
Working in Aged Care – Frequently Asked Questions (FAQ)

_ Question: Why is this organisation needing additional staff?

Like many aged care providers, this organisation has been impacted by the outbreak of the COVID-19 across Victoria and are now looking to bring in additional resources to support their current workforce in continuing the delivery of services to their residents across all residences. This is a great opportunity to start a career in a thriving industry where you can really make a difference. Some of the impacts all aged care providers have faced include:

- Aged care workers only being able to work at one site with one employer
- A small number of cases being confirmed at their homes
- Some staff have been in self isolation due to being exposed to COVID-19 either at home or at work

_ Question: What roles does this organisation need?

This organisation has done a lot of work to look at the roles being performed by their permanent staff members. Many tasks can be undertaken by people with no aged care experience and these tasks can be allocated to surge staff. This will enable care staff to focus more on important aspects of resident personal care rather than the other tasks that don't need as extensive skills, training and experience. Some of the tasks that will be undertaken by the surge staff resources include:

- Companionship and Customer Service
- Assistance in Food Services/Catering
- Cleaning and Laundry support.

_ Question: How will I be protected from contracting COVID-19?

This organisation takes the safety of all their staff and residents very seriously – in fact it is their absolute priority. As a new employee, you will go through a thorough onboarding program as well as receive comprehensive training prior to commencing work under the supervision of highly skilled managers. Your training will ensure you are fully equipped with an understanding of infection control and the correct use of Personal Protective Equipment (PPE) to minimise the chances of you contracting COVID-19. In addition, this organisation also has strict visitors' restrictions and hygiene policies across all of their homes making the sector one of the safest environments to work in this current climate.

_ Question: What happens if I contract COVID-19 whilst working?

Outbreak management is routine practice for aged care providers. They are well equipped with emergency protocols for such scenarios. However, in addition to routine practices, this organisation has put in place a number of controls to minimise the risk of this occurring, including temperature checking, correct use of personal protective equipment (PPE), regular COVID-19 tests (you will need to have one before on boarding), regular cleaning of touch points on site, and work practices on site to limit close contact, including having meals in rooms. Safety of their people is paramount.

In the event that you contract COVID-19, you will be provided support during your isolation and recovery. For more information, please visit: [COVID-19 Advice Aus Department of Health](#). You will also be eligible for financial support, please visit: [Financial Support for COVID-19](#) for more information.

_ Question: What training will I receive prior to starting a shift?

This organisation has a range of established training courses for its existing workforce. In addition to this, you will receive a tailored onboarding program over 2 days before you start your first shift. You will be paid for this training.

You will be under the supervision of highly skilled managers and will also be allocated a mentor/buddy for your first two shifts where you will have an opportunity to shadow the role as well as refer to your mentor on going with any questions or additional guidance you require. You will be provided with ongoing training and consultation throughout the process to ensure that you feel safe and supported.

Onboarding Training will be provided prior to commencing a shift and will include:

- Infection control and the correct wearing of Protective Personal Equipment (PPE)
- The Code of Conduct for Aged Care Workers
- Occupational Work Health & Safety

_ Question: What type of Police Clearance do I need to work in the aged care sector?

A National Police Certificate is required. A National Police History Check (NPHC) is a check prepared by an Australian Criminal Intelligence Commission (ACIC) accredited organisation. For further information, please refer to the Department of Health's website: [Police Check Guidelines for Aged Care workers](#)

_ Question: What working rights must I have?

You must be an Australian citizen/Permanent Resident or a current visa with valid working rights.

_ Question: Do I need a flu vaccination?

Yes, as per organisational policy, it is a mandatory requirement to have had a flu vaccination in the last 5 months for these opportunities. Evidence of this by way of doctor's certificate, receipt or Statutory Declaration is required.

_ Question: Where will I work and what shifts will I receive?

We are seeking additional staff to work in their homes across metropolitan Melbourne. Services are provided 24 hours and day, 7 days a week, so their needs are 24 x 7. Through the application process you will be asked to provide your availability for shifts throughout the week, weekends and overnight along with your preferred location/s. You do not have to be available at all times to receive shifts. You will be rostered according to your availability at only one location.

_ Question: What are the rates of pay and what is the minimum shift length?

The standard rate of pay for casuals is \$29.78 per hour. If you work on weekends and public holidays, your rate of pay is \$41.69 per hour. All rates are plus 9.5% super.

Minimum shifts are 2 hours and overtime is paid should you work greater than 76 hours per fortnight.

Additional allowances are paid for afternoon shifts commencing after 2.45pm (\$23.47 per shift) and night duty from 10pm (\$46.78 per shift).

You will also be paid for your time undertaking the training.

_ Question: I'm receiving JobKeeper – will my income from this position affect my JobKeeper payment?

No. The JobKeeper Payment is not income-tested, so you may earn additional income without your payment being affected as long as you are eligible and maintain your employment (including being stood down) with your JobKeeper-eligible employer. See the Department of Treasury's FAQ sheet [here](#) for further information.

_ Question: I don't have any specific experience in the aged care sector, can I still apply?

Most importantly, we are looking for people who want to help deliver services to their residents to ensure they are safe and cared for. We are ideally seeking candidates from outside the aged care industry because we believe many of the personal qualities and generic skills exist from various industry backgrounds. These include customer service skills, communications skills and teamwork. Previous experience in a health or aged care setting is great but is definitely not required.

_ Question: Who is deliberatepractice and why are you finding staff for this organisation?

deliberatepractice is a recruitment agency and we helping to source a range of people to help assist with the care of their residents. You will be employed by the organisation directly and given shifts according to their needs and in line with your availability. deliberatepractice will conduct interviewing and pre-employment checking and will then provide your details to the organisation for employment, training, rostering and payment of your wages.

_ Question: Will you conduct reference checks?

Yes, deliberatepractice will be undertaking two reference checks, and will require you to provide contact details for two former or current managers.

_ Question: Do I have to live within a 5km radius of the sites to be able to work there?

No, Aged Care workers are an essential service so you will be provided with a Workers Right to Travel Letter which permits you to travel to work without constraints.