

Home Care or Disability Service Employee?

Social, Community, Home Care & Disability Services Industry Award 2010 (the Modern Award)

Home Care or Disability Services Employee?

A major distinguishing factor between Home Care and Disability Services could be characterised as whether the assistance being delivered is predominantly domestic-type services delivered to assist the person in their own home or whether the assistance/activities provided is predominantly centre-based (such as day respite at a community centre or domestic assistance to a client who resides in a community residential facility). Many services offer day outings (e.g. bus trips and excursions) or leisure activities (e.g. going to the movies or for a coffee) which are purely recreational in nature and most organisations would categorise these services as disability services as opposed to home care.

The Modern Award does not provide for employees to be engaged on more than one engagement meaning the same employer cannot employ an employee as a home care employee for part of the week and a disability services employee for the remainder of the week. The result is that each employee can only have one contract of employment with an employer – this means that an employee must be assigned a single classification; in this case, the dilemma is **Home Care or Disability Services Employee?**

It is entirely possible, and quite common, for services to deliver a combination of home care services and disability support services. Sometimes employees will be engaged for one service or another and the role can definitively be categorised as either home care or disability services but often, employees will perform tasks that cross across classification streams.

When an employee is performing a role that encompasses tasks and duties of different classifications, the overriding classification would be determined by evaluating what the principal purpose of the service and the role is. Furthermore, consideration would need to be given to what tasks and duties form the major and substantial portion of the workload. Ultimately, if the primary purpose of the service is the delivery of in-home care to a person with a disability, the fact that the role includes some activities that are reflective of 'lifestyle support' and/or 'community access' services should not alter the fundamental purpose of service delivery, namely, the provision of in-home care to a person with a disability.

It is worth noting that if the role developed into a position which departed from the domestic-type assistance of in-home care and instead grew as to focus predominantly on facilitating community access by "making connections for the person in his or her home community" then at some point in future the position could be more appropriately classified as disability services within the SACS stream.

Progression

At the end of each 12 months' continuous employment, an employee will be eligible for progression from one pay point to the next within a level if the employee has demonstrated competency and satisfactory performance over a minimum period of 12 months at each level within the level and:

- (i) the employee has acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by the employer; or

- (ii) where an employer has adopted a staff development and performance appraisal scheme and has determined that the employee has demonstrated satisfactory performance for the prior 12 months' employment.

Movement to a higher classification will only occur by way of promotion or re-classification.

CLASSIFICATION	CORE PURPOSE OF ROLE & INDICATIVE BUT NOT EXCLUSIVE TASKS	Classification LEVEL
Home Care Employee	The focus is the provision of personal care, domestic assistance or home maintenance a person with a disability in a private residence. Activities outside the home, such as shopping, banking, attending or accompanying to appointments or outings, organising appointments and co-ordinating therapy options are encompassed within the Home Care definition where the focus remains the provision of support in the home.	
Worker requires / performs tasks	cleaning, vacuuming, dusting, washing and ironing, shopping, sweeping paths, minor maintenance jobs, preparation and cooking of meals, defrosting refrigerators, emptying and cleaning of commodes, banking and account payment, organising appointments, assistance with care of pets, and care of indoor and outdoor pot plants. A person appointed to this position will have less than 12 months' experience in the industry.	Level 1
Worker requires / performs tasks	the provision of personal care, supervising daily hygiene, laying out clothes and assisting in dressing, make beds, tidy rooms, preparation and cooking of meals and assistance with meals, dry cleaning, perform gardening duties, undertake basic repairs, clean, fitting and removal of aids and appliances, monitoring medications, fitting and changing of catheters, assistance with communication, accompanying on outings, domestic assistance and organising appointments	Level 2
Worker requires / performs tasks	computer and other office skills; sort, process and record invoices and correspondence; prepare meals and special functions; provide input into meal planning; order foodstuffs and commodities; liaise with dieticians on special needs; schedule work programs on a routine and regular basis; co-ordinate and direct the work of support staff including maintenance (no more than four); oversee the provision of domestic services; provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty; schedule maintenance work programs on a routine and regular basis; plan, develop, and co-ordinate therapy programs carry out general maintenance falling within the scope of trades skills In addition to the above definition, in-home care would include tasks and duties delivered at the lower levels (Level 1 & 2) of the Home Care classification stream.	Level 3

Worker requires / performs tasks	Employees will be required to plan, direct & train subordinate staff. Thorough understanding of technology, procedures & processes. Indicative tasks: manipulation of data, roster staff & direct work programs, oversee the work & training of lower level employees, provide guidance & counselling, development of budgets, ordering supplies, develop care plans	Level 4
Worker requires / performs tasks	Co-ordinators of support, very little direction, complex problems to solve, leadership, management etc.	Level 5
Disability Services Employees	Focus is the delivery of personal care; domestic and lifestyle support to a person with a disability in a community and/or residential setting including respite centre and day services. These employees are encompassed within the lower levels (generally Levels 1 – 3) of the SACS classification stream.	
Worker requires / performs tasks	Provide direct support including attending to personal care or undertaking generic domestic duties under direct or routine supervision and either individually or as part of a team as part of the delivery of disability services; <i>preparation of the full range of domestic duties including cleaning and food service, assistance to residents in carrying out personal care tasks under general supervision either individually or as part of a team as part of the delivery of disability services. (The minimum rate of pay for employees engaged in these responsibilities is pay point 2).</i>	Level 1
Worker requires / performs tasks	implementing skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services; supervising or providing a wide range of personal care services to residents under limited supervision either individually or as part of a team as part of the delivery of disability services; assisting in the development or implementation of care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services; possessing an appropriate qualification (as identified by the employer) at the level of certificate 4 or above and supervising the work of others (including work allocation, rostering and providing guidance) as part of the delivery of disability services.	Level 2
Worker requires / performs tasks	in the delivery of disability services taking overall responsibility for providing personal care; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes.	Level 3