



Magazine 2B – Aged Care

This document provides a transcript for the audio in Magazine 2B – Aged Care. It includes a text copy for interviews, presenter videos and activity audio.

Slide Image	Transcript
	<p>CARING FOR COMMUNITY Issue 2</p> <p>Aged Care Interviews with aged care workers in the community.</p> <p>+ How to manage clients needs.</p> <p>Meet Kay & Caroline</p>
	<p>Welcome to Issue 2 of Caring for Community</p> <p>Presenter, Introduction to Aged Care 0:52 minutes</p> <p><i>Welcome to PreVET.</i></p> <p><i>In this magazine, we'll meet Caroline, Lynette, Kay and June.</i></p> <p><i>They are Aged Care Support Workers, also known as Personal Care Assistants or Personal Care Attendants.</i></p> <p><i>They take care of the elderly in their own home as well as residential facilities. They care a lot about the people they look after and have to be aware of their health and safety at all times. Elderly people need all kinds of help, so they need to follow procedure very carefully.</i></p> <p><i>They also need to record everything they've done for their clients so nothing gets done twice or missed out.</i></p> <p><i>Let's listen to what they have to say.</i></p>



Interviews with Aged Care Support Worker

Caroline Wurrben, Aged Care Support Worker, Elsey region
2:54 minutes

Hello, my name is Caroline Wurrben. I work here at the centre—aged care centre—and I live here at Beswick. That's Wugularr.

Clients stay here permanently, so we look after them. They've got families. So they're good; they're happy here. Every day, yeah, we come in, give them breakfast and after breakfast they have their medication and then we check out if they need shower, bogeying. The others are okay; we just make their bed and they shower by themselves still. It's good, yeah.

In training, level one, two, three; it's, you know, for Home and Community Care, First Aid.

What I'd like to say to kids, yeah, to those kids now, all the kids—just keep going to school, and it's for your community and your people, anyway, you'll be doing something for them. In communities, or in here, we're all related, yeah, and—not fully related but, yeah, further off, but still, and we respect each other and I hope they do the same, yeah, by looking after their families. They'll be related anyway, kids, you know, if get jobs in aged care centre, so they'll be related to them, and they'll be looking after them like their own grandparents, you know.

Yeah, kids, it's important to look after your community when you're done, you know, in your high school, you can come back and help your community, your old people, your culture, yeah. Everything else. Keep it strong, yeah, for the coming years, you know, while we're away, won't be anymore, we won't be telling them that again.

So it's important for kids to look after their community, their old people, and maybe one day, you know, they'll be in charge of these centres and everything else, 'cause we won't be here to tell them what to do, yeah. It'll be up to them. I'm sure they'll be proud of themselves, for the community and for their old people, you know, and keep their culture strong, too. And that's all.



Interviews with Aged Care Support Worker

Lynette Talbot, Aged Care Support Worker, Darwin region
2:27 minutes

Hello, my name's Lyn, and I was born in Darwin. I went to school in Darwin.

I work for Frontier Services, and I do a lot of work in the community with the older people and we do have some younger clients, too.

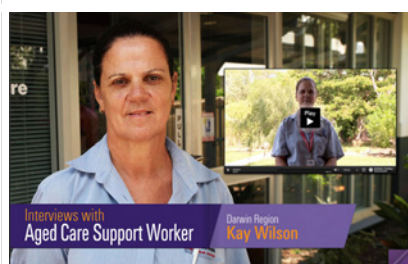
In this job you need to be able to do a lot of different things because my day includes taking them shopping or just spending a lot of time talking with them.

Yeah, one of the main responsibilities I have in this job is to make sure my client is safe and that they're not alone because a lot of the clients out in the community or a lot of the older clients tend to not go out much. So, with our service, we're there to make sure that we take them out and that they get to go for drives, sit down at the beaches and they're not left alone for a long time.

To make sure we're doing our job properly, we have some documents that we need to make sure that we're doing the right thing for our clients. And we need to be able to read those pieces of paper.

So working in this job, yes, you need to be able to listen to what your clients want you to do for them. I love my job because I get to go out. I meet different clients throughout the day. Every day of the week is different.

Yeah, it's important to stay at school so you can learn how to write, read and add up because you need to know how to add up sums. You need to be able to tell the time. And these days when you put in for a new job, it's not very easy so it's important that you stay at school to gain new skills and to get more experience.



Interviews with Aged Care Support Worker

Kay Wilson, Aged Care Support Worker, Darwin region
1:43 minutes

Hello, my name's Kay Wilson. I'm a Support Care Worker, and I work for Frontier Services.

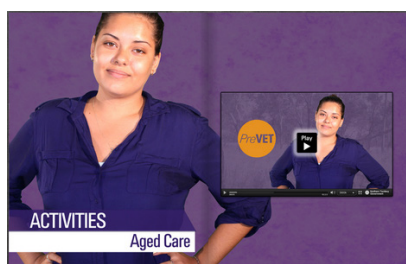
My main task is I do personal care with most of my clients where we have

to shower them, assist them in dressing, apply cream to their back, legs and toes, and also we prepare meals with all our clients.

We do a bit of cleaning in their houses. Take them shopping or take them to their doctor's appointments or x-rays, and also we do have respite when we take them out to give their family a bit of time to themselves. So usually they like to go shopping or have lunch with us somewhere.

One of my clients I do, actually, therapy on him, which...that gets done every day in the morning. Usually it takes about—personal care and therapy—takes about an hour and a half.

With the pool therapy I do on Fridays—that goes for about half an hour. The gentleman that I do has had a stroke, so the pool therapy helps him with his balance and his coordination. And when we go into the homes, it's not what we want to do. We ask them what do they want us to do. So it's not about us, it's about our clients, you know; caring for them in their homes.



ACTIVITIES Aged Care
Presenter, Introduction to Activities
0:24 minutes

Now you'll get a go at doing some of the things that aged care support workers have to do.

They need to read a lot of different information to help them take care of their clients.

They record all the work they do to keep a record of the care they provided. They also have to manage their time when out visiting clients to stick to their schedule.

Let's have a go at some of these skills.



AGED CARE

Meeting clients' needs - In this activity you will be using reference material for instructions and procedures on how to best care for people in aged care.

Documenting action - Aged care workers need to show what they have done for clients. Here we show how they record what care actions they take.

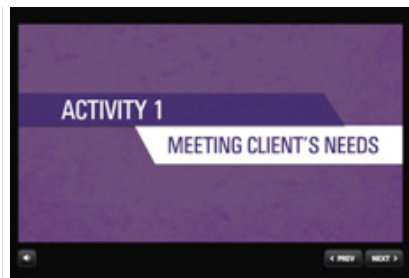
Planning a week - In this story, Kay talks about planning a week with her



clients. Listen how she describes all the planning and calculating she does.

Slide Image

Activity 1 Meeting Clients' Needs

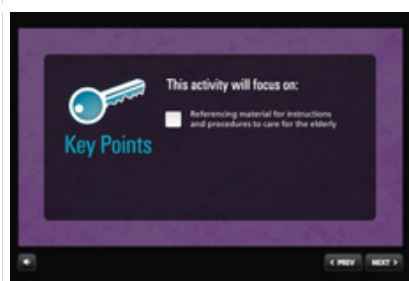


ACTIVITY 1 Meeting the Clients' Needs

In this story, you'll see how aged care workers understand their people's conditions and associated needs.

The training and reference materials the workers use helps them provide for some of the clients' specific needs by giving them different strategies to try.

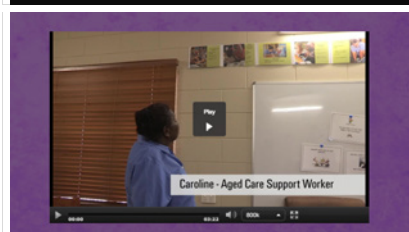
Listen to how Caroline discusses the materials she learned about in their training in dementia, which is a condition that affects people's behaviour.



Key Points

This activity will focus on:

- Reference material for instructions and procedures to care for the elderly.



Caroline, Aged Care Support Worker
3:22 minutes

So in the training we did here, these are some of the points that we learned to do here, even when we didn't know about the dementia. So there's some of the things now we do. And it did help them and helped us, too. So we know where we're going at now, yeah.

Earlier this year we did training on dementia. We were talking about people with dementia, aged-care people. While we were doing training, I said, 'We've got a client here and she's been having the same thing, you know, what you're talking about now,' and we didn't know that was the dementia now she had, so we've been working and learning at the same time.

So now we know what she has, and we just, you know, go with the flow every morning with her, and she comes here and sit with us, talk. She knows everybody, yeah, she knows everyone, and she saying things that—like, 'it's not there anymore,' you know? She talks about things.

All of us here was doing this dementia, and the woman said, the lady says, 'Well, so they know what dementia is now.' And us, and me.

[Caroline now speaks about training cues on wall]

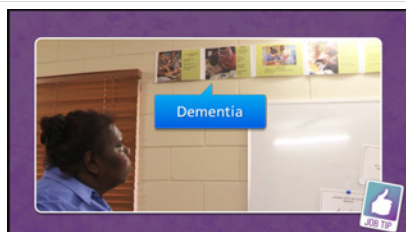
Well, we use smile, you know, and the person with dementia will notice, she'll notice and she'll smile back, or your body language, you know, and the tone of your voice, yeah. Sometimes they don't like it, you know, they can hear it too, but with another client—there's another client in that room and she doesn't like that that—her tone of voice.

And 'provide care in a relaxed manner', yeah. 'Enable the person to do things for themselves.' She does that, she comes out, get water here for herself, jug of water and she goes back in there, or she comes here, get water, and tea.

'Let the person know who you are', well, she already know who we are here at the centre, and she knows all the clients also. She talks to Irene, she knows she is related to Irene and to me and to June and the other lady, and Victor, so to every one of us here.

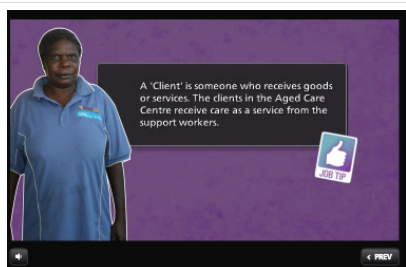
'Communicate clearly', yeah we do that, and interpreter—we don't have that, no, it's just who we are here and what we do.

Someone when they in an angry mood, you know, so we just leave her there, we just walk away for a while, we come back here, sit here, or sometimes she comes out and then come and see us. Yeah, we know that she's okay now, that she's not angry with herself anymore.



Dementia is a loss of brain function that happens with other illnesses. It is a condition that affects memory, thinking, judgment, language and behaviour.

Caroline discusses the materials she uses to help meet the needs of her clients with dementia.

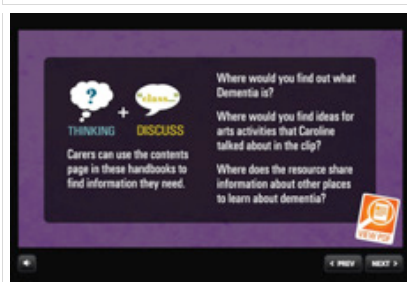


Job tip

A 'client' is someone who receives goods or services. The clients in the Aged Care Centre receive care as a service from the support workers.



Here is another resource that carers could use to help their clients with dementia. They can read about conditions affecting clients and find out more information about them.



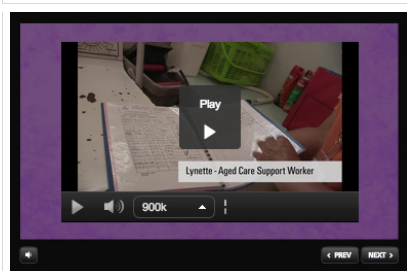
Thinking + Class Discuss

Carers can use the contents page in these handbooks to find information they need.

Where would you find out what dementia is?

What are some ideas for activities that a client with dementia might enjoy doing?

Where does the resource share information about other places to learn about dementia?



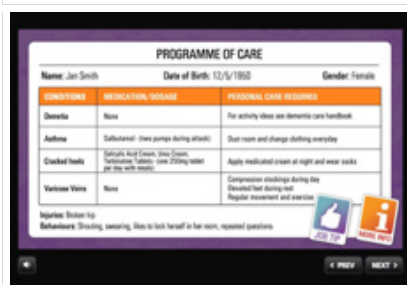
Lynette, Aged Care Support Worker

0:36 minutes

Another thing we've here is we've got the clients' files—their folders.

So this is their folders here where we write all our notes. So this is the client's care plan and it's about what they can do for themselves and what we need to know about them, we know what sicknesses they've had and what medications they're on.

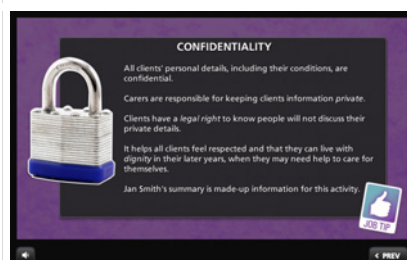
And it also has in here a program of assistance and that's to say what time we go to see them, what day we see them and what we've got to do for them.



Here is an example of a patient summary.

It's another document carers use that includes personal details about the client and the conditions they have, medications they are on, any injuries they have suffered and any specific care requirements they might have.

Carers need to understand every detail about each client so they don't cause them any discomfort and so they can offer the best care possible.



Job tip

Confidentiality

All clients' personal details, including their conditions, are confidential.

Carers are responsible for keeping clients' information private.

Clients have a legal right to know people will not discuss their private details.

It helps all clients feel respected and that they can live with dignity in their later years, when they may need help to care for themselves.

Jan Smith's summary is made-up information for this activity.

More info

Treatments

Certain conditions require specific treatments.

Cares are trained in what kind of treatments to give each condition, and they keep learning on the job.

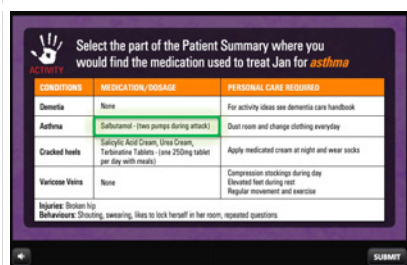
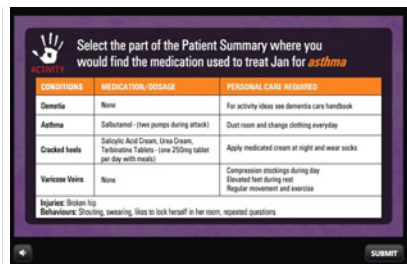
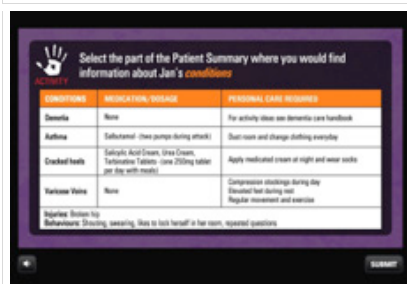
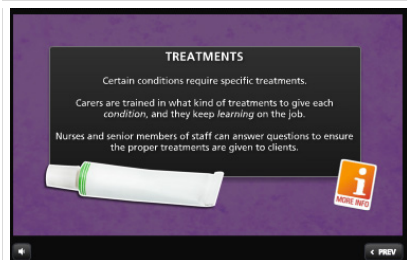
Nurses and senior members of staff can answer questions to ensure the proper treatments are given to clients.

Activity

Select the part of the Patient Summary where you would find information about Jan's conditions.

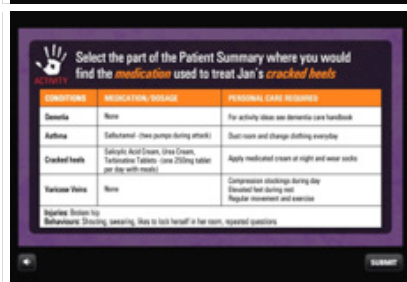
Activity

Select the part of the patient summary where you would find the medication used to treat Jan for asthma.

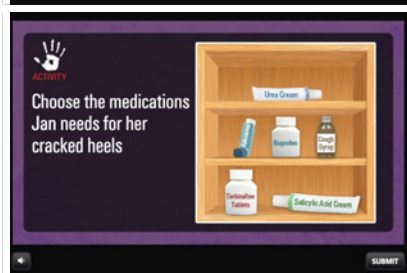




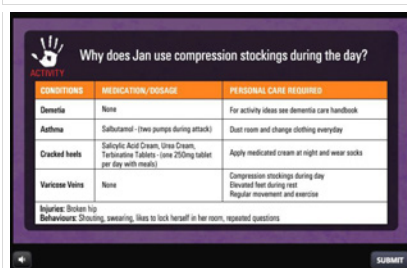
Activity
Select the medication Jan needs for an asthma attack.



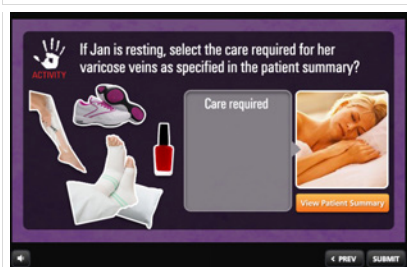
Activity
Select the part of the patient summary where you would find the medication used to treat Jan's cracked heels.



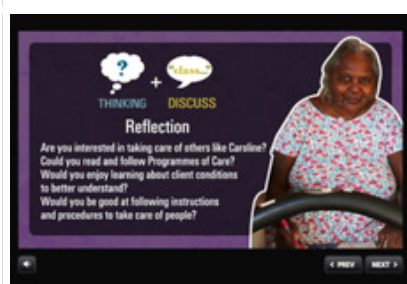
Activity
Choose the medications Jan needs for her cracked heels.



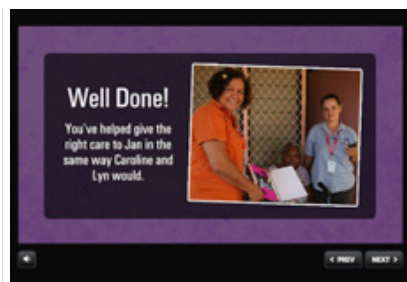
Activity
What condition does Jan have that she needs to wear compression stockings during the day?



Activity
If Jan is resting, select the care required for her varicose veins as specified in the patient summary.

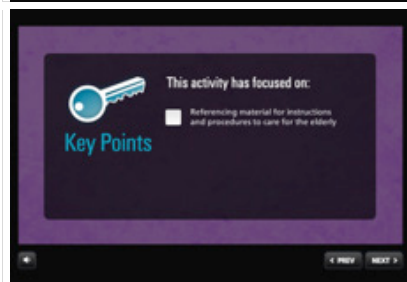


Thinking + Class Discuss
Reflection
Are you interested in taking care of others like Caroline?
Would you read her Program of Care?
Would you like to better understand her needs by learning about them?
Would you be good at following instructions and procedures to take care of her?



Well done! You've helped give the right care to Jan in the same way Caroline and Lyn would.

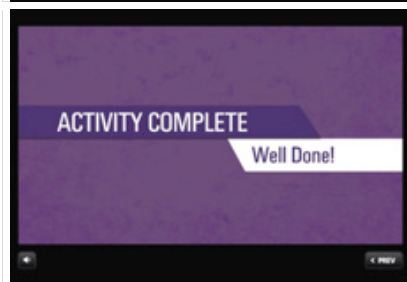
Other jobs that involve reading reference materials include childcare, police work, nursing, teaching and mechanics to name a few.



Key Points

This activity has focused on:

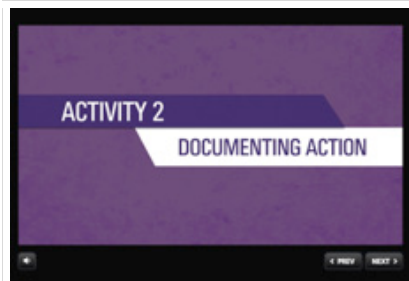
Referencing material for instructions and procedures to care for the elderly.



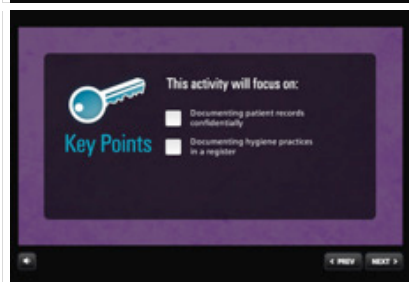
Activity complete. Well done!

Slide Image

Activity 2 Documenting Action



ACTIVITY 1 Documenting Action



Key Points

This activity will focus on:

- Documenting patient records confidentially
- Documenting hygiene practices in a register

Aged care workers need to show what they have done for their clients. A lot of trust is placed in the workers to ensure proper hygiene, medical care, and confidential, respectful recording of their clients' progress is maintained.

They record their actions as evidence of what care actions they take with their clients. Have a listen to some of the duties they do and how they're recorded.



Kay, Aged Care Support Worker

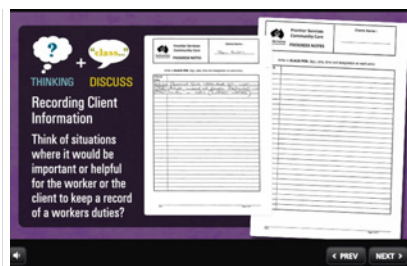
1:18 minutes

Hi, today I'm going to visit my client which her name is Jan Smith.

I've got paperwork...in her home folder we have our client visits sheets, where we must fill out...before we leave the client's house, and also I have the progress notes here, which you have to put the date, time we get there, time we leave and all our duties that we do in their home.

With our progress note sheets, if we go to our client's three times a day, we still have to fill it out every time we go to their house. We usually have to do step by step what we do at our client's house, and then we have to sign it off. We put our name and 'Support Care Worker' at the end of it.

So, this is our Client Visit Record sheet, which when we go there we have to put down the date, the time that we arrive, the time that we leave, print our name and just sign our name. And that stays in their home folders.



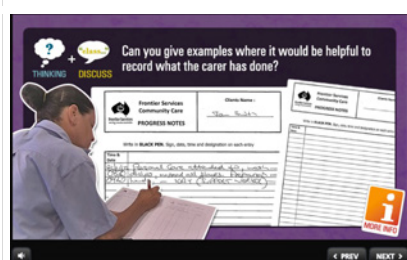
Thinking + Class Discuss

Recording Client Information

Think of situations where it would be helpful for the worker or the client to keep a record of a worker's duties?

By recording information on a Client Visit Record and the progress notes helps the workers keep track of all that they do in a day.

Their jobs are very busy, and when caring for people's needs, it is important to document everything they do.



Thinking + Discuss

Can you give examples where it would be helpful to record what the carer has done?

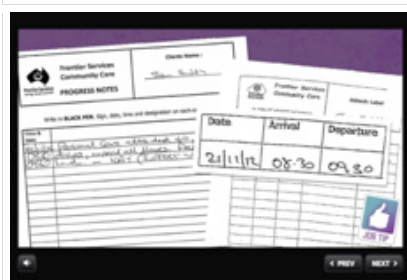
The care workers give their clients can sometimes deal with sensitive information, and the clients are at times not able to speak for themselves.

The workers are responsible for the wellbeing of their clients, so it is important for them to record all that they do for them.

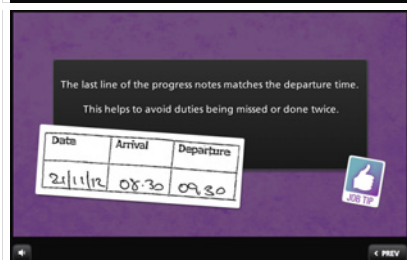


More Info

The information Kay records about each client is **confidential**. This means it is private and only the workers caring for Jan know about it. Keeping this information safe and private is the law and protects the client.

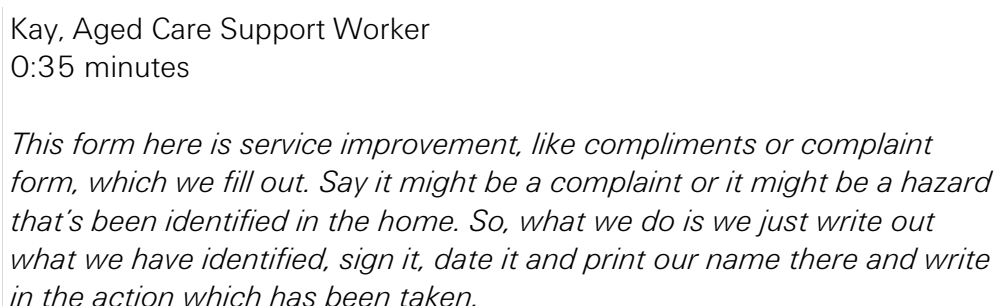
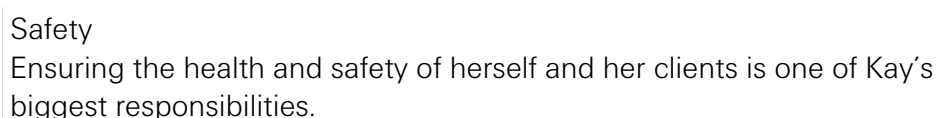
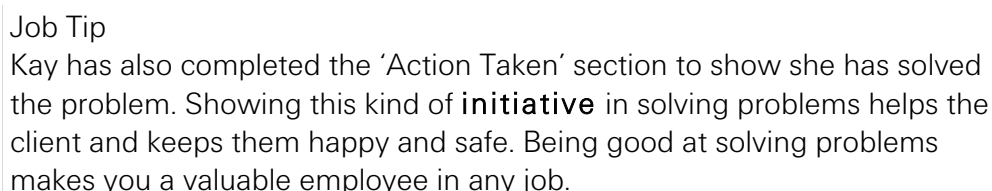
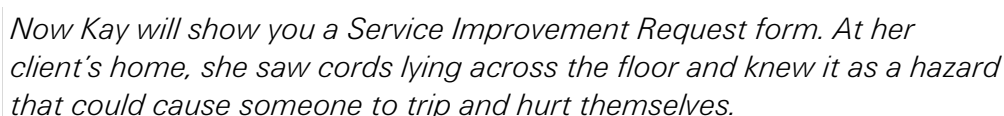
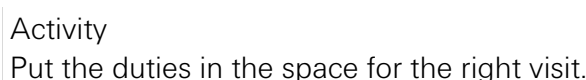
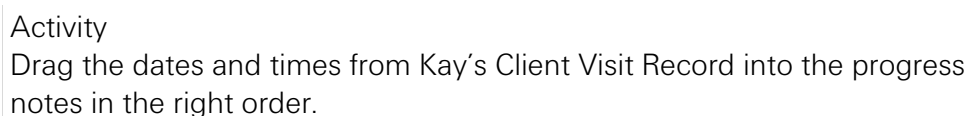


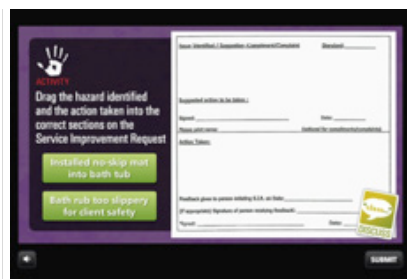
Here, Kay has written the date and times she spent with her client on the Client Visit Record. She also wrote down the duties she completed on her visit to Jan in the progress notes.



Job Tip

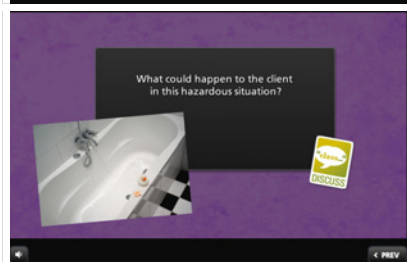
The last line of the progress notes matches the departure time. This helps to avoid certain personal care duties being missed or duplicated.





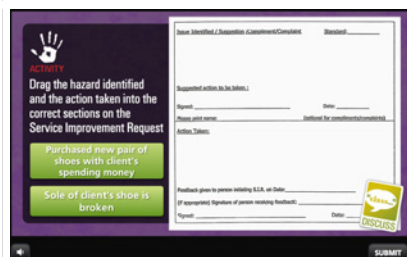
Activity

Drag the hazard identified and the action taken into the correct sections on the Service Improvement Request.



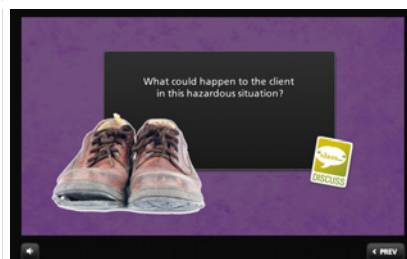
Class Discuss

What could happen to the client in this hazardous situation?



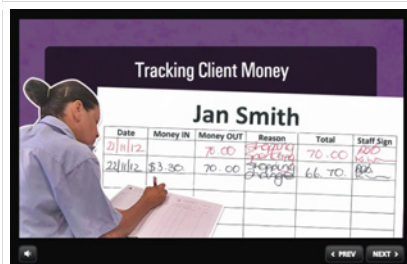
Activity

Drag the hazard identified and the action taken into the correct sections on the Service Improvement Request.



Class Discuss

What could happen to the client in this hazardous situation?

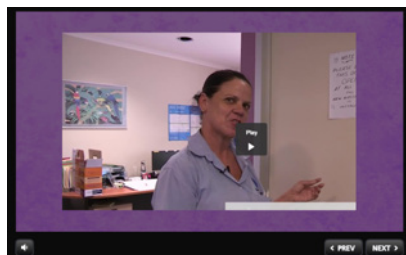


Tracking Client Money

Kay also has a document that she has for Jan's money. It is kept at the office to keep it safe.

This is the record Kay and Deb were writing in the office. This ensures that the client's money is kept safe and everybody knows how it is being spent.

Take a look at how Kay tracks Jan's spending money.



Kay, Aged Care Support Worker
0:35 minutes

I'm just going to Deb's office because I have to go in and get, um, Jan's shopping money for a week, which will be \$70. Hi come in darl, Hi Deb how are you today? Good. How are you? Good. I've come to get Jan's money for the week, her shopping money. How much today? \$70. Yes, thank you. \$70. So I'll just get an envelope. So we're just going to get an envelope to put Jan's money in so I can take Jan shopping. - 21st. So money out is \$70 - and reason shopping and spending. \$70 in total, would you sign that one darl? Yes. So the total out will be \$70. Yep. Right, thank you. Total that - no money back in. Thank you Deb. I'll see you on Friday with the receipts. Okay. Thanks darl. Say hi. No worries. Bye.

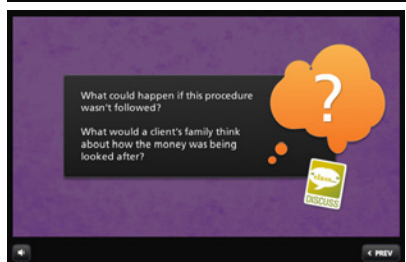
Kay brings back receipts

Okay I'm just going in to give Deb, my shopping receipts. Knocks on the door. Deb. Hi. How are you? I've just finished with Jan's shopping. Okay, I've got \$3.20, 30 cents change. \$3.30. Yep. Righteo. Oops. You took out \$70. Yep. Pharmacy. Yep. She spent up a bit. Yep. She didn't have much in her fridge today so I decided to fill up her fridge a little bit. \$3.30 - and I'll sign that the money's back in, if you want to just sign there. Yep. \$3.30 is the change that's come in from Jan's spending of \$70 and that's the receipt and the change, so the balance is \$66.70, um, of what she's spent. Um, shopping change, so that's the change \$3.30 that's come back in from the \$70 - \$66.70 spent and myself and Kay's signature.



Activity

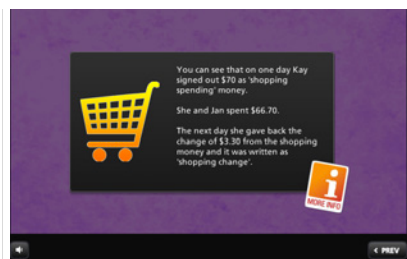
Jan and Kay signed out \$70 on 26/11/12 for a shopping trip. Help Kay to record this, complete this information on the form by dragging the correct date and amounts to the right fields.



Class Discuss

What could happen in this procedure wasn't followed?

What would a client's family think about how the money was being looked after?

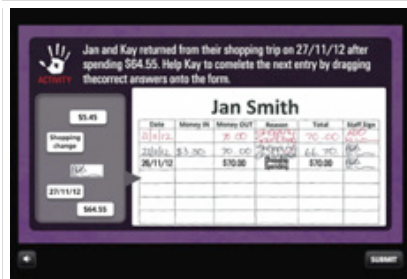


More Info

You can see that on one day Kay signed out \$70 as 'shopping spending' money.

She and Jan spent \$66.70.

The next day, she gave back the change of \$3.30 from the shopping money, and it was written as 'shopping change'.



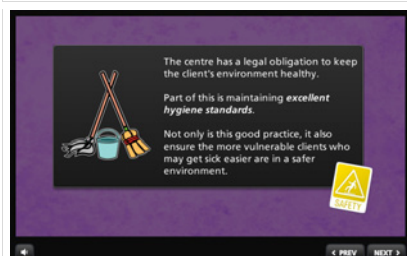
Activity

Jan and Kay returned from their shopping trip on 27/11/12 after spending \$64.55. Help Kay to complete the next entry on the form.



Cleaning Records

Record keeping is very important in all areas of an aged care centre. Now you'll see June talk about how she keeps the clients safe by keeping the centre clean. You can see here that she has written her initials in each duty section on the chart for Monday to confirm that she has completed that job.



Safety

The centre has a legal obligation to keep the clients' environment healthy. Part of this is maintaining **excellent hygiene standards**.

Not only is this good practice, it also ensures the more vulnerable clients who may get sick easier are in a safer environment.



June, Aged Care Support Worker

3:02 minutes

This is my trolley. I used it to take all this, this liquids, my gloves, go to the toilets, scrub the toilet up and wipe it. This one their room to mop the floor. That helps the sign, make the clients sit around outside, then I tell them wait for the floor dries and go in after they go inside, I do the washing so the lady in full-time job will fold the clothes and put it back in the cupboard. Fold it up.

These liquids I use to do what I come for work. I wear my gloves, spray and wipe, clean the table up. Sometime I use this one and sometime I use this one for the toilet and mop the floor or Pine-o-clean.

Them rubbish. Wash their bins with these liquid. Clean the bin, dry it up and those bins when it's clean I put the gar-bag on.

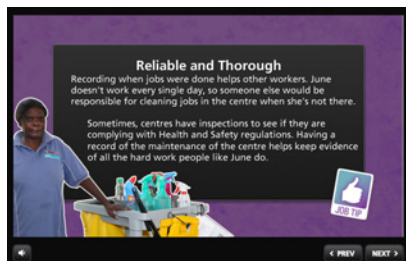
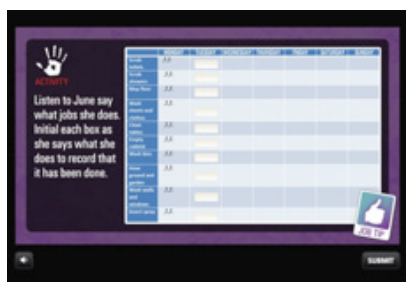
That's very important to clean the toilet and the showers for the clients so in the morning after breakfast they go shower and after their shower, I still mop the floor when they finish their showers. Mop the floor.

After when I have finished, the clients they inside. I use the hose the floor to make it cool, and then the garden. Bit of...wash those walls very hard, scrub those walls, the clients. This Jiff make it white. Scrub the windows for the toilet and showers clean and do the spray.

These are the liquids already use it to clean stuff and spray. After when I clean these, when I use this liquid I do the spray for the flies and spiders, the toilet, showers for clients. When it's all done I take my trolley to tomorrow to check their rooms.

Activity

Listen to June say what jobs she does. Initial each box as she says what she does to record that it has been done.

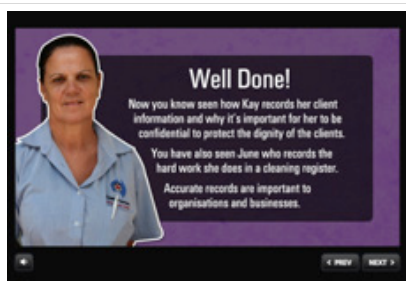


Job Tip

Reliable and Thorough

Recording when jobs were done helps other workers. June doesn't work every single day, so someone else would be responsible for cleaning jobs in the centre when she's not there.

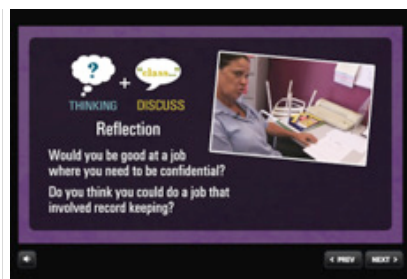
Sometimes centres like this have inspections to see if they are complying with health and safety regulations. Having a record of the maintenance of the centre helps keep evidence of all the hard work people like June do.



Well done!

Now you have seen how Kay records her client information and why it's important for her to be confidential to protect the dignity of the clients.

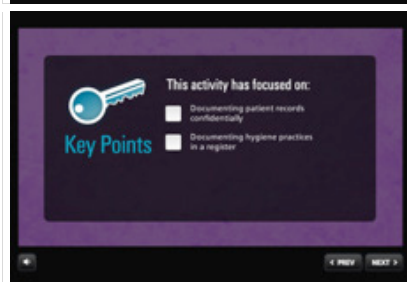
You have also seen June, who records the hard work she does in a cleaning register. And finally, you have heard reasons why keeping accurate records are important to organisations and businesses.



Thinking + Class Discuss
Reflection

Would you be good at a job where you need to be confidential?

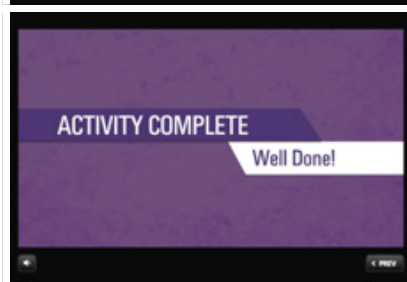
Do you think you could do a job that involved record keeping?



Key Points

This activity has focussed on:

- Documenting patient records confidentially
- Documenting hygiene practices in a register.



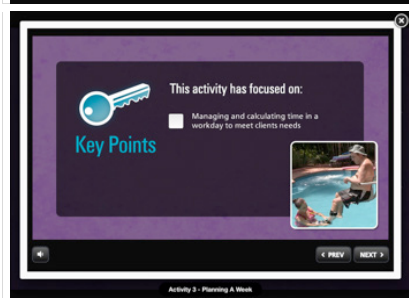
Activity complete. Well done!

Slide Image

Activity 3 Planning A Week



ACTIVITY 3 Planning a Week



Key Points

This activity will focus on:

- Managing and calculating time in a workday to meet clients' needs.

In this activity, Kay talks about planning a week with her clients.

Listen for how she describes all the planning and calculating she has to do in order to meet with various clients and provide them with the care they need.

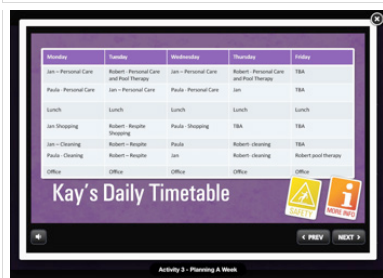


Kay, Aged Care Support Worker

1:07 minutes

...and with our scheduling, we have a set roster, which from week—mine is full-time roster, mine mightn't change—I might just have TBAs if one of my clients might go into hospital or something, but it's important for us to keep our schedule to make sure we're on time with our clients, spending...making sure we don't spend too much time there otherwise we're going to be late for our next client, and then you're late for the rest of the day and you don't finish up until half an hour later, which you don't want to do that because our work's pretty hard, you know, from driving, driving, and we get very, very tired, so it's important to do that.

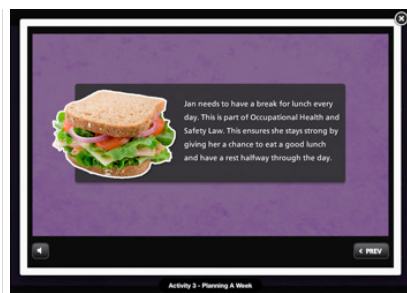
TBA stands for 'to be advised'. Sometimes you might have a couple of TBAs a week or your client might be in hospital, so that's classed as a TBA.



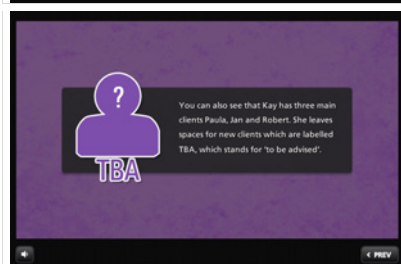
Kay's Daily Timetable

These are the duties Kay has in her week.

Her clients live in different parts of town, so she has to use a timetable to plan each appointment as well as factor in the time she spends travelling between client appointments.

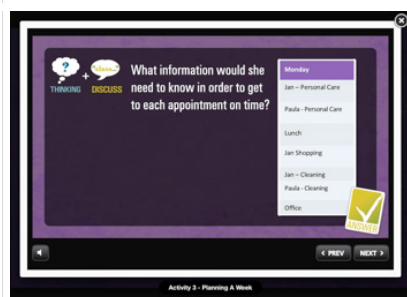


Safety: Kay needs to have a break for lunch every day. This is part of Workplace Health and Safety law. This ensures she stays strong by giving her a chance to eat a good lunch and have a rest halfway through the day.



More Info

Kay has three main clients called Paula, Jan and Robert. She leaves spaces for new clients, which are labelled 'TBA', which stands for 'to be advised'.



Thinking + Class Discuss

What information would she need to know in order to get to each appointment on time?

Kay has to spend one hour at each appointment.

On Monday morning she needs to stop at the office at 8am to pick up some shopping money.

Then she has an appointment with Jan to do personal care at her home.

Then she goes to Paula for personal care also.

Then she can go for lunch and then do Jan's shopping.

After that, she cleans at Jan's and Paula's.

She returns to the office at the end of the day.



Correct Answer

She needs to know where each appointment is and the travel times in between them.



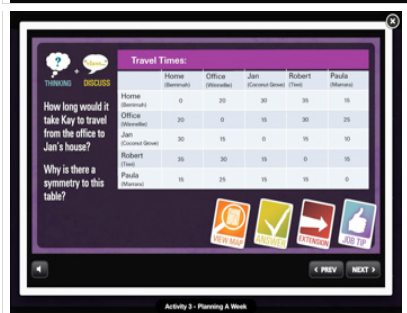
Activity

Locate each of Kay's clients on the map of Darwin.



Activity

Where does Kay drive each day? For each travel step, click on the place she is driving to and see the way she goes on the map.



Thinking + Class Discuss

How long would it take Kay to travel from the office to Jan's house?

Why is there a symmetry to this table?

This table shows the travel times between destinations. Can you find out how long it would take for Kay to travel from the office to Jan's house?

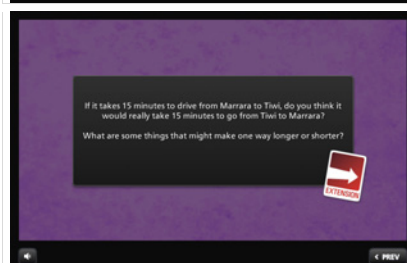


View map



Correct Answer

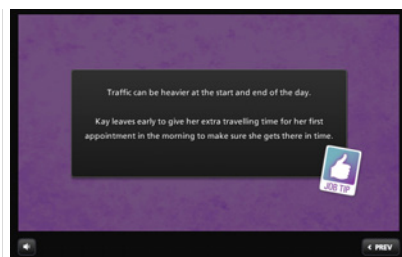
5 minutes. The distance from Kay's house to the office is the same as the office to Kay's house. This is why the times are roughly (approximately) the same.



Extension

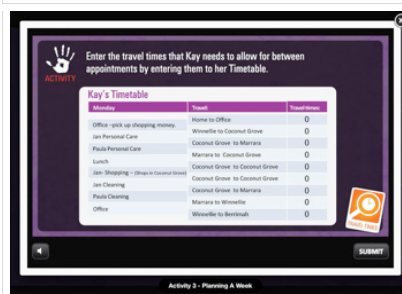
If it takes 15 minutes to drive from Marrara to Tiwi, do you think it would really take 15 minutes to go from Tiwi to Marrara?

What are some things that might make one way longer or shorter?



Job Tip

Traffic can be heavier at the start and the end of each day, Kay leaves early to give her extra travelling time for her first appointment in the morning to make sure she gets there in time.



Activity

Enter the travel times that Kay needs to allow for between appointments by entering them into her timetable.



Activity

Use Kay's Timetable and the Travel Times Table to calculate Kay's total travel time on Monday.

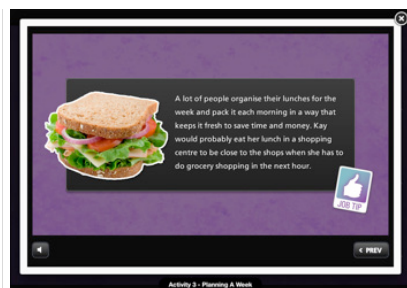


Activity

What time should Kay leave her house to make sure she's inside the office by 8:00 am on Monday morning?

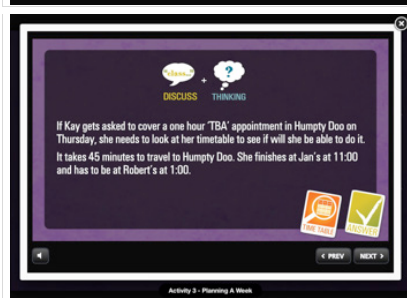


Travel Times



Job Tip

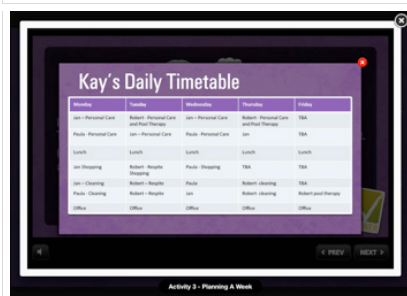
A lot of people organise their lunches for the week and pack it each morning. This saves time and money. Kay would probably eat her lunch in a shopping centre to be close to the shops when she has to do grocery shopping in the next hour.



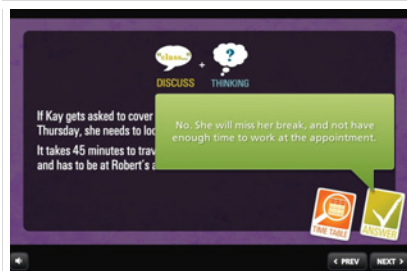
Class Discuss + Thinking

If Kay gets asked to cover a one-hour 'TBA' appointment in Humpty Doo on Thursday, she needs to look at her timetable to see if she will be able to do it.

It takes 45 minutes to travel to Humpty Doo. She finishes at Jan's at 11:00 and has to be at Robert's at 1:00.

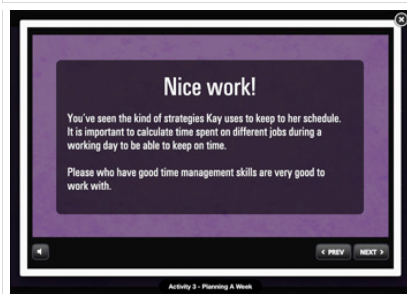


Kay's Daily Timetable



Correct Answer

No. She will miss her break and not have enough time to work at the appointment.



Nice Work!

You've seen the kind of strategies Kay used to help to keep her schedule. It is important to calculate time spent on different jobs during a working day to be able to keep on time.

In this job, you would need to understand where there was time to travel and if you had enough time to do certain things.

It can help you get to places on time, which is good practice as an employee. It also helps others you work with stick to their schedule.



Thinking + Discuss

Reflection

Almost every job involves some level of time management skills.

Getting things done within a certain timeframe helps the others you work with and helps people trust that you will be there when they need you.

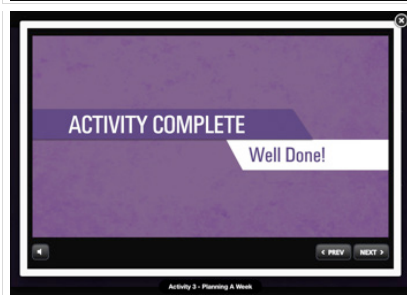
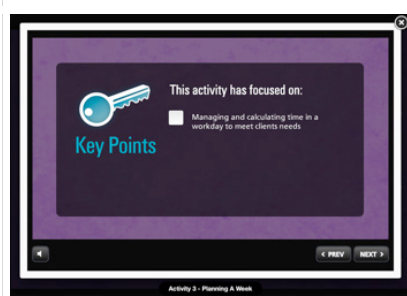
In aged care, this is especially important, but is also relevant for every job you will have.

Do you think you'd be happy to manage your time like this?

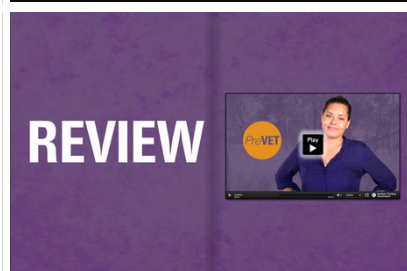
Key Points

This activity has focussed on:

- Managing and calculating time in a workday to meet clients' needs.



Activity complete. Well done!



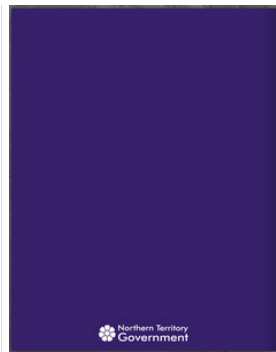
REVIEW

Presenter, 0:30 minutes

Nice work! You've found information in handbooks and programs of care in order to help your clients.

You've recorded heaps of information that aged care support workers do to provide care for their clients. And you've also learned about time management strategies.

Can you see yourself being an aged care support worker?



Northern Territory Government logo