	VET		Higher Education		Registered/regulated
	There are no specific requirements for training for this role.				
Experience	This role usually expects some experience in the complaints management field.				

Quality Manager

Role description						
Aged care		Disability support		Veterans' care		
Category	 Compliance & Quality Roles Service enablement			Setting	Organisational	
Description	A quality manager works in a variety of settings to promotes a culture of customer focus and continuous improvement across all aspects of care and support.					
Key functions	• Apply knowledge of quality standards and care standards planning • Monitor quality and compliance with relevant standards • Support continuous improvements through identifying changes to practice • Identify and manage risks to service delivery • Facilitate training and education to support practice improvement • Develop reports that detail compliance and meet requirements					
Requirements and pathways						
Training, regulation and registration	VET		Higher Education		Registered/regulated	
	No formal qualification requirements exist for this role.					
Experience	This role usually expects 2-3 years of experience in a governance, risk or quality role in the relevant care sector.					

Finance Manager

Role description						
Aged care		Disability support		Veterans' care		
Category	 Compliance & Quality Roles Service enablement			Setting	Organisational	

Role description

Description	A finance manager is a professional within the care economy who undertakes financial and accounting activities within their organisation.
Key functions	• Develop financial strategies • Create and manage budget documents • Analyse, and report on, financial information • Manage accounting systems and operations • Ensure compliance with financial regulations and standards • Identify and manage financial risk

Requirements and pathways

Training, regulation, and registration	VET		Higher Education		Registered/ regulated	
	Formal qualification (Bachelor or higher) in business, commerce, finance, accounting, economics, or business administration is expected for this role. It is also desirable to have completed a Chartered Accountant (CA) or Certified Practising Accountant (CPA).					
Experience	This role usually expects extensive experience in a similar role within the sector.					