

Support & Domestic Worker FAQ

Q: What sort of duties will I do?

A: Duties vary according to client needs.

Support Workers are expected to provide a range of care and services including, but not limited to, personal care, respite, shopping, simple meal preparation, cleaning and other activities intended to help people live safely and comfortably at home.

Domestic Workers provide indirect services to clients such as cleaning, laundry, simple meal preparation and basic gardening and home maintenance.

For more information see the [Work Description for a Domestic Worker](#) or the [Work Description for a Support Worker](#).

Q: What qualifications and experience are needed?

A: To work as a Support Worker, it is essential to have completed, or be completing, Certificate III in Aged Care Work (or equivalent qualification as required under the *Aged Care Act 1997*). A Senior First Aid Certificate and/or previous experience as a care worker are both desirable.

For Domestic Workers, no qualifications are required. However, previous experience in general domestic duties and services to the elderly as well as a Senior First Aid Certificate are desirable.

Q: How old can a National Police Check (NPC) be and when do I need it by?

A: RDNS will accept previous NPC's dated not more than 3 years old and must sight the original. No copies will be accepted. A satisfactory NPC must be undertaken, received and cleared prior to commencing employment (in accordance with RDNS policy and the *Aged Care Act 1997*).

Q: What is Salary Sacrifice and how does it increase my take home pay?

A: Salary Sacrifice is a Fringe Benefit allowing voluntary participants to pay less tax. As a Casual employee, Domestic Workers and Support Workers are able to put aside a percentage of their pay each fortnight before tax to pay for living expenses. Which means this income is tax free. You can salary sacrifice up to \$16,050 between 1 April – 31 March the next year **saving you up to \$5000/year in tax** (approx.).

Please Note: Always consult your financial advisor before undertaking salary sacrifice.

Q: How Much Superannuation will be paid on my behalf?

A: RDNS contributes **9%** of the amount you earn (from the 1st \$) into your nominated Superannuation Fund.

Q: How long is the Orientation and what does it involve?

A: Orientation involves the following paid training:

- o Home services orientation (first day of work) – 1 full day or 2 half days
- o RDNS Induction Day (First Monday of each month) – 1 full day (**mandatory**)
- o Manual handling – half day (**mandatory**)
- o Monthly meetings which include some training
- o 3 x full day training sessions annually

Q: What leave am I entitled to?

A: As a **casual employee**, there are no leave entitlements. Instead, a 20% casual leave loading is added to your standard hourly rate and paid for actual hours worked.

As a **permanent employee**, you are entitled to:

- o 4 or 5 weeks per year annual leave (dependant on employment status and pro rata for part-time employees)
- o 13 days personal leave + 2 days compassionate leave per occasion.

Q: What equipment am I supplied?

A: You will be issued with a work mobile phone, first aid kit and a personal protective equipment bag containing: gloves, RCD (Electrical Safety Device) and Aqium gel.

Q: Is there a uniform?

A: Yes, there is a recommended uniform which is available to purchase. However, if you choose not to purchase the uniform, a dress code must be followed so that you are identifiable as one of our staff. The dress code consists of a maroon or white shirt or polo shirt, and navy slacks. Comfortable appropriate closed footwear must also be worn.

Q: *Are my shifts the same days each week?*

A: Usually, but other shifts are available depending on client referrals and your availability.

Q: *Are evenings or nights available?*

A: For **Support Workers**, evening shifts and weekend work may be available depending on client need.

For **Domestic Workers** evening or weekend work is not available as duties are generally performed Monday to Friday during the day time.

Q: *Are rosters negotiable in any way?*

A: Usually, provided they meet the needs of the business and clients and are equitable to other staff.

Q: *Will I have to use my own car?*

A: Yes, with distance travelled from first to last client of the rostered shift reimbursed at a set rate per kilometre. You must have a current driver's licence and a reliable and appropriately insured motor vehicle.

Q: *I know RDNS operates across the whole metro area, where will I work?*

A: You will generally work in a geographical area within a reasonable travelling distance from your home. There may be emergency call outs in other areas depending on your availability. Home Services is based at 31 Flemington Street, Glenside. From time to time, you will be required to attend this office to pick up and deliver work related documentation, attend meetings and training.