

Caring for Your Community:

*A Career in Aged Care
for Bilingual Staff*



VICTORIAN
multicultural
commission



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Considering a Career in Aged Care?

A career in aged care is a great chance to make a difference to the lives of older people, many of them migrants. All you need to do is show an interest and commitment to caring for older people.

Your chances of finding work in aged care will be greatly improved if you complete some formal training.

People from a non-English speaking background and people of mature age, which means anyone over the age of 18, are encouraged to apply for enrolment in Certificates III and IV in Aged Care Work. Some training providers such as Victoria University, Northern Melbourne Institute of TAFE (NMIT), Adult Multicultural Education Services (AMES), Carers Victoria and Diversitat offer extra support to students whose first language is not English.

What this Booklet is For

This booklet will give you some basic information about available courses that will qualify you to work in the aged care and disability sectors.

This booklet also includes a list of questions for you to ask when contacting course providers.





Is Aged Care the Right Career for You?

Aged care services are vital to supporting the needs of older Victorians.

As an aged care worker, you will have the opportunity to service the needs of the community by helping older people with their day-to-day activities. These activities include domestic duties, arranging social activities and shopping trips, providing companionship, friendship and emotional support.

Working in aged care can be physically and emotionally demanding. The challenges can include caring for people who can no longer manage basic tasks such as showering or toileting and who sometimes have difficult behaviours. Shift work is often involved.

If you can meet these demands and enjoy working with older people you will find that the work can be very rewarding. The ongoing demand for qualified aged care workers and the opportunity to work flexible hours makes a career in aged care a good choice for people with family commitments and other responsibilities.

There are very good job prospects in aged care. Demands for professionals in this area are expected to increase.

In order to be successful in this career, you should have a caring and supportive attitude, respect for the rights of others and be able to perform domestic duties efficiently. For a carer of culturally and linguistically diverse (CALD) older people, it can help to have a good grasp of a language other than English.

Veska Paskoska, Vito Milazzo and Marica Cindric decided on a career in aged care and share their experiences in this booklet.

Worker Profile - Veska Paskoska



VESKA MIGRATED to Australia from Macedonia with her husband in 1970 and together they have worked very hard to build their life in Australia.

Veska says she decided to work in aged care because she enjoys being with older people and wants to help them. She completed her Certificate III in Aged Care Work in a joint partnership between the Spectrum Migrant Resource Centre and NMIT in 2005. Veska found the course was practical and completed it even though she was not proficient in English.

Veska currently works as a cook for the Spectrum Migrant Resource Centre at their Adult Day Centre. She enjoys her job and is happy she chose to work in aged care.

Things You Need to Know

You should ask your training provider if they offer apprenticeships and traineeships. These are often referred to as Australian Apprenticeships, which are available to anyone over the age of 16.

Australian Apprenticeships offer:

- combined paid work and structured training that can be on-the-job, off-the-job, or both;
- competency based training, which means you can complete your training faster if you reach the required skills level;
- recognition of existing skills and prior experience that may reduce training time;
- full-time or part-time training; and
- nationally recognised qualifications and skills which provide the basis for further education and training.

As an apprentice you will receive wages and other employee benefits. Qualifications are nationally recognised.

Both Certificates III and IV provide a stepping stone to further study that will improve your skills and career prospects.

For more information visit www.otte.vic.gov.au.

A Guide to Hours

Placement and contact hours differ between training providers. While this booklet lists a range of hours, they are only a guide. If your training provider is only offering a small number of course hours in the classroom, you may wish to question the quality of the training and look for another training provider.

You will also be less likely to find a job if your training provider offers you a course that is only a few weeks in length. As a guide, you could expect full-time training to take at least one semester, or around 12 weeks.

English Language Certificate

If you feel your English language skills could improve you can also do a Certificate III in ESL (English as a Second Language).

The ESL Certificate teaches you the knowledge and English language skills needed to find employment, the knowledge and skills to work effectively in Australia and a pathway for students with low level English language skills to enter the workforce.

The NMIT also offers a course for people who need some extra help with their English skills. This course is run with the Certificate III in Aged Care Work. CAE, Diversitat and Carers Victoria run courses in ESL and offer extra support to people whose first language is not English.

Bilingual Aged Care and Home and Community Care Work Certificate

Certificate III/IV in ESL (Employment), Certificate III in Aged Care Work and Certificate III in Home and Community Care gives you a triple qualification. It is suited to people who speak English as a second language and is available through CAE.

Online Study

Some providers may offer you the option to study online. Think about whether this form of study is right for you. If you are not comfortable with computers or learning on your own, you may feel isolated from students and teachers.

Recognition of Prior Learning

If you have some previous work experience or qualification that you think relates to aged care, you can apply for recognition of prior learning. This may shorten your course.

Police Records Check

You will have to undergo a police records check to be accepted into any of the certificates listed in this booklet. The check is to confirm that you have not been convicted of committing a serious crime in the past ten years. It is organised by the training provider and will cost you \$13.70.

Worker Profile - Vito Milazzo



VITO MILAZZO has dedicated his life to helping older people.

The 42 year old migrated to Australia from Italy when he was two and now provides support and personal care for older migrants through the Multicultural Home Support Service (MHSS).

The program is run by the Spectrum Migrant Resource Centre. It employs 77 carers who speak 45 languages and care for more than 250 older migrants in northern Melbourne.

Vito, who works for the centre, said he was proud to be a part of the service.

He said the most important skill a carer needed was plenty of patience.

“By the end of the time I’m with a client, if I don’t see them smiling I haven’t done a good job. I like to leave there and see them happy,” he said.

Worker Profile - Marica Cindric



“I BEGAN my career in aged care at a private nursing home in 2001.

I was appointed as the nursing home’s Activity Coordinator and had no prior training or experience working with older people. I believe my creativity, communication skills, passion for making a difference and good sense of humour secured me the position.

I recall my early days at the nursing home as being extremely challenging. I quickly learnt to expect the unexpected. I felt I was making a difference in people’s lives and my role was exciting, challenging and fulfilling.

I was conscious of my lack of knowledge and experience within the industry. I was eager to learn about accreditation standards, policies and processes. I discovered that people from CALD backgrounds were at a greater risk of social isolation due to their language barriers. It was extremely important to me to maintain their cultural and religious identity and practices. I learnt that successful communication with clients is one of the most important aspects of service delivery and should be given particular emphasis in relation to CALD clients in the aged care system.

As a bilingual worker, I was regularly asked for information by residents, family and staff from various CALD backgrounds. It was obvious to me how important it was for these residents to have bilingual staff working at the facility. Staff need to understand the residents’ needs and expectations of services.

I am very passionate about the aged care sector. Most of my training has been on-the-job and self driven. I have attended many training sessions, workshops and conferences covering various topics.

Recently, I have felt the need to work with a wider section of the community and am now working for a not-for-profit organisation as a Community Development and Social Engagement Worker. I have been given the opportunity to work with a larger group of people and focus on rebuilding community connections and creating opportunities for socially isolated older Australians. The position is very challenging and rewarding. There is a high need for bilingual staff to work in the field.”

Certificates III in Aged Care

Certificate III in Aged Care Work CHC30102

Certificate III in Aged Care Work qualifies you to work in residential aged care facilities such as nursing homes and hostels. Duties can include caring for the frail aged in our community by helping them with personal care such as showering and toileting.

Certificate III in Community Services (Aged Care Work) CHC20102

Certificate III in Aged Care Work qualifies you to work in residential aged care facilities such as nursing homes and hostels. Duties can include caring for the frail aged in our community by helping them with personal care such as showering and toileting.

Certificate III in Home and Community Care (HACC) CHC30202

Certificate III in Home and Community Care (HACC) qualifies you to work in the community, often in clients' homes, to help older or frail people with personal care including showering and toileting.

Please note: A number of providers offer Certificate III in Aged Care Work and Certificate III in HACC as a dual qualification. This means you can study for these two Certificates at the same time.

Certificate III in Health Service Assistance – Allied Health Assistant HLT32407

Certificate III in Health Service Assistance qualifies you to assist allied health professionals such as physiotherapists, speech pathologists and occupational therapists in the treatment and rehabilitation of patients and residents. Duties can include assisting with therapy and treatment, conducting group and individual programs and maintaining equipment and aids.

Entry requirements

There are no minimum educational requirements for any of the Certificates III listed in this booklet. People of mature age (18 years and over) are encouraged to apply. You may be asked to attend an interview where you should show your interest in aged care. You may also be asked to complete a Level 2 First Aid Certificate.

Employment opportunities

You can find employment in a range of aged care and disability services including residential aged care facilities, private homes and in adult day care centres. You may also find work in hospitals.

Pathways to further study

Once you have finished any of the Certificate III courses you will be eligible to study for many of the Certificate IV courses that may include Certificate IV in Aged Care Work, Certificate IV in Health (Nursing), Certificate IV in Health Service Assistance, Certificate IV in Disability Work, Certificate IV in Service Coordination (Ageing and Disability), Diploma of Disability Work, Diploma of Community Services Management and Advanced Diploma of Disability Work.

Contact hours

You can study part-time or full-time over a six month to twelve month period, although contact hours vary between each Certificate and training provider. Some of these hours will be placement hours. You will need to contact individual training providers for more detailed information.

Placement hours

These hours give you hands-on experience and are usually organised for you by the training provider in

a nearby area. You are advised to compare the number of placement hours between providers. If unpaid placement hours are much greater than contact hours, you should consider finding another training provider.

You may also wish to consider applying to do a Certificate IV in Health (Nursing). Applicants must meet certain literacy and numeracy standards in order to be considered. Those who do not have the required level of literacy and numeracy may have to do a program that helps them meet these standards. Previous experience or qualifications related to nursing (eg aged care) may support your application.



Certificates IV in Aged Care

Certificate IV in Aged Care Work CHC40102

Certificate IV in Aged Care Work qualifies you to work in residential aged care facilities such as nursing homes and hostels. Duties can include caring for the frail aged in our community by helping them with personal care such as showering and toileting as well as supervising other workers.

Entry requirements

There are no minimum educational requirements for Certificate IV. People of mature age (18 years and over) are encouraged to apply. You may be asked to attend an interview where you should show your interest in aged care. You may also be asked to complete a Level 2 First Aid Certificate.

Employment opportunities

You can find employment in a range of aged care and disability services including nursing homes and hostels, rehabilitation centres, private homes and in adult day care centres. You may also find work in hospitals.

Pathways to further study

When you have completed Certificate IV in Aged Care Work

you will be eligible to apply for other courses such as Certificate IV in Disability Work, Certificate IV in Health (Nursing) and Certificate IV in Service Coordination (Ageing and Disability). **Please note** that apart from Certificate IV in Health (Nursing) these certificates will only provide you with more specialised knowledge. They are not higher level qualifications.

Contact hours

You can study part-time or full-time, usually over a 12 month to two year period, although contact hours vary between each training provider. Some of these hours will be placement hours. You will need to contact individual training providers for more detailed information.

Placement hours

These hours give you hands-on experience and are usually organised for you by the provider in a nearby area. You are advised to compare the number of placement hours between training providers. If unpaid placement hours are much greater than contact hours you should consider finding another training provider.

Certificate IV in Health Service Assistance – Allied Health Assistant
HLT42507

Certificate IV in Health Service Assistance qualifies you to assist allied health professionals such as physiotherapists, speech pathologists and occupational therapists in the treatment and rehabilitation of patients and residents of nursing homes and hostels. Duties may include assisting with therapy and treatment, conducting group and individual programs and maintaining equipment and aids.

Entry Requirements

Entry requirements may differ between private training providers but TAFEs do not list any minimum educational requirement. People of mature age (18 years and over) are encouraged to apply. You may be asked to attend an interview where you should show your interest in aged care. You may also be asked to complete a Level 2 First Aid Certificate.

Employment Opportunities

You should find employment in a range of aged care and disability services including nursing homes, hostels, rehabilitation centres, private homes and hospitals.

Pathways to further study

When you have completed Certificate IV in Health Service Assistance you will be eligible to apply for further study including Certificate IV in Aged Care Work, Certificate IV in Disability Work and Certificate IV in Health (Nursing). **Please note** that apart from Certificate IV in Health (Nursing) these Certificates will only provide you with more specialised knowledge. They are not higher level qualifications.

Contact hours

Contact hours differ between providers and you will be required to work a number of hours in practical placement. You need to contact individual providers for more detailed information.

Placement hours

These hours give you hands-on experience and are usually organised for you by the training provider in a nearby area. You are advised to compare the number of placement hours between training providers. If unpaid placement hours are much greater than contact hours, you should consider finding another training provider.

Certificate IV in Health (Nursing) HLT43407

This Certificate teaches the skills required to qualify as a Division 2 Registered Nurse. You will work with people in a range of health settings to provide general patient care including showering, toileting, feeding and wound dressing under the supervision of a Division 1 Registered Nurse.

Entry requirements

Training providers may have different entry requirements, but Year 12 (VCE) or Mature Age Entry (18 years and over) is expected (please check with individual training providers). You will be required to attend an interview and to pass an entrance exam often administered through VETASSESS (a \$35.00 fee applies). VETASSESS tests students for literacy in English and Maths equal to Year 9 level. **Please note** that some training providers do their own literacy assessments.

The applicant should also demonstrate an interest in aged care. It is a requirement of the Certificate IV in Health that you have a Level 2 First Aid Certificate by the end of the first semester of the course.

Vaccinations

Students must meet vaccination requirements prior to clinical placement. These include evidence of

childhood and other vaccinations such as Measles, Mumps, Rubella and so on. You will also need to be immunised against Hepatitis B and Tetanus. You will be asked to take a Mantoux test to ensure you have immunity to Tuberculosis (TB). Students are advised to go to their local doctor for vaccinations. The cost is wholly borne by the student. Ask your provider for more information.

Employment opportunities

There are excellent opportunities for Division 2 Registered Nurses to find work in hospitals, nursing homes and community centres.

Pathways to further study

Division 2 Nurses can complete post-basic qualifications or go on to complete a university degree in the Bachelor of Nursing that qualifies you to work as a Division 1 Registered Nurse.

Please note that from 2008, Certificate IV in Health (Nursing) will include training that qualifies Division 2 Registered nurses to give medications.

Contact hours

The length of this course is approximately twelve months full-time or two years part-time. Please make inquiries with providers as not all offer part-time enrolment. Contact individual providers for more information.

Clinical placement hours

You will be required to work 340 hours in clinical placement to give you hands-on experience. The Nurses Board of Victoria (NBV) requires that 40% of the course be made up of clinical experience.

Registration

Registration is compulsory. Students must register as a Division 2 Nurse with the Nurses Board of Victoria upon successful completion of Certificate IV. For more information go to www.nbv.org.au.

Registration Fee

You will pay a \$120.00 fee for first registration. Registration must be renewed each year for a fee of \$80.00.

Certificate IV in Disability Work CHC40302

Certificate IV in Disability Work qualifies you to work in the disability field. Duties include helping people with intellectual, physical and multiple disabilities to be more independent and to take part in community activities.

The Department of Human Services recognises this Certificate as the preferred qualification for people who work in the disability sector.

Entry requirements

There are no minimum educational requirements. People of mature age are encouraged to apply. You may be asked to attend an interview where you should show your interest in caring for disabled and elderly people. You may also be asked to complete a Level 2 First Aid Certificate. Some training providers require applicants to be employed under a traineeship.

Employment opportunities

You can find employment in a range of aged care and disability services including nursing homes and hostels, rehabilitation centres, community adult day care centres and in private homes as an attendant carer or community worker.

Pathways to further study

Once you have finished Certificate IV in Disability Work, you will be eligible to apply to study Certificate IV in Aged Care Work, Certificate IV in Service Coordination (Ageing and Disability), Diploma of Disability Work, Diploma of Community Services Management and Advanced Diploma of Disability Work. **Please note** that apart from Certificate IV in Health (Nursing) these Certificates will only provide you with more specialised knowledge. They are not higher level qualifications.

Contact hours

Contact hours vary between training providers and you will be required to work a number of hours in practical placement. The course can be completed on a full-time basis over twelve months or part-time over two years.

Placement hours

These hours give you hands-on experience and are usually organised for you by the provider in a nearby area. You are advised to compare the number of placement hours between providers. If placement hours, which are unpaid, are much greater than contact hours or greater than most other providers offer, you should consider finding another provider.

Certificate IV in Service Coordination (Ageing and Disability) CHC40202

This course aims to develop the skills and knowledge needed to coordinate projects and to supervise staff and volunteers in residential or community care services for older people and people with a disability. These include supervision and management skills, consultation skills and understanding the needs of local communities.

Entry requirements

Requirements differ between private providers. However, completion of one of the following: Certificate III in Aged Care Work; Certificate IV in Aged Care Work; Certificate IV in Disability Work or several years of work experience in the aged care or disability sectors, may be expected.

Employment opportunities

You can find employment in a range of aged care and disability services including nursing homes, rehabilitation centres, residential care facilities and in the home and community care sectors.

Pathways to further study

Pathways exist into higher level vocational qualifications and into higher education.

Contact hours

Contact hours differ between training providers and you will be required to work a number of hours in practical placement. The course is offered on both a full-time or part-time basis.

Placement hours

These hours give you hands-on experience and are usually organised for you by the training provider in a nearby area. You are advised to compare the number of placement hours between training providers. If unpaid placement hours are much greater than contact hours you should consider finding another training provider.

Guide to Contact and Placement hours

Certificates III and IV

Certificate	Placement Hours
Certificate III in Aged Care Work	470 – 530 hours
Certificate III in Home and Community Care	490 – 760 hours
Certificate III in Health Service Assistance- Allied Health Assistant	420 – 620 hours
Certificate IV in Aged Care Work	725 – 975 hours
Certificate IV in Health Service Assistance- Allied Health Assistant	440 – 890 hours
Certificate IV in Disability Work	670 – 970 hours
Certificate IV in Health (Nursing)	1018 hours
Certificate IV in Service Coordination (Ageing and Disability)	730 – 1145 hours

For more information, contact the Office of Training and Tertiary Education (OTTE) on 1300 722 603.

Other Information

Youth Allowance Scheme

Youth Allowance is available if you are a young person who is studying, undertaking training or a new apprenticeship, looking for work or you have an illness. For more information, go to www.centrelink.gov.au.

Travel

Student concession cards are available for approved tertiary students. They entitle the cardholder to purchase tickets at a reduced rate for public transport within Victoria. Application forms are available from staffed train stations, selected bus depots, and online at www.metlinkmelbourne.com.au. For more information, call 131 638.

Training Providers

TAFE Institutions

These organisations are Victoria's largest providers of post-compulsory education and training.

Private Registered Training Organisations

These are private organisations that provide government-funded training and fee-for-service training.

For a full list of training providers go to www.education.vic.gov.au. You can obtain a copy of all courses and providers by contacting Information Victoria on 1300 366 356. You can also contact the Department of Education on 9637 2222 or 1800 809 834, or email edline@edumail.vic.gov.au.

You should make enquiries through your provider regarding the number of intakes per year, as these can differ between providers. TAFEs usually have two intakes: one in February and one in July, but applications must be made well ahead of these dates.

Fees

You are urged to compare costs charged by private providers as they vary considerably. TAFE fees are fixed and are often the most competitive. They also offer heavily reduced fees if you have a Health Care Card.

TAFE fees	2007 rates
Rate per student contact hour	\$1.34
Minimum fee	\$53.00
Maximum fee	\$860.00

Some providers offer an apprenticeship or traineeship that is fully or partly funded. This can significantly reduce your course costs. You should ask your training provider if they have this funding. Some private training providers offer a reduced fee if you have a health care card but this differs widely between providers. Please note that many training providers charge a materials and amenities fee. These costs vary between courses and training providers.

Victorian Metropolitan Providers

Certificates III and IV

Adult Multicultural Education Services (AMES)

Locations: Regional and metropolitan locations across Victoria

Courses Offered:

Certificate III in Aged Care Work

Phone: 9926 4708

Email: vocational@ames.net.au

www.ames.net.au/index.asp

Aged and Community Care Victoria

Locations: Malvern, metropolitan locations across Victoria

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV Service

Coordination (Ageing and Disability)

Certificate IV in Disability Work

Phone: 9805 9400

Email: marillam@accv.com.au

www.accv.com.au

Australian Vietnamese Women's Welfare Association

Locations: Footscray

Courses Offered:

Certificate III in Aged Care Work

Phone: 9428 9078

Email: training@avwwa.org.au

Box Hill Institute of TAFE

Locations: Box Hill

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Health (Nursing)

Certificate IV in Disability Work

Phone: 9286 9106

Email: courseinfo@bhtafe.edu.au

www.bhtafe.edu.au

CAE Access Education and Training

Locations: Melbourne

Courses Offered:

Bilingual Aged Care and Home and

Community Care Work

Certificate III in Aged Care

Certificate III in Home and

Community Care

Phone: 9652 0633

Email: cae@cae.edu.au

www.cae.edu.au

Chisholm Institute of TAFE

Locations: Berwick, Frankston

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home And
Community Care

Certificate IV in Health (Nursing)

Phone: 1800 444 220

Email: enquiries@chisholm.vic.edu.au

www.chisholm.vic.edu.au

Diversitat

Locations: Many sites across
western metropolitan and regional
Victoria

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home And
Community Care

Certificate III in Health Service

Assistance – Allied Health

Assistant

Certificate IV in Aged Care Work

Certificate IV in Disability Work

Certificate IV in Service

Coordination (Ageing and
Disability)

Phone: 5224 2329

Email: training@diversitat.org.au

www.diversitat.org.au

Holmesglen TAFE

Locations: Chadstone, Moorabbin

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and
Community Care

Certificate IV in Health (Nursing)

Certificate IV in Disability Work

Phone: 9564 1640

www.holmesglen.vic.edu.au

Kangan Batman TAFE

Locations: Moreland

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and
Community Care

Certificate IV in Aged Care Work

Certificate IV in Health Service

Assistance – Allied Health Assistant

Certificate IV in Disability Work

Phone: 138 233

Email: enquiries@kangan.edu.au

www.kangan.edu.au

Mayfield Education Inc

Locations: Hawthorn East

Courses Offered:

Certificate III in Aged Care Work

Certificate IV in Health (Nursing)

Certificate IV in Health Service

Assistance – Allied Health Assistant

Phone: 9882 7644

Email: mec@mayfield.edu.au

www.mayfield.edu.au

Northern Melbourne

Institute of TAFE

Locations: Greensborough, Preston

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate III in Home And

Community Care and Aged Care

Work

Phone: 9269 1200

Email: health@nmit.vic.edu.au

www.nmit.vic.edu.au

Pragmatic Training Pty Ltd

Locations: Edithvale

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV in Service

Coordination (Ageing and

Disability)

Phone: 1800 155 486

Email: info@pragmatictraining.com.au

www.pragmatictraining.com.au

RMIT University

Locations: City, Bundoora

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Disability Work

Phone: 9925 4230

www.rmit.edu.au

Skills Plus

Locations: Frankston, Dandenong

Traineeships offered across Victoria

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV in Service

Coordination (Ageing and

Disability)

Phone: 9784 0906

Email: trish@skillsplus.com.au

Spectrum Migrant Resource

Centre

Locations: Preston, Coburg,

Broadmeadows

Courses Offered:

Certificate III in Home and

Community Care

Phone: 9301 7400

Email: tymurh@spectrumvic.org.au

www.spectrumvic.org.au

**Swinburne University of
Technology**

Locations: Croydon, Prahran

Courses Offered:

Certificate III in Aged Care Work/
Certificate III in Home And
Community Care (delivered together)

Certificate IV in Nursing
(Traineeship)

Certificate IV in Disability Work

Phone: 1300 368 777

www.tafe.swinburne.edu.au

Victoria University

Locations: Footscray, City, Werribee,
St Albans

Courses Offered:

Certificate III in Aged Care Work
Certificate III in ESL (Employment)
and Aged Care

Certificate III in Home And
Community Care

Certificate IV in Health (Nursing)

Certificate IV in Disability Work

Certificate IV in Service Coordination
(Ageing and Disability)

Phone: 9919 4110

www.vu.edu.au



Victorian Regional Providers

Certificates III and IV

Adult Multicultural Education Services (AMES)

Locations: Regional and metropolitan locations across Victoria

Courses Offered:

Certificate III in Aged Care Work

Phone: 9926 4708

Email: vocational@ames.net.au
www.ames.net.au

Aged and Community Care Victoria

Locations: Regional locations across Victoria

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and Community Care

Certificate IV in Aged Care Work

Certificate IV Service

Coordination (Ageing and Disability)

Certificate IV in Disability Work

Phone: 9805 9400

Email: marillam@accv.com.au
www.accv.com.au

Bendigo Regional Institute of TAFE

Locations: Bendigo, Maryborough, Castlemaine

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and Community Care

Certificate IV in Community Services

Certificate IV in Disability Work

Phone: 1300 554 248

Email: info@britafe.vic.edu.au
www.britafe.vic.edu.au

Best Community Development

Locations: Ararat, Ballarat, Bendigo, Horsham, Maryborough, Stawell

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and Community Care

Certificate IV in Disability Work

Phone: 5329 1530

Email: dzintra.crocker@bestcd.org.au
www.education.vic.gov.au

Diversitat

Locations: Many sites across metropolitan and regional Victoria

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV in Disability Work

Certificate IV in Service

Coordination (Ageing and

Disability)

Phone: 5224 2329

Email: training@diversitat.org.au

www.diversitat.org.au

East Gippsland Institute of TAFE

Locations: Bairnsdale, Sale, Fulham

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV in Service

Coordination (Ageing and

Disability)

Certificate in Disability Work/
Advanced Diploma in Disability

Work

Phone: 1300 133 717

Email: email@egtafe.vic.edu.au

www.egtafe.vic.edu.au

GippsTAFE

Locations: Leongatha,

Yallourn, Warragul

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Aged Care Work

Certificate IV in Health (Nursing)

Certificate IV in Disability Work

Phone: 5127 0277

Email: enquiries@gippstafe.vic.edu.au

www.gippstafe.vic.edu.au

Gordon Institute of TAFE

Locations: Geelong

Courses Offered:

Certificate III in Home and

Community Care/Aged Care Work

Certificate IV in Aged Care Work/
Community Services

Certificate IV in Disability Work

Phone: 5225 0800

Email: courinfo@gordontafe.edu.au

www.gordontafe.edu.au

Goulburn Ovens Institute of TAFE

Locations: Benalla, Seymour,

Shepparton, Wangaratta

Courses Offered:

Certificate III in Aged Care Work

Certificate III in Home and

Community Care

Certificate IV in Health (Nursing)

Certificate IV in Disability Work
Phone: 1300 468 233
www.gotafe.vic.edu.au

Skills Plus

Locations: Gippsland
Courses Offered:
Certificate III in Aged Care Work
Certificate III in Home and
Community Care
Certificate IV in Aged Care Work
Certificate IV in Service
Coordination
(Ageing and Disability)
Phone: 9784 0906
Email: trish@skillsplus.com.au

South West TAFE

Locations: Warrnambool,
Hamilton, Portland
Courses Offered:
Certificate III in Aged Care Work
Certificate III in Home and
Community Care
Certificate IV in Health (Nursing)
Phone: 5564 8918
Email: health@swtafe.vic.edu.au
www.swtafe.vic.edu.au

Sunraysia Institute of TAFE

Locations: Mildura, Swan Hill
Courses Offered:
Certificate III in Community
Services (Aged Care Work)
Certificate IV in Health (Nursing)
Phone: 5022 3617
Email: information@sunitafe.edu.au
www.sunitafe.edu.au

University of Ballarat

Locations: Ararat, Ballarat,
Horsham
Courses Offered:
Certificate III in Aged Care
Work/Certificate III in Home and
Community Care
Certificate IV in Health (Nursing)
Certificate IV in Disability Work
Phone: 1800 811 711
Email: prospective@ballarat.edu.au
www.ballarat.edu.au

Wodonga TAFE

Locations: Wodonga
Courses Offered:
Certificate III in Aged Care Work
Certificate III in Home and
Community Care
Certificate IV in Aged Care Work
Certificate IV in Service
Coordination
Phone: (02) 6055 6606
Email: courseinfo@wodonga.tafe.edu.au
www.wodonga.tafe.edu.au

First Aid Certificates

Ask your training provider if you need a Level 2 First Aid Certificate and whether the Certificate should be completed before, during or at the end of the course.

Accidents Happen! First Aid Services

Locations: Langwarrin

Phone: 9775 6354

www.accidentshappen.com.au

Australian First Aid

Locations: Burwood, Upwey
Hoppers Crossing, Wangaratta.

Phone: 9754 1022

www.australianfirstaid.com

Australian Red Cross

Locations: Carlton

Phone: 1300 367 428

www.redcross.org.au

Emergency First Aid P/L

Locations: Melbourne

Phone: 1300 301 193

www.emergency.com.au

FirstAid Management Training Centre

Locations: Blackburn

Phone: 9894 1013

www.firstaidmanagement.com.au

First Aid Victoria

Locations: Greenvale

Phone: 9333 2537

First Intervention

Locations: Kew

Phone: 1300 727 633

www.firstintervention.com

H2O Pro

Locations: Mulgrave

Phone: 9548 4244

www.h2opro.com.au

Life Aid Pty Ltd

Locations: Warrandyte

Phone: 9844 4822

www.lifeaid.com.au

Melbourne Health Training Services

Locations: Bentleigh East

Phone: 9563 7222

www.mhts.com.au

Metropolitan Ambulance Service

Locations: Several rural and metropolitan locations

Phone: 1800 248 859

www.ambulance-vic.com.au

Monash University

Locations: Parkville

Phone: 9903 9667

www.monash.edu.au

Premium Health

Locations: St Kilda

Phone: 9596 1662

www.premiumhealth.com.au

Life Saving Victoria

Locations: South Melbourne

Phone: 9676 6900

www.lifesavingvictoria.com.au

Rural Ambulance Victoria

Locations: Several rural and metropolitan locations

Phone: 1800 248 859

www.rav.vic.gov.au

Sports Medicine Australia

Locations: South Melbourne

Phone: 9654 7733

www.sma.org.au

St John Ambulance Australia

Locations: Mount Waverley, Melbourne

Phone: 8588 8588

www.stjohnvic.com.au

Photo: Chuck Olsen



Questions to Ask

Here are some questions that you may want to ask training providers when you call.

Entry Requirements and Assessment

- What are the entry requirements?
- Am I entitled to recognition of prior learning? If so, how does this affect my fees and the length of my course?
- How am I assessed during the course?

Contact and Placement Hours

- How many contact hours are there?
- How many placement hours are there?
- Is my placement organised by the training provider?
- Is my placement organised in my local area?
- Is the course offered on a full-time and part-time basis?
- Over how many weeks is the course delivered?

Fees

- What is the cost of the course?
- Is there a reduced fee if I have a Health Care Card? If so, how much?
- Are there subsidies/funding available to reduce the cost of my study?
- What is the cost of fees and amenities?
- Are there costs associated with the awarding of the Certificate?
- Are there any additional costs?

Apprenticeships and Traineeships

- Do you offer apprenticeships/traineeships?
- Do I earn an income when I do an apprenticeship/traineeship?

Support for Students

- What support is offered to students from a non-English speaking background?
- Do you assist students to find employment?

