Home and Community Care (HACC) trainees most work independently, providing personal care and respite care and assisting with domestic duties, in their clients’ homes. Training Services NSW has identified that some employers of Home and Community Care trainees have not developed adequate arrangements to provide supervision and on-the-job training to these trainees.

Employers of HACC trainees are now required to develop a supervision and on-the-job training plan that specifies how supervision, support and on-the-job training are to be managed in this work environment. This requirement has been developed in consultation with the Department of Ageing, Disability and Home Care, the largest employer in the sector and is supported by the NSW Community Services and Health Industry Training Advisory Board (CS&H ITAB). Commissioners Information Bulletin (CIB) 646 which sets out the training arrangements that apply to HACC traineeships, has been amended to incorporate this information about this requirements.

The supervision and on-the-job training plan should be developed before traineeship applications are lodged. In assessing traineeship applications, and when monitoring HACC traineeships, Training Services NSW officer may ask to see the Supervision Plan and may confirm with trainees that it is being implemented. Employers with questions about minimum requirements for supervision and on-the-job training for HACC trainees should contact their local Training Services NSW regional office.

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