



QUALIFICATION
REVIEW

Health Service Assistance Functional Analysis Report



HumanAbility



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Executive Summary

As part of the training product development process, extensive research and stakeholder consultation were undertaken to examine the current state of the health services industry and anticipate workforce needs over the next 5 years. This work informed the development and review of draft units of competency and qualifications to ensure they remain contemporary, responsive, and aligned with workforce priorities.

As part of the *HLT33115 Certificate III in Health Services Assistance* review project, a structured functional analysis was conducted to define the roles, tasks, and skill requirements within health service assistance job roles. This systematic approach broke down occupations into core and supporting functions, identifying the knowledge, skills, and performance outcomes required across diverse work settings and levels of responsibility. The analysis also supported clearer differentiation of roles, more accurate mapping of career pathways, and improved alignment between training outcomes and workplace expectations.

Multiple evidence sources were used to ensure the training products reflect current practice and emerging workforce demands. Desktop research examined publicly available data including job advertisements, position descriptions, regulatory frameworks, industry standards, working conditions, and employer recruitment criteria. This analysis highlighted increasing role complexity, the growing importance of communication and digital capabilities, stronger expectations around safety and infection control, and the need for adaptable skills to support evolving models of care.

Consultation with the Health Services Assistance Technical Committee provided expert guidance on vocational outcomes, training product design, and engagement strategies. In addition, a virtual functional analysis workshop with stakeholders from across Australia identified both national skill commonalities and jurisdictional differences, informing decisions on core and elective components within the draft qualifications.

Further qualitative insights were gathered through 16 targeted interviews with employers of varying sizes, industry experts, and training providers. These discussions explored job functions, work environments, intersections between roles, workforce pressures, skill shortages, and gaps in existing qualifications, as well as anticipated sector changes and future workforce pathways.

Collectively, this comprehensive research and consultation process provides strong evidence base for the revised training products. The proposed qualifications are designed to strengthen workforce capability, support safe and effective service delivery, and remain flexible enough to respond to future changes in the health services sector.

1 Introduction

Since the last review of *HLT33115 Certificate III in Health Services Assistance* in 2015, the health sector has experienced substantial transformations driven by technological advancements and changes in consumer expectations. Updating the qualification is essential to ensure that future job roles associated with health services assistance, acquire the skills needed to support a high-quality health system.

A comprehensive functional analysis has been undertaken to critically review and modernise *HLT33115 Certificate III in Health Services Assistance* qualification with the aim of:

- ensuring that it aligns with current industry needs and regulatory requirements
- facilitates clear and sustainable career pathways / specialisations to support existing and future industry needs
- enhancing the relevance and applicability of qualifications.

1.1 Purpose of the functional analysis

The functional analysis is a critical step in pinpointing the precise skills, knowledge and capabilities required to perform job tasks effectively within the health service assistance sector. It establishes a robust foundation for the design of training products and targeted workforce development. By directly aligning qualifications and units of competency with real-world occupational outcomes, the analysis ensures that training is industry-relevant, future-focused and capable of addressing current and emerging skills demands.

This process is designed to achieve the following objectives:

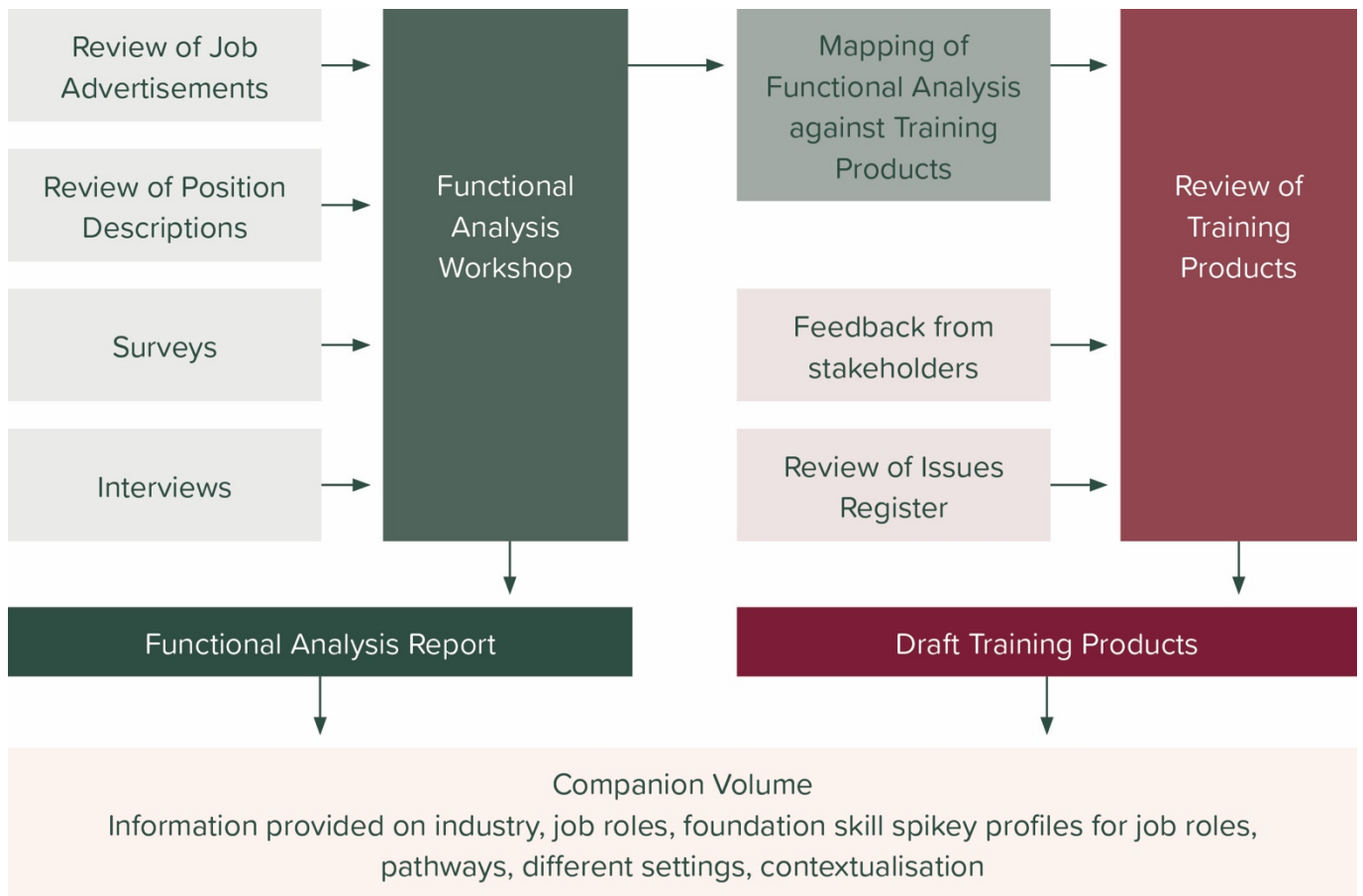
Identifying and addressing workforce requirements to ensure individuals are equipped with the practical skills and knowledge essential for effective performance in real-world roles.

Identifying deficiencies in current training products to ensure qualifications are responsive to the evolving demands of health service assistant job roles, employer expectations, and future workforce capabilities.

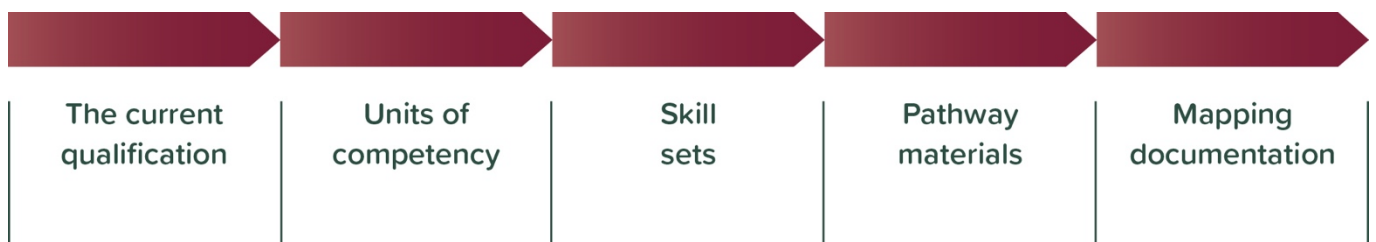
Mapping career progression pathways within the health service assistant related job roles to support workforce mobility, upskilling and long-term professional development.

Reviewing and refining training design principles to ensure qualifications remain future-focused, adaptable, and aligned with evolving technologies, industry practices, and changing consumer expectations.

The functional analysis process is presented in *figure 1*.



To ensure that training and assessment aligns with industry requirements, this analysis will form the basis for reviewing the following:



1.2 Intended audience

This report is designed to inform a broad range of industry stakeholders of the current and emerging skills requirements within the health service assistance industry. It delivers evidence-based insights to support strategic training development, workforce planning, and policy formulation, ensuring the industry remains responsive, competitive and future-ready. The intended audience includes, but is not limited to:

- HumanAbility to build on evidence-based practices and contribute to broader workforce research and training package review

- peak bodies, industry associations and professional networks to support advocacy, professional standards, and sector-wide co-ordination
- industry stakeholders and employers to ensure workforce development initiatives are aligned with real-world occupational needs and future directions
- registered training organisations (RTOs) and vocational education and training (VET) professionals, to assist in developing and delivering training programs that are relevant, up to date, and outcomes focused
- skills ministers and relevant government representatives, to support informed decision-making on workforce development priorities and training policy
- Department of Employment and Workplace Relations (DEWR), to contribute to national skills strategies and program design.

By engaging this diverse stakeholder group, the report aims to foster a shared understanding of workforce challenges and opportunities, and to ensure that training solutions are industry-relevant, practical, and aligned with real-world demands.

2 Methodology applied

This functional analysis draws on diverse data sources and input from stakeholders across health service assistance job roles. It focuses on identifying current and emerging job roles, qualification requirements, and skills expectations to guide workforce development and inform future revisions of *HLT33115 Certificate III in Health Services Assistance*. The methodology involved:

- reviewing publicly available job advertisements to determine workforce skills in demand
- analysing position descriptions and organisational structures from employer websites and industry sources
- identifying trends and gaps in knowledge and practice based on desktop research and stakeholder input
- capturing employer insights through employers' interviews.

2.1 Desktop research

Research was conducted using desktop analysis, with a focus on examining publicly available online sources. Desktop research involved 2 months review of public documents between October 2024 to November 2024, including job advertisements, position descriptions and industry standards. (**Appendix A: Job Advertisements Analysis Spreadsheet**). The aim was to identify common qualifications, workforce skills requirements, and job role structures within and associated with, health service assistants job roles. This approach supports evidence-based workforce planning and informs the potential development or revision of *HLT33115 Certificate III in Health Services Assistance*.

The analysis focused on:

- reviewing position descriptions for roles related to health service assistance across a range of settings (for example assistant in nursing, orderly, ward clerk, operating theatre technician)
- analysing job advertisements to identify recurring technical, interpersonal, and foundational skills in demand
- examining organisational structures and team hierarchies as presented on company websites and industry publications
- identifying emerging trends, future-facing job requirements, and potential gaps in workforce capabilities
- synthesising findings to provide actionable insights for qualification development and sector-specific skills planning.

Job boards and advertisements

- Seek, Indeed and LinkedIn were used to gather a wide sample of job advertisements for roles across the health service assistance workforce.
- Job descriptions were reviewed to extract details on required qualifications, certifications, technical competencies, soft skills, and experience levels.

Company websites

Healthcare provider websites were reviewed for:

- organisational charts and role hierarchies
- career pathway information and training expectations
- insights into in-house training models and workforce development practices.

2.2 Employer interviews

To identify the current and emerging skill needs within health service assistance job roles, a series of interviews were conducted with employers and other key stakeholders. These interviews provided valuable first-hand insights into the practical functions, tasks, and workforce requirements across various settings including healthcare providers and home care.

Employers discussed a range of topics, including current job roles, day-to-day responsibilities, career progression pathways, and the specific skills and competencies they prioritise when recruiting and developing staff. (*Appendix B: Employer interview questionnaire*). These conversations highlighted both technical and non-technical skill needs, as well as the challenges faced in attracting and retaining a skilled workforce in a sector experiencing rapid technological and service delivery changes.

The qualitative data gathered through these interviews helped clarify the real-world expectations of employers and shed light on the practical application of skills in diverse job roles and workplace contexts. The insights were instrumental in defining the core and supporting functions of health service assistance job roles, and in shaping a more accurate understanding of how the workforce operates.

Importantly, the findings from these interviews aims to inform workforce development, and training strategies, ensuring that qualifications and skills sets are designed in alignment with current and future industry needs. The outcomes contribute directly to the functional analysis process and support evidence-based recommendations for updates to the Certificate III in Health Service Assistance and other training products associated with these job roles.

2.3 Functional analysis workshop

The functional analysis workshop brought together stakeholders, employers, and training providers associated with health service assistance job roles, to review, validate and refine the findings from the research and employer consultations. The workshop aimed to confirm the identified functions, sub-functions, and skill requirements of health service assistants, while also capturing additional insights into emerging trends, new competencies, and evolving role expectations. This collaborative process ensured that the analysis aligned with both current industry demands and anticipated workforce developments.

2.4 Job analysis

The job analysis is based on a dataset of 70 individual job postings collected over 4 weeks: October 2024 to November 2024 (*Appendix A*). The data examined 7 focus areas:

1. **Simplified job title:** Groups diverse role names into core functional categories
2. **State and territory:** Identifies geographic concentration and demand patterns
3. **Type:** Explores organisation type, location type, and employment type distributions
4. **Hourly salary analysis:** Compares wage ranges across roles and locations
5. **Education analysis:** Outlines essential qualifications, such as *HLT33115 Certificate III in Health Services Assistance*.
6. **Experience analysis:** Highlights typical years of experience or prior credentials required
7. **Skills analysis:** Summarises the most sought-after skills, both essential and desirable

The analysis revealed how health services assistance positions vary by providing a strategic snapshot of current industry demands, assisting stakeholders (employers, employees, training providers and relevant peak bodies) align training programs and career pathways with real-world workforce needs.

3 Functional analysis outcomes: key findings

The desktop research provided valuable insights into the evolving skills requirements of the workforce, the configuration of job roles, and how these roles are positioned within organisational structures. By systematically analysing position descriptions and organisational frameworks, the research identified recurring qualifications and core competencies in demand across the sector. It also uncovered emerging trends in job responsibilities and structural models, offering critical evidence to inform strategic workforce planning, role design, and future training development.

3.1 Overview of health service assistance

The wider health care and social assistance industry employ over 2 million workers and is the highest employing industry in Australia. Nursing support and personal care workers together with registered nurses, general practitioners and welfare support workers are the largest employing occupations.

Nursing support and personal care workers (ANZSCO code 4233) work in various healthcare settings where they contribute to patient care and support healthcare professionals and the functioning of healthcare facilities across different levels of care.

Typically, these healthcare settings include:

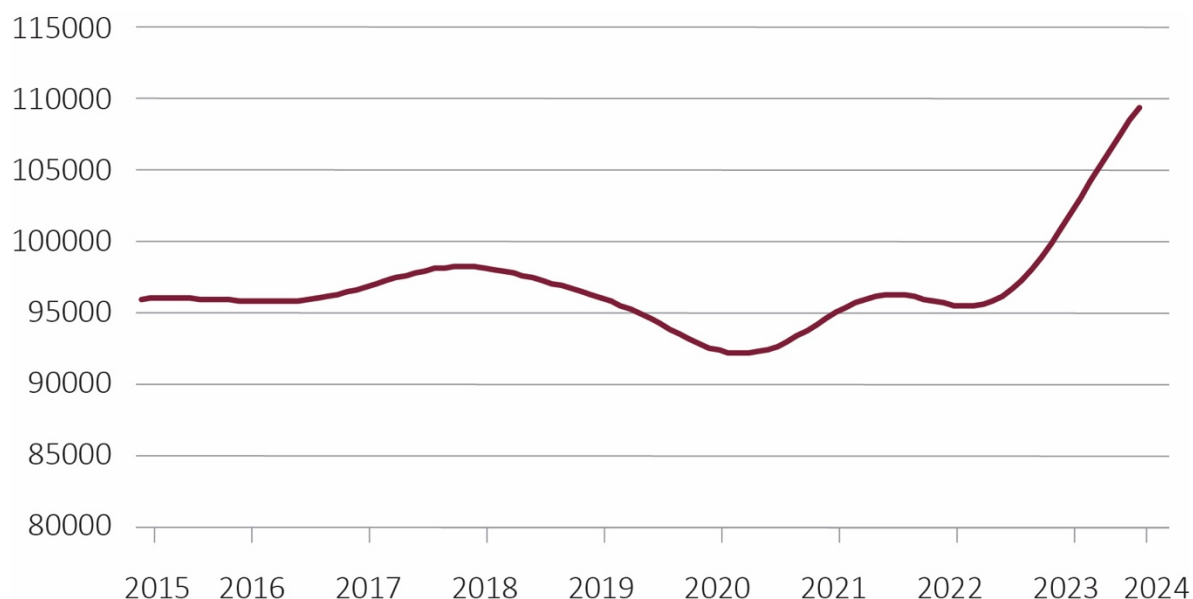
- hospitals, where they work in different departments within the hospital, such as emergency departments, operating rooms, medical-surgical units, or intensive care units
- nursing homes, long-term care facilities and rehabilitation centres, where they assist residents with daily activities, provide mobility assistance and support nursing staff in delivering care to elderly, disabled or individuals undergoing treatment illness, injury, or surgery
- home healthcare agencies, where they provide support services to patients in their own homes under the direction of a healthcare professional

Current size of workforce

The nursing support and personal care workers (ANZSCO code 4233) job role in the health care and social assistance industry is critical to supporting this significant and growing workforce. *HLT33115 Certificate III in Health Services Assistance* prepares individuals to work in the industry in a variety of roles, assisting healthcare professional staff in caring for clients.

In line with the wider health care and social assistance industry, there has been significant employment growth for nursing support and personal care workers over the past 5 years with continued growth expected. Figure 1 below shows the steady employment for nursing support and personal care workers across Australia over the past decade, with a recent upward trend.

Figure 1: National employment for ANZSCO 4233 Nursing Support and Personal Care Worker



Source: Jobs and Skills Australia Internet Vacancy Index (April 2024)

The health care and social assistance industry is significant in terms of both the amount of government health expenditure, which is currently over 4% of GDP, and the size of the workforce, which is estimated to be over 2 million workers. Significant future growth is projected and spending on aged care and the National Disability Insurance Scheme (NDIS) is also expected to rise steadily to over 6 per cent of GDP by 2062. Although employment projections are currently unavailable for nursing support and personal care workers (ANZSCO code 4233), this occupation is expected to continue to grow in line with the more recent trends and other occupations in the wider health care and social assistance industry.

Labour force challenges – labour and skills shortages

Nursing support and personal care workers (ANZSCO code 4233) are impacted by the same factors that cause turnover in the broader health care and social assistance industry.

In Figure 2 below, the Internet Vacancy Index (IVI) shows the consistent demand for workers over time with a marked increase in the trend from 2015. Currently the sector has over 2,000 vacancies for nursing support and personal care workers. State and territory trends show a similar picture for vacancies and increasing demand proportionately to the national figures.

Figure 2: Internet Vacancy Index ANZSCO 4233 Nursing Support and Personal Care Workers

Source: Jobs and Skills Australia Internet Vacancy Index (April 2024)

Career prospects

The broader health care and social assistance industry struggles to recruit and retain skilled workers. The supply of workers is not keeping up with demand. The initial HumanAbility Workforce Plan 2023/24 outlines projections from several sources predicting a significant shortfall of workers in the sector in the future.

Turnover for occupations in the health care and social assistance industry is generally driven by low wages, poor working conditions, a lack of professional development, and limited career progression opportunities and pathways. Migrants contribute significantly to the healthcare workforce. The *2023 Intergenerational Report*¹ also highlights Australia's ageing population as a key driver of expanded care needs, emphasising the importance of equipping the workforce with updated, flexible skills. There is an opportunity to improve training and attract workers to the sector by providing job satisfaction and career progression.

3.2 Policy and regulatory implications for health service assistance

¹ Commonwealth of Australia (The Treasury). (2023). [2023 Intergenerational Report](#)

3.2.1 Infection prevention and control (IPC)

Hospitals and day procedure services: The National Safety and Quality Health Service (NSQHS) *Preventing and Controlling Infections Standard (2021)*² replaced the 2017 standard and is now the reference point for policies, auditing, training and evidence. It explicitly links organisational requirements to the national infection prevention control (IPC) guidelines and jurisdictional directions (for example environmental cleaning processes, auditing, workforce training).

Australian Guidelines for the Prevention and Control of Infection in Healthcare (current edition): The national guidelines (latest edition published by the Commission/National Health and Medical Research Council)³ provide the evidence base health service assistants work under (for example hand hygiene, transmission-based precautions, cleaning, equipment decontamination, documentation). Providers are expected to implement them proportionate to risk.

Aged care: Strengthened *Aged Care Quality Standards*⁴ are scheduled to commence 1 November 2025 alongside the new *Aged Care Act*; current standards remain in force until commencement. Services are being asked to prepare now (for example IPC governance, capability uplift, consumer-centred care).

Disability (NDIS): Registered providers must meet the *NDIS Practice Standards and Quality Indicators*⁵ (page updated October 2024) which codify safe practice obligations, including infection risk management and alerts on respiratory infection prevention.

Implications for health service assistant tasks: standardised hand hygiene and PPE; environmental cleaning consistent with national guidance; accurate, timely documentation; and compliance with outbreak/novel infection procedures during placements and simulation.

3.2.2 Patient handling / hazardous manual tasks

National WHS framework: Under harmonised WHS laws, persons conducting a business or undertaking (PCBUs) must manage risks from hazardous manual tasks. The *Model Code of Practice (2021)*⁶ sets out risk identification, assessment and control measures—this is the benchmark most jurisdictions adopt or mirror (for example Queensland’s approved 2021 code⁷; WA’s 2022 code under its WHS Act⁸)

Implications for health service assistant tasks: formal manual-task risk assessment; use of handling plans/aids (hoists, slide sheets); team-based techniques; reporting of musculoskeletal risks and near-misses; and competency sign-off linked to local policy.

² [NSQHS Standards 2021 Preventing and Controlling Infections Standard](#)

³ [Australian Guidelines for the Prevention and Control of Infection in Healthcare](#)

⁴ [Strengthened Aged Care Quality Standards](#)

⁵ [NDIS Practice Standards and Quality Indicators](#)

⁶ <https://www.safeworkaustralia.gov.au/doc/model-code-practice-hazardous-manual-tasks>

⁷ https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0020/72632/hazardous-manual-tasks-cop-2021.pdf

⁸ <https://www.worksafe.wa.gov.au/publications/code-practice-hazardous-manual-tasks>

3.2.3 Privacy, records and digital documentation

Privacy Act 1988 – Australian Privacy Principles (APPs)⁹: The APPs are the legal foundation for handling personal information in health services (collection, use/disclosure, access/correction, security). This governs health service assistant interactions with electronic medical records (EMRs), patient charts and identity checks.

Notifiable Data Breaches (NDB) scheme¹⁰: Health services covered by the *Privacy Act* must assess suspected breaches and notify individuals and Office of the Australian Information Commissioner (OAIC) if likely to cause serious harm. OAIC's guidance is currently being updated to reflect 2024 *Privacy Act* amendments, and OAIC publishes regular statistics to inform sector risk trends.

Implications for health service assistant's tasks: Correct patient identification; minimum-necessary use of personal information; secure handling of printouts/devices; accurate, objective EMR entries; and immediate escalation of misdirected records or suspected breaches.

3.3 Key workforce challenges

Despite strong demand, the industry faces labour and skills shortages¹¹. Factors contributing to high turnover include relatively low wages in some roles, limited career progression pathways, and the physically and emotionally demanding nature of the work. This is compounded by changes in policy settings related to migration, gender pay disparities, and aged care reforms¹². Taken together, these pressures underscore the need for qualifications that can attract, train, and retain workers ready to meet current and future healthcare challenges.

3.4 Factors shaping the health care and social assistance industry

The health care and social assistance industry is undergoing significant transformation, driven by a combination of evolving consumer demands, broader systemic developments and technological advancements. These changes are influencing both the nature of work in the sector and expectations placed on health service assistance workers. A summary of the key influencing factors is provided below:

Technology integration: Workers must be prepared to use electronic records, automated patient monitoring, the use of robotics for transporting patients and supplies and other digital systems that increasingly underpin modern health care delivery¹³, technology is reshaping entry-level roles in healthcare.

⁹ [Australian Privacy Principles](#)

¹⁰ [Notifiable Data Breaches \(NDB\) scheme](#)

¹¹ Jobs and Skills Australia. (2024). *Internet Vacancy Index (IVI)*

¹² Australian Government Department of Health and Aged Care. (n.d.). [Aged care reforms](#).

¹³ Australian Digital Health Agency. (n.d.). [National Digital Health Strategy](#)

Patient-centre care: As health service assistants work closely with patients to support their individual needs and preferences, the shift to care models that emphasise individual preferences, cultural safety, and holistic well-being calls for enhanced communication, empathy and cultural competence¹⁴.

Complexity of care: Rising rates of chronic conditions, mental health needs, and co-morbidities require health service assistants to have deeper, more specialised knowledge, particularly in infection control, patient handling and communication.

Shift toward home and community-based care: As more health services move away from traditional hospital settings, health services assistants require adaptable skill sets to function effectively in domiciliary or community environments.

Cultural diversity and competency: With Australia's growing multicultural population, cultural sensitivity and inclusive care practices are increasingly important to support equitable health outcomes.

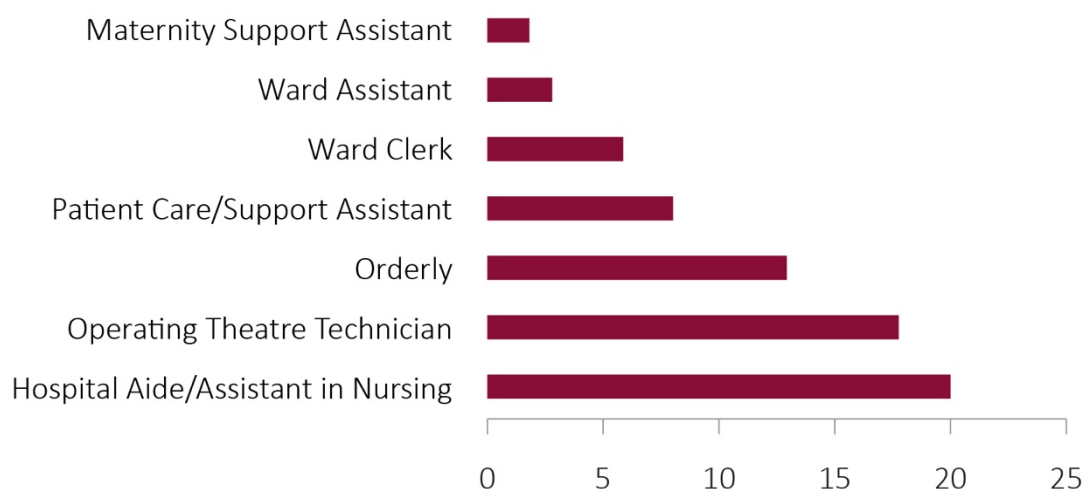
Regulatory changes: Reforms aimed at improving quality and safety in healthcare have introduced stricter compliance requirements and expanded training expectations for roles involving direct patient contact.

Workplace safety and infection control: Global health events and increased attention to work health and safety have heightened the need for robust infection prevention and control skills, and demand for more advanced training for health support roles².

3.5 Job titles

Figure 3 below is a consolidated view of 70 individual job postings grouped into 7 simplified titles. The figure shows how varied job labels (for example assistant in nursing, operating theatre technician, orderly, food services assistant) map to a smaller set of common role clusters. The frequency of each simplified title is based on how often it appears in the list of 70 entries.

¹⁴ ACSQHC. (2021). Australian Charter of Healthcare Rights (2nd Edition)

Figure 3: Count of job titles among 70 entries**Hospital aide / assistant in nursing (20)**

This is the largest cluster, reflecting a broad range of job labels— assistant in nursing (AIN), nursing assistant, hospital aide, and variants that combine AIN with another specialty (for example community care and aged care). Roles in this category share core duties such as basic patient care, personal hygiene assistance, and general ward support, aligning closely with Certificate III in Health Services Assistance competencies.

Operating theatre technician (18)

The second-largest group includes titles like operating theatre technician, theatre technician, instrument technician, and CSSD technician. Despite the different labels, these positions focus on preparing and maintaining operating rooms, sterilising equipment, and supporting surgical teams. High demand in this category highlights the importance of skilled support in perioperative settings.

Orderly (13)

Encompassing roles such as theatre orderly, operations assistant (theatre orderly), and even food services assistant or nutrition assistant in some postings, this group is responsible for patient transport, equipment movement, and general operational support throughout the facility. While the specifics vary by workplace, “orderly” roles typically focus on logistical and non-clinical patient care tasks.

Patient care / support assistant (8)

Titles like clinical assistant, patient care assistant, and patient service assistance fall here. These roles closely resemble hospital aide/assistant in nursing but often emphasise direct patient interaction alongside basic clinical tasks such as hygiene, transporting patients, and maintaining comfort.

Ward clerk (6)

This category includes ward clerk, ward admin officer, and other administrative roles within a ward or unit. While not primarily involved in hands-on care, ward clerks serve a critical function by managing patient records, coordinating communication, and ensuring the smooth administrative flow of the healthcare environment.

Ward assistant (3)

Less frequent but still present, these roles (for example attendant, wards person, personal assistant/medical receptionist) offer a range of support services within a ward, often blending patient-facing tasks (for example transporting or assisting patients) with administrative or reception duties.

Maternity support assistant (2)

Roles such as assistant in nursing–Burnie (specifically tagged for maternity), assistant in midwifery, and maternity support assistant fall under this specialised category. Duties may include providing basic care and comfort to maternity patients, assisting midwives with routine tasks, and supporting the overall running of the maternity ward.

3.6 State and territory

Job by State and Territory									
Job title	VIC	QLD	NSW	WA	NT	TAS	ACT	SA	Total
Hospital Aide/Assistant in Nursing	1	8	3	3	0	2	3	0	20
Operating Theatre Technician	15	0	1	1	0	0	0	1	18
Orderly	1	4	3	3	1	0	0	1	13
Ward Clerk	2	0	2	1	0	1	0	0	6
Patient Care Assistant	1	0	2	3	1	1	0	0	8
Ward Assistant	0	0	1	0	0	1	1	0	3
Maternity Support Assistant	0	0	0	0	0	2	0	0	2
Total	20	12	12	12	2	7	4	2	70

State and territory distribution

Victoria has the highest overall count with 20 job postings, driven largely by operating theatre technician roles (15).

Queensland and **New South Wales** both recorded 12 postings each, suggesting an even demand in their respective markets.

Western Australia follows closely with 11 postings.

Tasmania recorded 7 postings, with a notably unique niche for maternity support assistants (2) and a small spread across other roles.

The **Australian Capital Territory** recorded 4 postings, while both **South Australia** and **Northern Territory** had

Top roles by state

Victoria: Dominated by operating theatre technician postings (15), reflecting potentially higher demand for perioperative support.

Queensland: Most positions (8) were for hospital aide/assistant in nursing, suggesting strong demand for direct patient care roles.

New South Wales and Western Australia: Showed a balanced mix of roles, including orderly, patient care assistant, and hospital aide/assistant in nursing.

Tasmania: Notably the only state in this dataset with dedicated maternity support assistant postings (2), alongside smaller numbers of hospital aide/assistant in nursing and patient care assistant roles.

Australian Capital Territory: Four postings split primarily among hospital aide/assistant in nursing (3) and ward assistant (1).

South Australia and Northern Territory: Limited postings (2 each), indicating fewer advertised roles or smaller-scale recruitment drives during this snapshot.

Observations and trends

High regional variation: Victoria stands out for specialised perioperative roles, while Queensland has a heavier focus on general patient-care roles (assistant in nursing/hospital aide).

Focused specialised roles: Tasmania's concentration on maternity support assistants underscores that certain specialised roles can emerge from local workforce needs and facility focus.

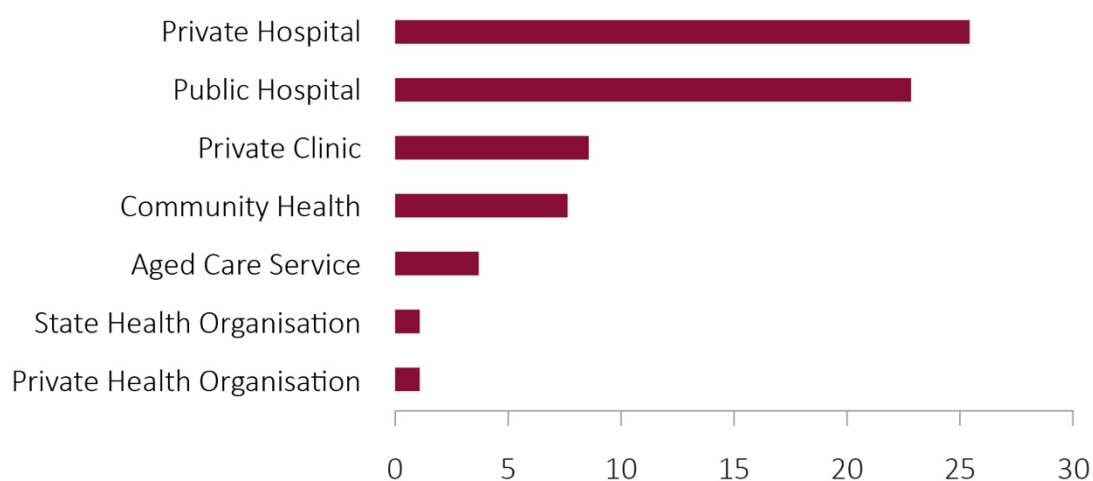
Lower posting states and Territories: South Australia, Northern Territory, and Australian Capital Territory collectively represent a smaller share of the job market in this snapshot, potentially influenced by population size or the timing of recruitment cycles.

3.7 Employment settings

This section emphasises that health services assistance (HSA) roles are needed across varied settings, for instance based on *organisation type, location type, and employment type* from large urban hospitals to smaller regional clinics and can be offered in multiple employment arrangements.

3.7.1 Organisation type

Figure 4: Job distribution based on organisation type



Employment by organisation types

Private vs public hospitals: There were slightly more postings for private hospitals (26 postings) than public hospitals (23 postings), suggesting a balanced demand for health services assistant roles across both types of hospital settings.

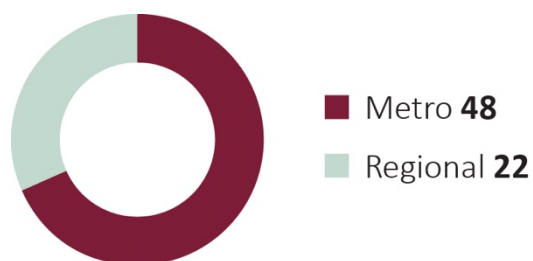
Clinics and community health: With 8 and 7 postings, respectively, these environments often offer more specialised or outpatient-focused care, reflecting a broader range of support roles needed beyond a traditional hospital ward.

Aged care services: Although only 4 postings appear for this type of organisation, the demand for personal care and patient support/care assistant in aged care is likely to remain steady as Australia's population ages.

State vs private health organisations: Even though each of these types of organisations had only 1 posting during the research period, these categories can represent diverse facility types (for example hospitals, aged care, community health etc.) under broader state-funded or private corporate structures. They underscore that health services assistant type roles are found across a wide array of organisational models.

3.7.2 Employment locations

Figure 5: Job distribution based on location type

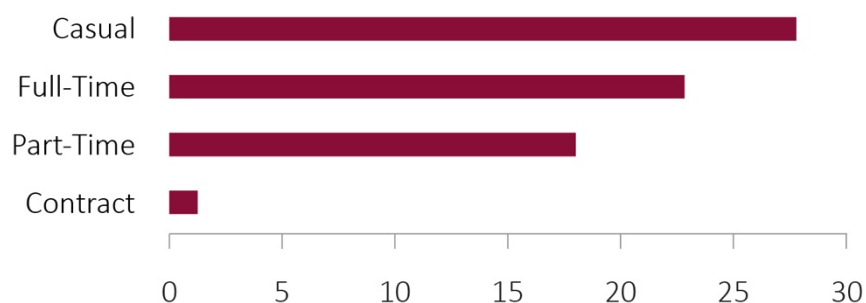


Metropolitan: The metropolitan areas dominated with 48 postings, reflecting the higher density of hospitals, specialty clinics, and aged care facilities in urban centres.

Regional: A notable 22 postings appeared in regional areas, pointing to ongoing workforce needs outside the major cities, particularly important for addressing staffing challenges in remote or smaller communities.

3.7.3 Types of employment

Figure 6: Job distribution based on employment type



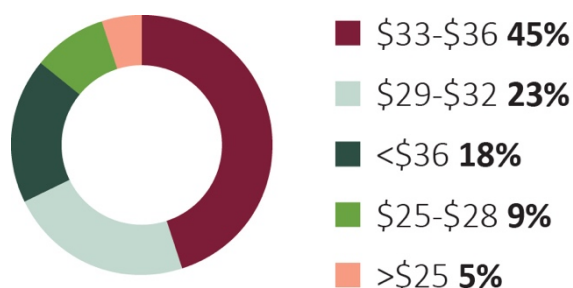
Casual roles: Casual positions, with 28 roles, remain the most common form of employment reflecting the fluctuating staffing needs in healthcare.

Full-time and part-time: These 2 categories account for 41 combined postings. Such roles can offer stability or flexibility, depending on both employer and employee preferences.

Contract: There was only one posting for a contract position, suggesting that while contract roles exist, they are not a significant part of this job market snapshot.

3.7.4 Hourly salary analysis

Figure 7: Hourly wage range for health service assistance



Observations by hourly range

Below \$25 per hour: This appears to be the least common bracket and primarily associated with entry-level or more general patient care/support assistant roles.

\$25–\$28 per hour: Encompasses a handful of positions, often patient care/support assistant or hospital aide/assistant in nursing roles. This hourly wage range may represent facilities offering a starting wage just above entry-level.

\$29–\$32 per hour: A significant cluster of postings, notably for operating theatre technician and orderly roles. This hourly wage range reflects mid-range compensation, often for roles requiring both practical skills and specialised knowledge (for example operating theatre processes).

\$33–\$36 per hour: One of the largest brackets, commonly tied to hospital aide/assistant in nursing, operating theatre technician, and orderly roles, it suggests that many healthcare support positions command a wage in the low-to-mid \$30 range, especially in hospital or perioperative settings.

Above \$36 per hour: The hourly salary is less frequent but still notable. Typically, it includes experienced hospital aid/assistant in nursing roles or specialised operating theatre technician postings, often in facilities willing to pay higher hourly rates for experienced staff or hard-to-fill positions.

Key takeaways

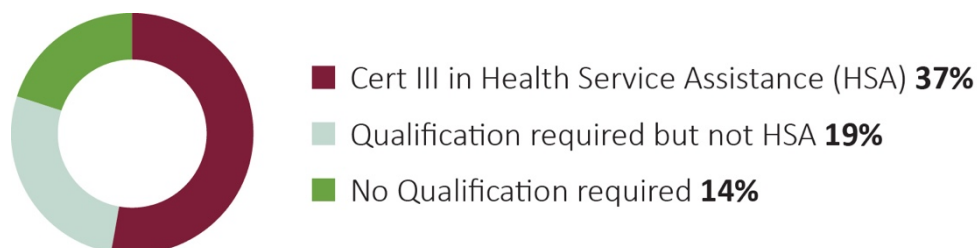
Core roles in the mid-to-high \$30 per hour range: Many hospital aide/assistants in nursing and operating theatre technician postings are concentrated in the \$33–\$36 per hour bracket, reflecting their essential and specialised nature.

Range of entry points: While only a small fraction appears below \$25 per hour, a moderate portion in the \$25–\$28 per hour bracket may be positions designed for newcomers or less-experienced support workers.

Specialisation rewards: Roles requiring additional skills (such as theatre technicians) or experience sometimes jump into the “above \$36 per hour” range.

3.8 Education requirements

Figure 8: Health service assistance education needs analysis



Over half of the postings required applicants to hold the Certificate III in Health Service Assistance, reinforcing that many employers prefer or mandate this specific qualification for support roles such as hospital aide/assistant in nursing, orderly, and operating theatre technician. This also suggests that there is a strong alignment to industry standards.

A number of postings required a qualification, but not the Certificate III in Health Service Assistance (19 postings), indicating that some employers may accept equivalent certifications or other credentials (for example aged care certificates, first aid, or specialised theatre technician training). This suggests that alternative or equivalent certifications (for example certificate in aged care, specialised sterilisation or perioperative support) remain valid pathways into roles that overlap with health service assistance tasks.

There were also a number of postings that did not require a qualification (14 postings) highlighting that certain entry-level or on-the-job training roles are still available, providing an accessible pathway into healthcare for new entrants often serving as stepping stones leading to additional training or bridging courses (for example eventually obtaining a health services assistance certificate).

Education and training requirements by role and state

Certificate III in Health Service Assistance: This qualification appears most frequently with roles like hospital aide/assistant in nursing and operating theatre technician. It is common across multiple states, and seen heavily in Queensland, New South Wales, Western Australia and Victoria. This prevalence possibly reflects a preference in many healthcare settings for standardised competencies, especially those associated with direct patient care and assistance in clinical tasks.

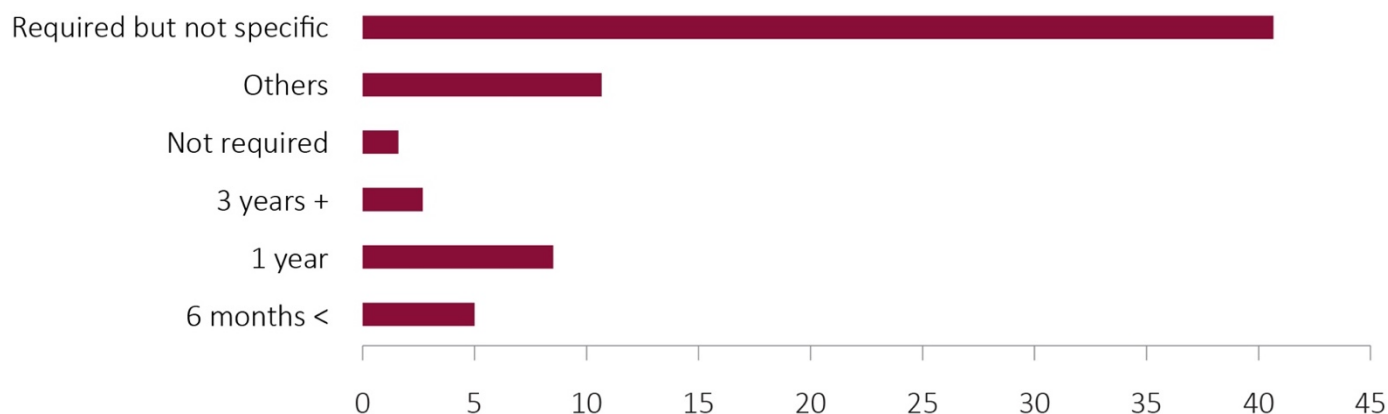
Qualification required but not specifically the Certificate III in Health Service Assistance: Job postings in various states such as Tasmania, Victoria and the ACT indicated that some employers are flexible, seeking any certificate that covers basic health skills and knowledge. This includes postings for ward clerk and maternity support assistant. For hospital aide/assistant in nursing positions, an equivalent or relevant health qualification is acceptable.

No qualification required: Postings indicating no qualification required, often aligned with roles like orderly, ward clerk, or entry level patient care/support assistant. No qualification required was typically found in postings emphasising on-the-job training or immediate entry-level hiring, particularly in smaller facilities or where employers plan to upskill staff internally.

3.9 Experience analysis

An analysis was undertaken on whether experience is required or not. The data was categorised into 6 categories, with the category “required but not specified” stated in 41 of the 70 job postings. There were only 2 job postings that indicated no experience was required, and a further 11 postings that indicated “other”.

Figure 9: Health service assistance experience needs analysis



Categories and role examples

Required but not specified (41 postings)

- **Definition:** Employers required some form of prior experience (for example hospital experience, theatre experience, aged care) but did not quantify a specific duration.
- **Roles:** Appeared frequently for positions like operating theatre technician, hospital aide/assistant in nursing, and orderly.
- **Common themes:** Emphasis on familiarity with clinical environments (for example sterilisation procedures, patient movement) or general healthcare knowledge.

Others (11 postings)

- **Definition:** Broad statements that do not fit neatly into a time-based requirement (for example “2nd or 3rd year nursing students welcome”, “understanding of sterilisation”, “theatre setup/cleaning”, or “infection prevention principles”).
- **Roles:** Often pertained to both hospital aide/assistant in nursing, and operating theatre technician, along with some ward clerk or ward assistant postings.
- **Common themes:** Skills or knowledge areas (for example infection control, organisational skills) rather than a strict length of prior work.

1 year (8 postings)

- **Definition:** Specifically requires approximately 12 months of experience - for example “*minimum 1 year in sterilisation services*”, “*12 months experience in acute/hospital setting*”.

- **Roles:** Found among hospital aide/assistant in nursing and operating theatre technician positions, particularly in more specialised or acute care areas.
- **Common themes:** Employers look for staff who can independently handle typical ward or theatre tasks after a year of on-the-job experience.

6 months or less (5 postings)

- **Definition:** Employers request at least 6 months (or similar threshold) of hands-on practice, or they will consider clinical placement hours – for example, 80+ hours of clinical placement.
- **Roles:** Primarily hospital aide/assistant in nursing or patient care/support assistant roles that welcome new entrants who have some foundational exposure.
- **Common themes:** Often suitable for those who have recently completed a short clinical placement or are still early in their health care career.

3 years or more (3 postings)

- **Definition:** Employers required extensive experience - for example “3 years minimum tech experience”, “3 years clinical experience across specialties”.
- **Roles:** Concentrated in operating theatre technician roles, where a deeper level of clinical expertise is essential.
- **Common themes:** Reflects the complexity of perioperative and sterilisation tasks, requiring significant practice to ensure patient safety and procedural efficiency.

Not required (2 postings)

- **Definition:** Employers explicitly stated no prior experience needed.
- **Roles:** Typically, more entry-level postings (for example *orderly, hospital aide/assistant in nursing*) where employers offer on-the-job training.
- **Common themes:** These opportunities can serve as pathways into the healthcare sector for new jobseekers or career-changers.

Key observations

- **Emphasis on some prior experience:** Most postings (over half) fall into “Required but not specified” indicating that most employers value health care familiarity, even if they don’t demand a strict duration.
- **Skill-based requirements:** Many “other” listings focus on specific competencies (for example sterilisation, infection control, etc), emphasising that certain roles prioritise specialised skills or knowledge over a rigid “time-in-role”.
- **Tiers of experience:** Clear brackets exist for 6 months or 1 year of experience, as well as a smaller but distinct niche, primarily in advanced or high-risk environments like operating theatres, looking for 3+ years.
- **Pathways for entrants:** Though limited, a couple of postings mention “No experience required,” highlighting that some positions provide direct entry into healthcare support roles, typically with robust on-the-job training or mentoring.

3.10 Skill analysis

Table 1: Skills required for 7 job outcomes

Skill / Category	Hospital Aide/ AIN	Operating Theatre Technician	Orderly	Patient Care/ Support	Ward Clerk	Ward Assistant	Maternity Support
Communication and Interpersonal	✓	✓	✓	✓	✓	✓	✓
Teamwork and Collaboration	✓	✓	✓	✓	✓	✓	✓
Time Management and Organisation	✓	✓	✓	✓	✓	✓	✓
Manual Handling	✓	(Equipment)	✓	✓	✓	✓	(Occasionally)
Infection Control and Safe Practice	✓	✓	✓	✓	✓	✓	✓
Basic Computer Literacy and Record-Keeping	(Growing)	✓	(Limited)	(Limited)	✓	✓	(Growing)

Skill / Category	Hospital Aide/ AIN	Operating Theatre Technician	Orderly	Patient Care/ Support	Ward Clerk	Ward Assistant	Maternity Support
Administrative and Customer Service	–	–	–	(Occasionally)	✓	✓	–
Food / Hospitality Services	(help feeding patients)	–	(food delivery)	–	–	–	–
Perioperative and Sterilisation Techniques	–	✓	(Some)	–	–	–	–
High-quality Patient Care	✓	(mainly in theatre context)	(indirect)	✓	(indirect)	(indirect)	(focused on maternity)
Administrative and Data Accuracy	(basic record notes)	(logging theatre instruments)	–	(Occasionally)	✓	(co-ordination, stock)	–
Emergency and Crisis Response Skills	✓	✓	✓	–	–	–	✓

Explanation

A check (✓) indicates a skill is strongly emphasised in that role.

Brackets () show partial or situational relevance, for example an operating theatre technician doing some manual handling when shifting heavy equipment, or maternity support assistant occasionally assisting with patient transfers.

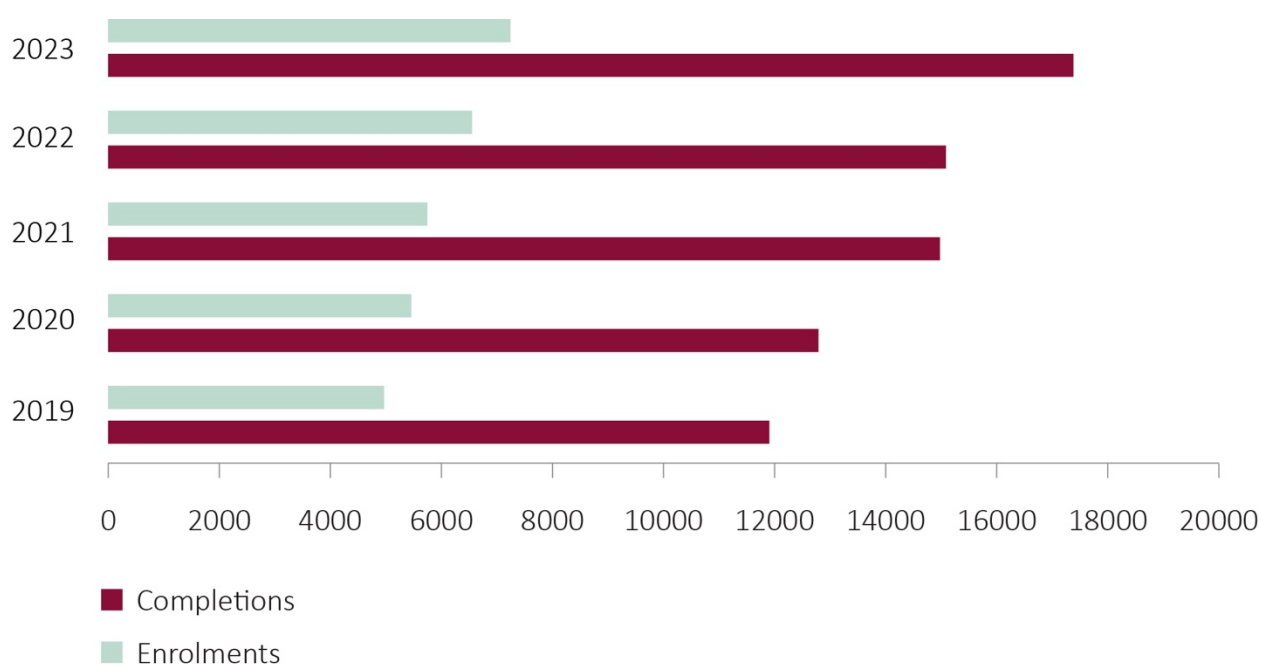
4 Training activity – enrolments and completions

NCVER enrolment and completion data are presented together to provide a high-level and indicative view of training activity over time. Enrolments represent the number of learners who commence training each year, while completions reflect learners who have finished all required components. These measures are not linked to the same learner cohorts, and completions commonly lag enrolments due to differences in qualification duration, delivery models, and learner progression.

The data captures only full qualification completions and does not record partial completions, skill set attainment, or movement between related training products. In addition, enrolment and completion figures can be affected by reporting practices, data quality, and changes to training products over time, which limits direct comparison across years. As a result, the data provides insight into overall training activity but should be interpreted with caution and not relied on as a definitive indicator of alignment between training supply and workforce demand.

NCVER enrolments and completion extract for *HLT33115 Certificate III in Health Services Assistance, 2019–2023*: provider type; state/territory (RTO head office); age group (2023); gender (2023). Total enrolments grew from 11,945 (2019) to 17,340 (2023), a rise of approximately 45%.

Figure 10: Certificate III in Health Service Assistance – enrolments by provider type



Provider type		2019	2020	2021	2022	2023
TAFE institutes	Enrolments	6,275	6,480	7,090	6,495	7,550
	Completions	2,805	2,545	2,385	2,370	2,360
Universities	Enrolments	245	275	370	310	290
	Completions	130	65	150	125	100
Schools	Enrolments	140	145	170	160	165
	Completions	45	45	20	55	40
Community education providers	Enrolments	990	1,050	1,300	1,375	1,535
	Completions	565	480	805	875	1,055
Enterprise providers	Enrolments	695	485	355	285	320
	Completions	200	130	15	110	40
Private training providers	Enrolments	3,600	4,345	5,685	6,425	7,475
	Completions	1,255	2,185	2,350	3,015	3,585
Total	Enrolments	11,945	12,780	14,970	15,050	17,340
	Completions	5,005	5,450	5,730	6,545	7,175

TAFE institutes experienced a growth of approximately 20% in enrolments over the 5-year period, increasing from 6,275 in 2019 to 7,550 in 2023. During that period, approximately one-third of completions were associated with TAFE Institutes. Overall completions for TAFE delivery dropped by approximately 16%, moving from 2,805 completions in 2019 to 2,360 completions in 2023. During the 5-year period, TAFE completion numbers have decreased by approximately 16%, which is in contrast, to enrolment numbers increasing. Overall, in 2023, approximately one third of students completing their studies, did so at a TAFE institute.

Private training providers grew significantly with enrolments increasing from 3,600 in 2019 to 7,475 in 2023 – a 108% increase over the 5-year period. During the same period, completion rates by private training providers has increased by approximately 186%, with the most recent figures indicating that approximately 50% of those students completing their enrolment, do so at a private training provider.

Community education providers: experienced a strong growth of 55% over the 5-year period, increasing from 990 in 2019 to 1,535 in 2023. During the same period, they had a strong growth in students completing their training, increasing from 565 completions in 2019 to 1,055 completions in 2023 – an increase of approximately 87%.

Enterprise providers experienced a 54% decline in enrolments over the 5-year period with 320 enrolments in 2023 compared to 695 enrolments in 2019.

Universities remained relatively stable across the 5-year period with a small growth of 18%. There were 245 enrolments in 2019 with 290 enrolments in 2023.

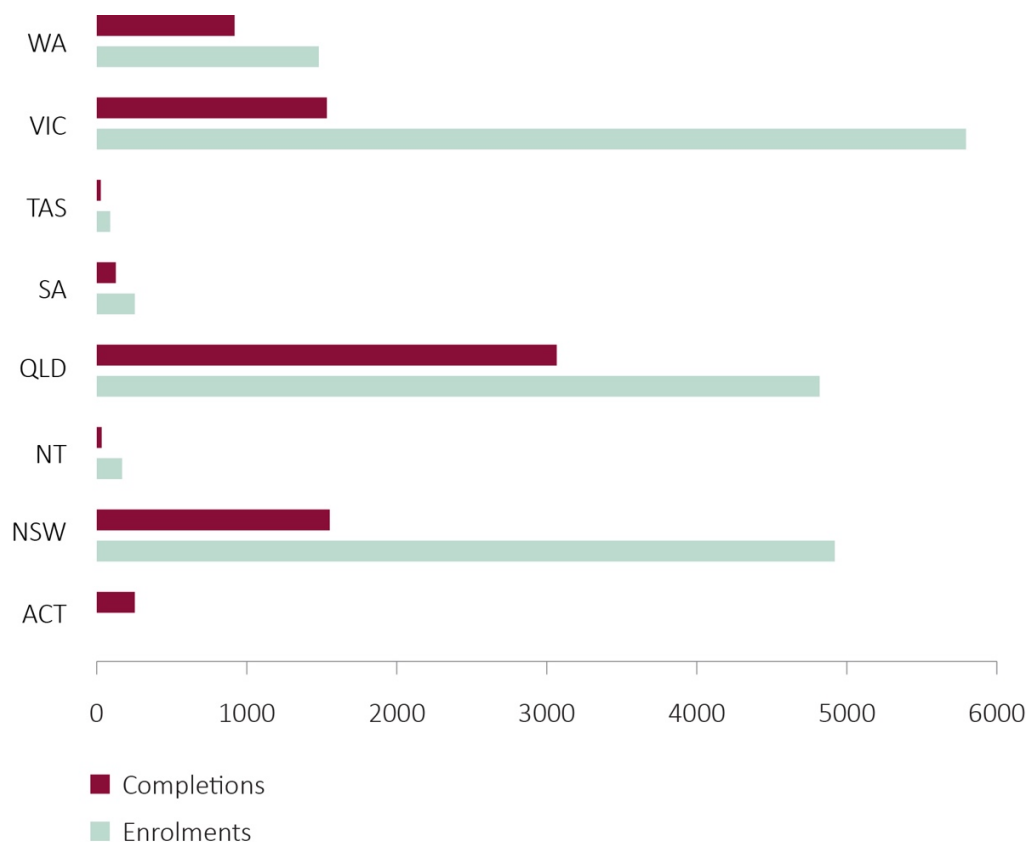
Schools experienced a similar growth to universities, recording 140 enrolments in 2019 growing to 165 enrolments in 2023. An 18% growth. Schools have an extremely low completion rate. Some of this can be associated to students not able to complete work placement requirements, and the amount of training that is required during their secondary school years.

Delivery of training has shifted markedly toward private and community providers, while TAFE remains a large, steady base. TAFE and private providers are roughly equal scale for enrolments (each approximately 43–44%), delivering the majority of the training. Community providers equate to approximately 9% and the remaining categories each approximately 1–2%.

Universities, schools and enterprise providers were minor contributors to completions in 2023, with each category being 2% or less.

4.1 By state/territory of registered training organisation (RTO) head office

Figure 11: 2023 Enrolments and completions by state/territory



State / Territory head office		2019	2020	2021	2022	2023
Australian Capital Territory	Enrolments	85	50	105	120	175
	Completions	65	20	25	55	10
New South Wales	Enrolments	5,775	5,425	5,465	4,990	4,960
	Completions	1,690	1,395	980	1,330	1,485
Northern Territory	Enrolments	100	140	155	145	170
	Completions	35	30	45	25	25
Queensland	Enrolments	1,785	2,395	3,330	3,930	4,835
	Completions	1,210	2,130	2,180	2,670	3,055
South Australia	Enrolments	340	275	340	405	215

	Completions	135	85	105	165	120
Tasmania	Enrolments	65	75	100	95	85
	Completions	25	20	10	20	25
Victoria	Enrolments	2,830	3,360	4,075	3,700	5,375
	Completions	1,195	1,125	1,390	1,270	1,530
Western Australia	Enrolments	970	1,055	1,400	1,665	1,520
	Completions	650	645	995	1,010	925
Total	Enrolments	11,945	12,780	14,970	15,050	17,340
	Completions	5,005	5,450	5,730	6,545	7,175

Note: These counts are attributed to the RTO head office state/territory and may not reflect the physical location of delivery or learners.

In 2023, Victoria had the largest number of enrolments with 5,375, followed by New South Wales with 4,960 and closely followed by Queensland with 4,835.

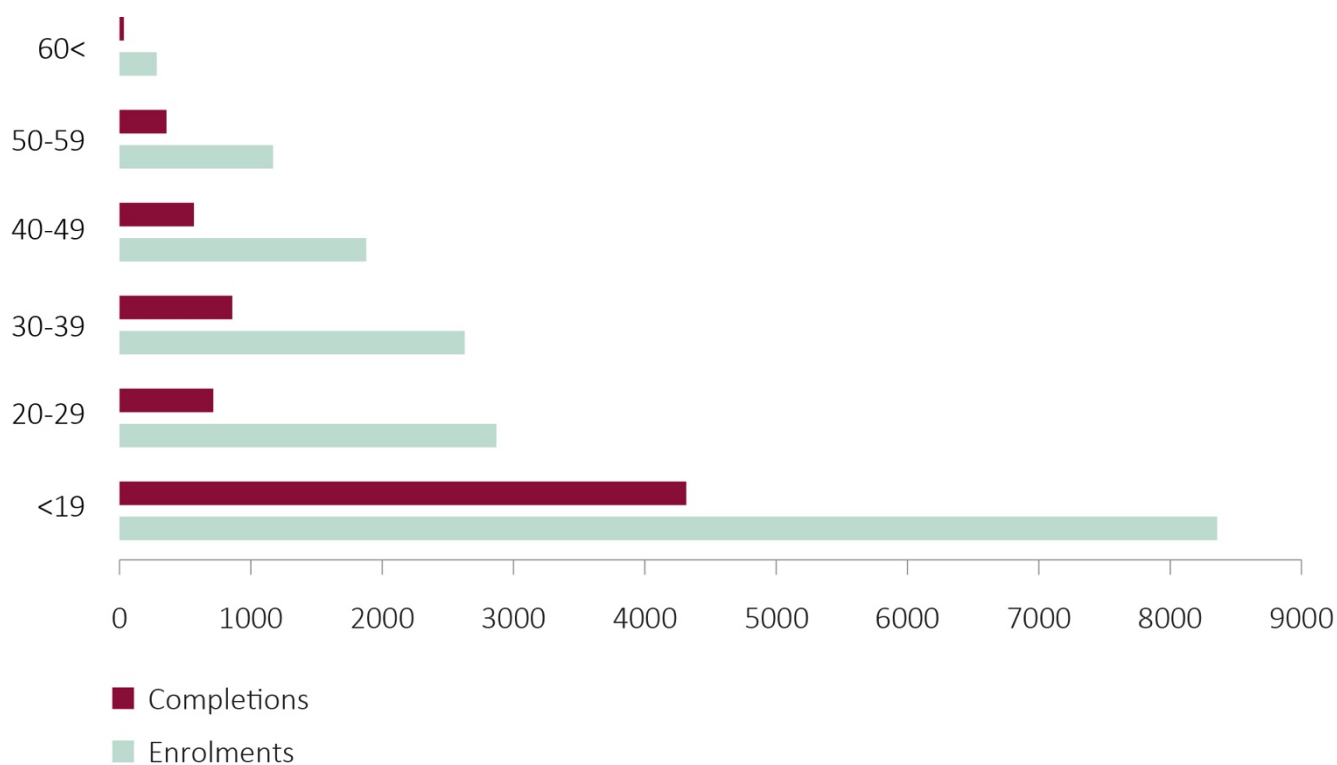
Since 2019, Queensland has the strongest growth in enrolments with an increase of 3,050 enrolments (171%), followed by Victoria with 2,545 enrolments (90%) and then Western Australia with 550 enrolments (57%). This strong growth in enrolments requires consideration of industry's capacity to support work placement and the need for placement networks and employer partnerships. Queensland's growth may be contributed to the delivery of the qualification as a VET delivered to Secondary Students (VETDSS). In parallel to enrolment growth, completions in Queensland have also grown significantly with 1,210 recorded in 2019 and 3,055 in 2023 – a growth of 252%.

During the same period, New South Wales experienced a decline of 815 enrolments (14%) along with South Australia that had a decline of 125 enrolments (37%).

Over the same period, the smaller jurisdictions recorded reasonable enrolments. Western Australia had 1,520 enrolments, followed by the Australian Capital Territory with 175 enrolments, Northern Territory with 170 enrolments and lastly Tasmania with 85 enrolments.

4.2 By age

Figure 12: 2023 Enrolments and completions by age



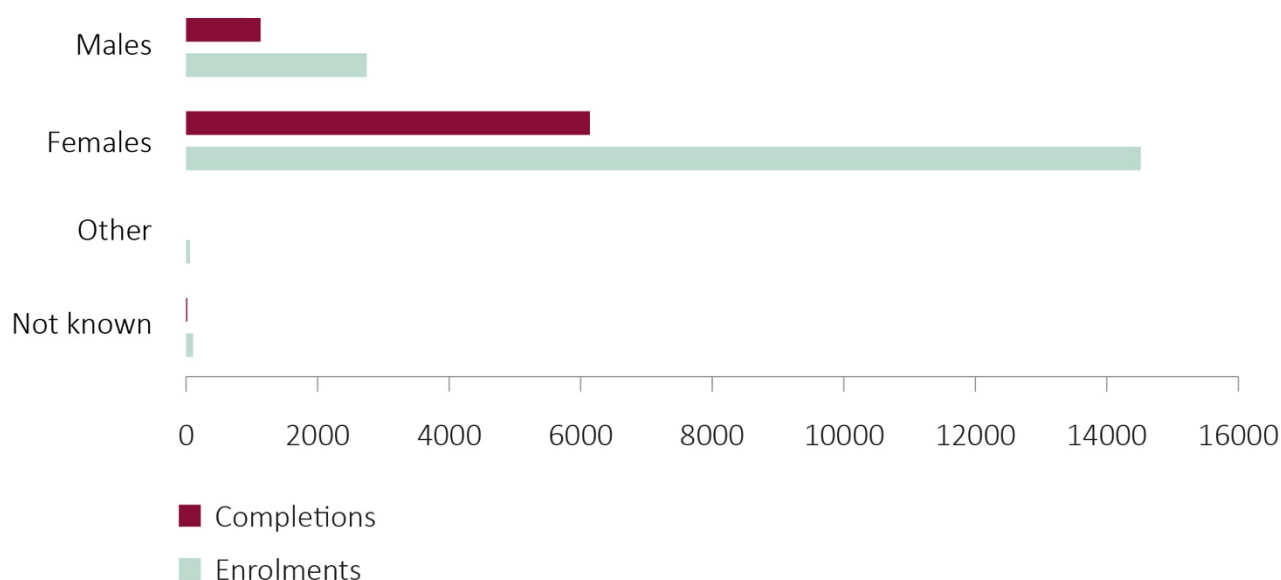
Age group	2023 Enrolments	2023 Completions
14 years and under	5	0
15 to 19 years	8,410	4,310
20 to 24 years	1,595	420
25 to 29 years	1,315	390
30 to 39 years	2,700	930
40 to 49 years	1,840	660
50 to 59 years	1,175	395
60 to 64 years	250	55
65 years and over	55	10
Not known	5	0
Total	17,340	7,175

HLT33115 Certificate III in Health Service Assistance is a strong school-to-work or early-career pathway. Forty-eight percent of enrolments are from the 19 years and younger age group. This could be associated with a significant amount of delivery for the Certificate III in Health Service Assistance occurring through VETDSS. This age group also has strong completion rates for the qualification. It is important for the qualification design to take into consideration VETDSS/traineeship alignment and youth-appropriate delivery supports.

This is followed by the 20 to 29 year-old bracket that has approximately 17% of enrolments, closely followed by 30 to 39 year olds with 16%.

4.3 Gender

Figure 13: 2023 Enrolments and completions by gender



Gender	2023 Enrolments	2023 Completions
Males	2,730	1,040
Females	14,470	6,095
Other	35	15
Not known	100	25
Total	17,340	7,175

The qualification is highly feminised with approximately 8% of enrolments being identified as female. There is a reasonable number of males enrolling each year, with 16% of enrolments in 2023 being identified as male. These enrolments figures suggest that there is an opportunity to attract more males to roles associated with health service assistance.

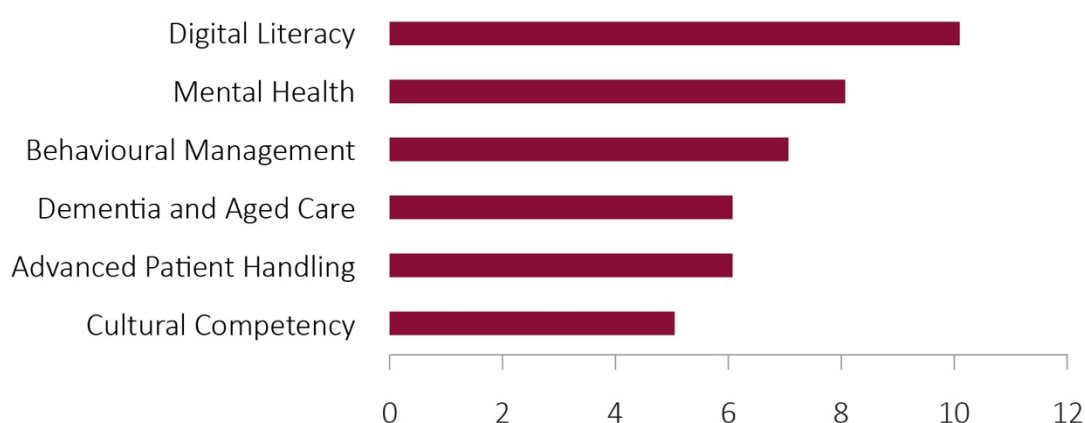
Similar, to enrolment figures, 83% of completions identify as females, with just over 14% of completions identified as male.

5 Employer interview and survey analysis

5.1 Emerging skill needs in health service assistance roles

Digital literacy is the dominant skill sought by potential employers, indicating strong expectations for confidence with electronic medical records, devices and digital workflows. Skills related to mental health (8 of 11) is the next-highest skill, pointing to demand for safer responses to behaviours of concern, de-escalation and person-centred communication.

Figure 14: Emerging skill needs in health service assistance roles



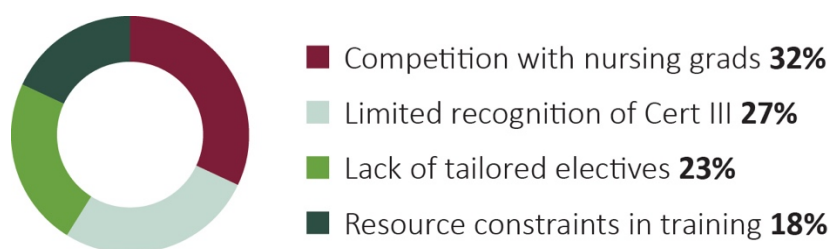
5.2 Barriers to employment for Certificate III in Health Service Assistance graduates

Competition with nursing graduates is the most prominent barrier (31.8%), followed by limited recognition of the Certificate III (27.3%). Lack of tailored electives accounts for 22.7%, and resource constraints in training for 18.2%. Overall, external labour-market competition and qualification recognition outweigh training-design issues as the primary impediments to employment.

It was noted during job advertisement reviews and employer interviews a preference was given to:

- Bachelor of Nursing (BN) students who have completed at least one year
- Diploma of Nursing students
- Certificate III in Health Services Assistance graduates

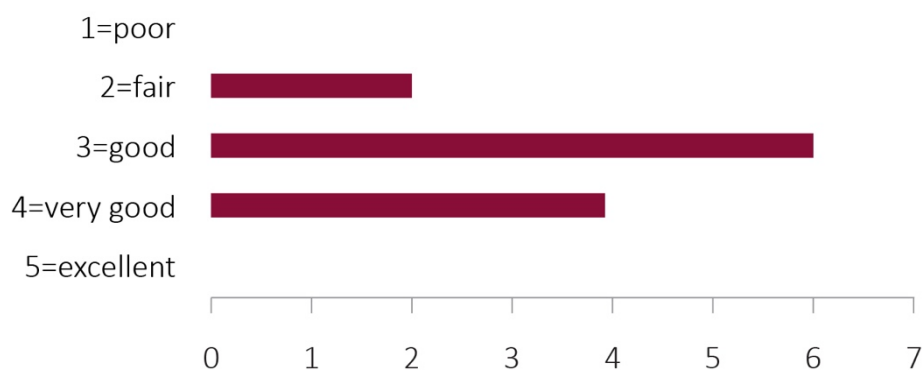
Figure 15: Barriers for employment for Certificate III in Health Service Assistance graduates



5.3 Staff retention ratings in health services assistance

Employers were asked about retention of staff in health service assistance associated roles. The majority indicated that they experienced good levels of retention, with 6 of the 12 scoring 3. Four respondents indicated that they experienced very good retention levels, and 2 respondents indicated fair levels of retention. No respondents indicated that they had poor or excellent levels of retention. These results suggest there are opportunities to consider strategies to improve retention levels of staff in these types of roles.

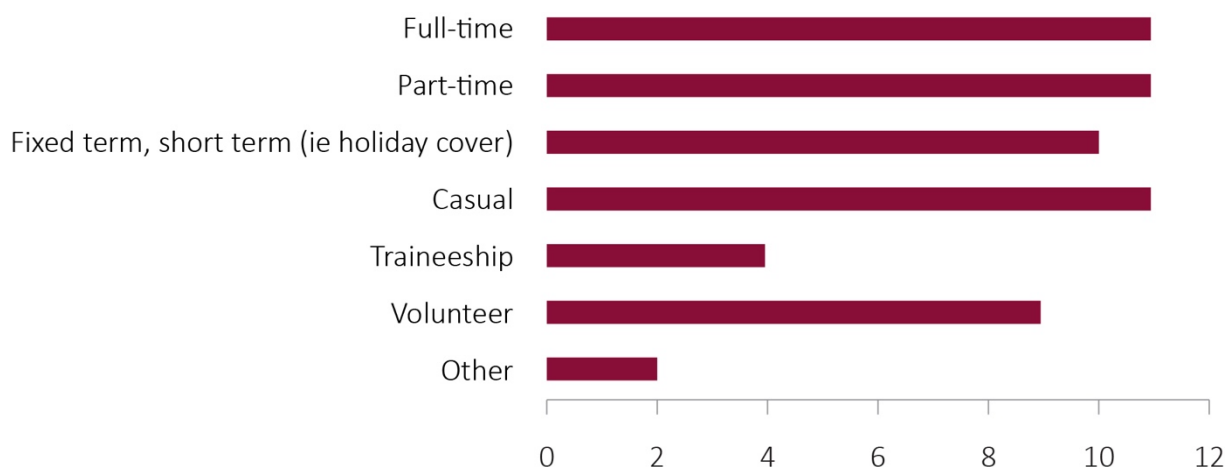
Figure 16: Staff retention ratings



5.4 Employment types typically available

Based on the sample of job advertisements and employer interviews conducted, full-time, part-time and casual positions are universal. Fixed term and/or short-term roles are also common highly prevalent, indicating frequent use of temporary coverage for peak periods and leave. Volunteer roles are present in 9 of the 11 organisations. Traineeships appear in 4 of the 11 organisations, suggesting a more limited pipeline route, and other arrangements are not as common. Overall, employment models are flexible and skew toward a mix of permanent and contingent staffing, with traineeships not yet widespread.

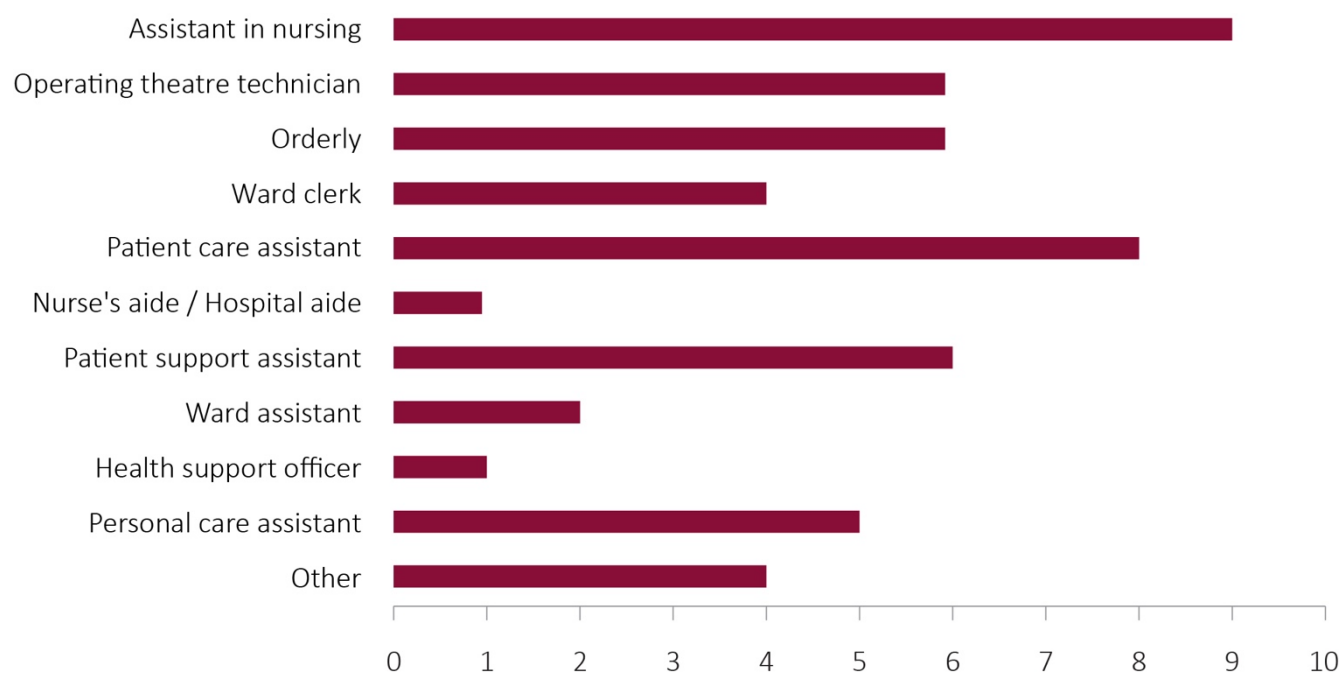
Figure 17: Types of employment (multiple responses permitted)



5.5 Roles employed for health service assistance positions

Assistant in nursing is the most widely employed role (9). A strong cluster sits around direct care and theatre support: operating theatre technician (6), orderly (6), patient care assistant (8) and patient support assistant (6). Administrative support roles are represented through job roles such as ward clerk (4), and adjacent streams appear with personal care assistant job roles (5). Other job roles identified, however in smaller numbers, include ward assistant (2), health support officer (1) and nurse’s aide / hospital aide (1). The category “Other” (4) indicates site-specific titles or local variants. Overall, employers use a broad mix of job role titles anchored in direct care and peri-operative support, with some administrative roles and title variation across services.

Figure 18: Job roles/titles associated with health service assistance



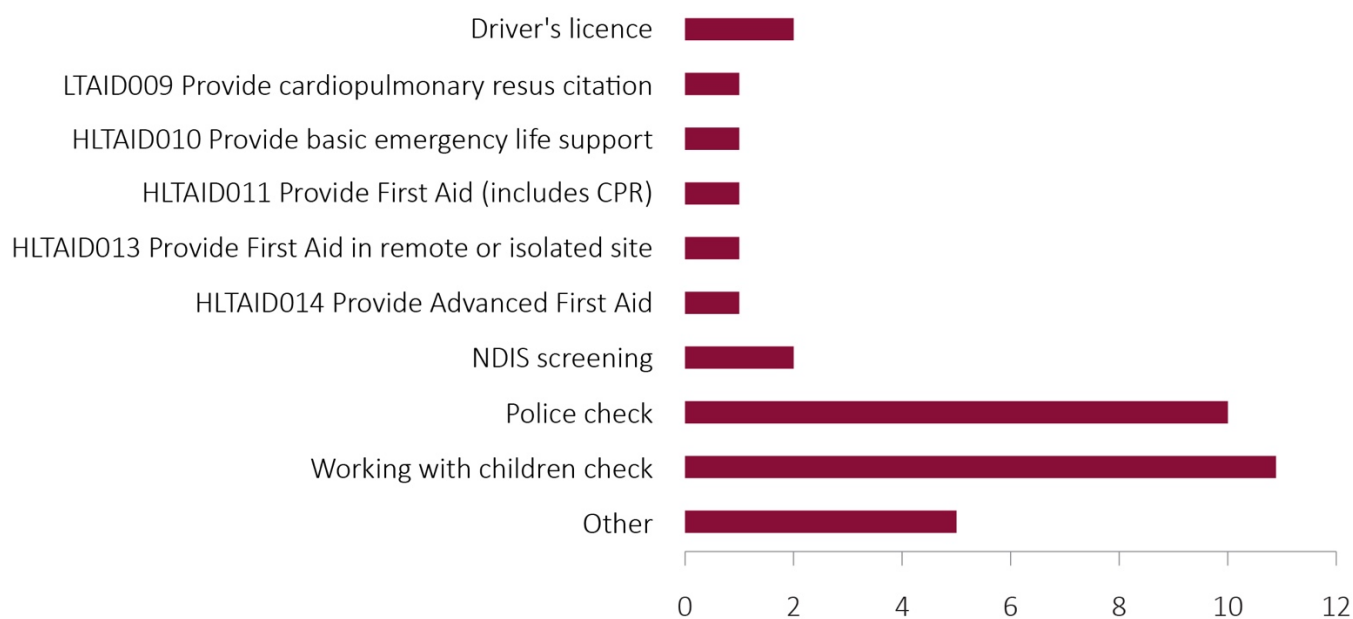
5.6 Additional employment requirement

The majority of positions advertised require various types of compliance checks, including Working with Children Check (11 of 11) and police check (10 of 11). NDIS (National Disability Insurance Scheme) screening was required in 2 of the 11 organisations. “Other” requirements were required in 5 of the 11 organisations. First aid expectations are considered low and varied:

- HLTAID009 Provide cardiopulmonary resuscitation (1)
- HLTAID010 Provide basic emergency life support (1)
- HLTAID011 Provide First Aid (1)
- HLTAID013 Provide First Aid in remote or isolated site (1)
- HLTAID014 Provide Advanced First Aid (1)

A driver’s licence is required by 2 of the 11 organisations. Overall, all employers required background screening, while first aid specifications vary and disability screening is only required by a small minority.

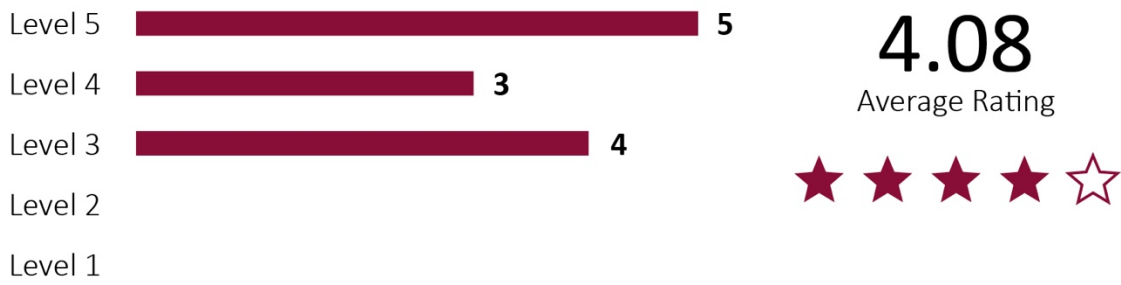
Figure 19: Additional requirements required for employment (multiple responses were permitted)



5.7 Importance of digital skills for health service assistance roles

High levels of importance are placed on digital skills for job roles associated to health service assistance. Five respondents rated the skills as very important; 3 organisations rated the skills as important, and 4 rated the skills as required. No organisations indicated that the skills were not important. These responses indicate digital capability is regarded as a core expectation rather than a nice-to-have.

Figure 20: How important are digital skills, use of technology, apps or online management and reporting tools, for Health Service Assistance roles in your organisation?



1 = not important, 5= very important

6 Interview and research analysis

The functional analysis research included a number of employer and organisation interviews designed to gain insights and a better understanding of the job titles, roles and functions along with the settings in which work is performed.

6.1 Broader sector setting

Health services assistance occurs across multiple parts of Australia's health and human services system.



Typical settings include:

6.1.1 Health

- **Public hospitals** in metropolitan, regional and rural locations, including subacute and rehabilitation wards. Services in these settings operate under the *National Safety and Quality Health Service (NSQHS) Standards*, which set the baseline for clinical safety and quality systems¹⁵.
- **Private hospitals and day procedure centres**, where patient throughput, peri-operative workflows and patient experience expectations shape support roles. Private facilities are also assessed against the NSQHS Standards¹⁶.

¹⁵ [National Safety and Quality Health Service \(NSQHS\) Standards](#)

¹⁶ [NSQHS Standards](#)

- **Peri-operative environments** including operating theatres and central sterile services, where support staff manage set-up, turnover, positioning and equipment workflows under theatre policies and NSQHS requirements.

6.1.2 Community health

- **Residential aged care and home care**, which are assessed against the *Aged Care Quality Standards*¹⁷ and are transitioning to strengthened standards from 1 November 2025. Health service assistance and similar workers support daily living, infection prevention, documentation and escalation.
- **NDIS and disability support** in community settings, guided by the *NDIS Practice Standards*¹⁸ that set quality and safeguarding expectations for providers and workers.
- **Community health and primary care services**, where support roles span clerical intake, patient flow, transport, equipment management and culturally safe communication under local models of care.

6.2 Job titles and settings

The wide range of labels employers use for similar roles has been normalised into a common set of titles (for example: assistant in nursing/hospital aide, patient support assistant/orderly/ward assistant, operating theatre technician, ward clerk, patient care assistant, patient care assistant). For each title, we note common aliases used in recruitment, the settings where the role is used and the applicable standards, key jurisdictional policy signals, typical qualification cues, supervision/delegation line, screening requirements, industrial instrument, and coding anchors such as ANZSCO. This normalisation lets us compare like-for-like across job advertisements, interviews and NCVER data, avoids double counting when titles vary by state or provider, and sets up clean links to the pathway for job roles and the later functions and sub-functions detail.

Job Titles	Also Known As
Hospital aide/assistant in nursing	Assistant in nursing, clinical support (AIN/ AHA), assistants in nursing, assistant nurses, assistant nurse (AIN)/undergraduate nurse, assistant in nursing (sterilising), home care worker / support worker / AIN, nursing assistant, hospital aide, assistant in nursing- midwifery, assistant in nursing (AIN), assistant in nursing - aged care
Operating theatre technician	Operating theatre technician, operating theatre assistant, theatre technician, operating theatre technician (CSSD), theatre technician (CSSD), theatre orderly, instrument technician - operating theatre, SSD technician, CSSD technician

¹⁷ [Aged Care Quality Standards](#)

¹⁸ [NDIS Practice Standards](#)

Orderly	Orderly, food services assistant, nutrition assistant, theatre orderly, operations assistant (theatre orderly), medical imaging assistant/patient care assistant, orderly & housekeeper, clinical assistant, theatre orderlies
Patient care/support assistant	Clinical assistant, clinical support (AIN/ AHA), patient care assistant, patient service assistance, personal care assistant, patient care assistant (orderly)
Ward clerk	Ward clerk, ward admin officer
Ward assistant	Ward assistant, attendant, personal assistant / medical receptionist, wards persons
Maternity support assistant	Assistant in nursing - Burnie, assistant in midwifery

Assistant in nursing (AIN)

Settings and standards	Public and private hospitals, subacute and rehab wards, NSQHS applies.
Jurisdictional policy flags	NSW PD2021_035 for AINs in acute care WA assistant in nursing policy 19 and WA Country Health Service guideline 20
Typical qualification required	<i>HLT33115 Certificate III in Health Service Assistance</i> (often with acute context/electives) or progressing towards the Diploma of Nursing/Bachelor of Nursing.
Entry routes in practice	Bachelor of Nursing student entry recognised in NSW School-based pathways used by some services.
Screening and immunisation	Category A clinical roles typically require Occupational Assessment, Screening and Vaccination (OASV19) compliance and occupational vaccinations per the Australian Immunisation Handbook.
Classification codes	ANZSCO 423312; OSCA 442231.

Patient care/ support assistant (PCA/PSA)

Settings and standards	Public and private hospitals including wards, emergency department corridors, diagnostics, peri-operative corridors. NSQHS applies.
Jurisdictional policy flags	Generally governed by local hospital procedures and infection prevention policies.
Typical qualification signals	<i>HLT33115 Certificate III in Health Service Assistance</i> or

	targeted skill sets; some sites hire and train in-role.
Entry routes in practice	School-based or in-employment pathways may be used by facilities.
Screening and immunisation	Category A requirements usually apply when patient contact occurs.
Classification codes	ANZSCO 423313; OSCA 442231 or OSCA 331132, depending on whether the role is hospital-based or aged care/community-based.

Orderly

Settings and standards	Public and private hospitals; patient transport hubs; peri-operative corridors; imaging; emergency department. NSQHS applies.
Jurisdictional policy flags	Local operating procedures and manual handling frameworks Site-specific peri-operative protocols.
Typical qualification signals	<i>HLT33115 Certificate III in Health Service Assistance</i> or relevant skill sets some employers focus on mandatory training and competence sign-off.
Entry routes in practice	In-employment training common Some facilities pathways from personal support assistant to orderly.
Screening and immunisation	Category A in most sites due to patient movement.
Classification codes	ANZSCO 423311; OSCA 442233.

Ward assistant

Settings and standards	Inpatient wards, subacute units, day units. NSQHS applies.
Jurisdictional policy flags	Infection prevention and environmental services policies.
Typical qualification signals	Often <i>HLT33115 Certificate III in Health Service Assistance</i> or employer-specified short skill sets Strong emphasis on induction and competency sign-off.
Entry routes in practice	Frequently hired locally with structured onboarding May pathway from personal support assistant.
Screening and immunisation	Category A if patient-facing; follow site occupational assessment screening and vaccination requirements.
Classification codes	ANZSCO 4233; no direct OSCA equivalent

Ward clerk

Settings and standards	Inpatient wards and units, outpatients, peri-operative admin hubs. NSQHS applies, especially communicating for safety and clinical governance actions for record integrity.
Jurisdictional policy flags	Local information management, privacy, and data entry standards; electronic medical record policies and training.
Typical qualification signals	<i>HLT33115 Certificate III in Health Service Assistance</i> is sometimes referenced; more commonly employers require strong digital and customer-service capability with health admin experience or short courses.
Entry routes in practice	In-employment training common; internal progression from other support roles seen in some services.
Screening and immunisation	Role is often Category B; requirements vary; check local occupational assessment screening and vaccination.
Classification codes	ANZSCO 4233; OSCA 552231

Operating theatre technician (OTT)

Settings and standards	Peri-operative services in public and private hospitals. NSQHS applies; theatres operate under peri-operative governance, with central sterile supply department interfaces guided by AS/NZS 4187 within central sterile supply department.
Jurisdictional policy flags	Organisational peri-operative policies, credentialing requirements, and equipment competency frameworks.
Typical qualification signals	<i>HLT33115 Certificate III in Health Service Assistance</i> noted by some employers; many specify theatre-specific experience or internal competency frameworks; some reference operating theatre technician skill sets or Certificate IV pathways for advancement.
Entry routes in practice	Internal transfer from patient support assistant/orderly targeted recruitment with structured theatre onboarding; some sites support progression to Certificate IV in Operating Theatre Technician.
Screening and immunisation	Category A clinical support in sterile and semi-sterile zones; occupational assessment screening and vaccination and occupational vaccinations apply.
Classification codes	ANZSCO 423311; OSCA 311234

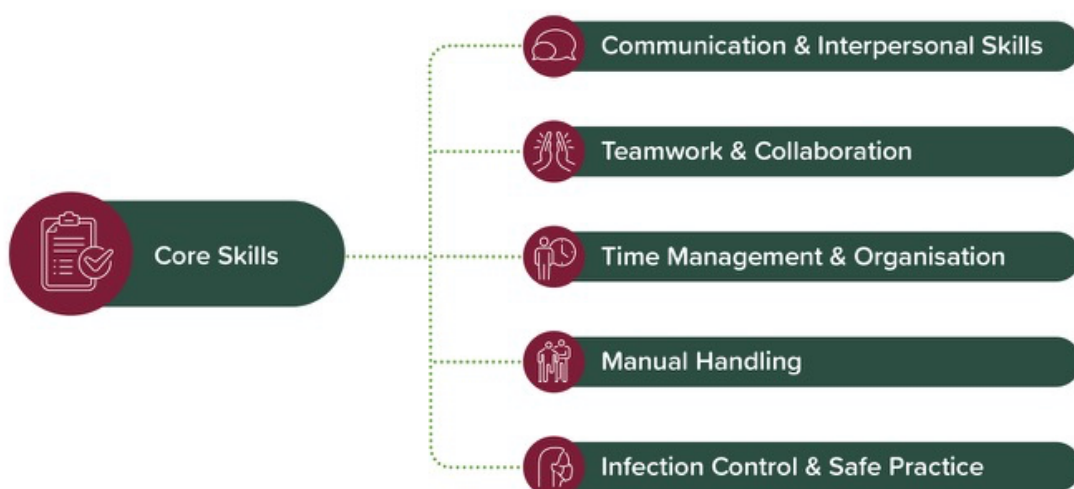
Maternity support

Settings and standards	Public and private maternity/postnatal wards. NSQHS applies in hospital settings; local maternity service policies govern delegation under midwifery leadership.
Jurisdictional policy flags	Local maternity scope documents and newborn safety procedures; breastfeeding support and infant-handling protocols; escalation and privacy.
Typical qualification signals	<i>HLT33115 Certificate III in Health Service Assistance</i> with maternity exposure or employer-provided maternity orientation Some sites emphasise experience and in-role competency sign-off.
Entry routes in practice	Internal progression from ward support or assistant in nursing pathways with maternity-specific onboarding.
Screening and immunisation	Category A; occupational assessment screening and vaccination including pregnancy-related and infant-contact guidance per Immunisation Handbook.
Classification codes	ANZSCO 4233, no direct OSCA equivalent

6.3 Skills Need Analysis

Skills Need Analysis which is shown into *Core Skills*, *Foundation Skills*, and *Specialised Skills*. These categories reflect the competencies commonly mentioned in job postings across the 7 main role outcomes:

6.3.1 Core Skills



These skills are skills required across all 7 job roles. They are fundamental to providing safe, patient-centred care and effective teamwork.

1. Communication and interpersonal skills

Clear and empathetic interaction with patients, families, and healthcare teams; active listening; maintaining confidentiality.

2. Teamwork and collaboration

Working cohesively with nurses, doctors, allied health professionals, and administrative staff to ensure optimal patient outcomes.

3. Time management and organisation

Prioritising tasks effectively, multitasking under pressure, and managing patient flow or administrative duties.

4. Manual handling

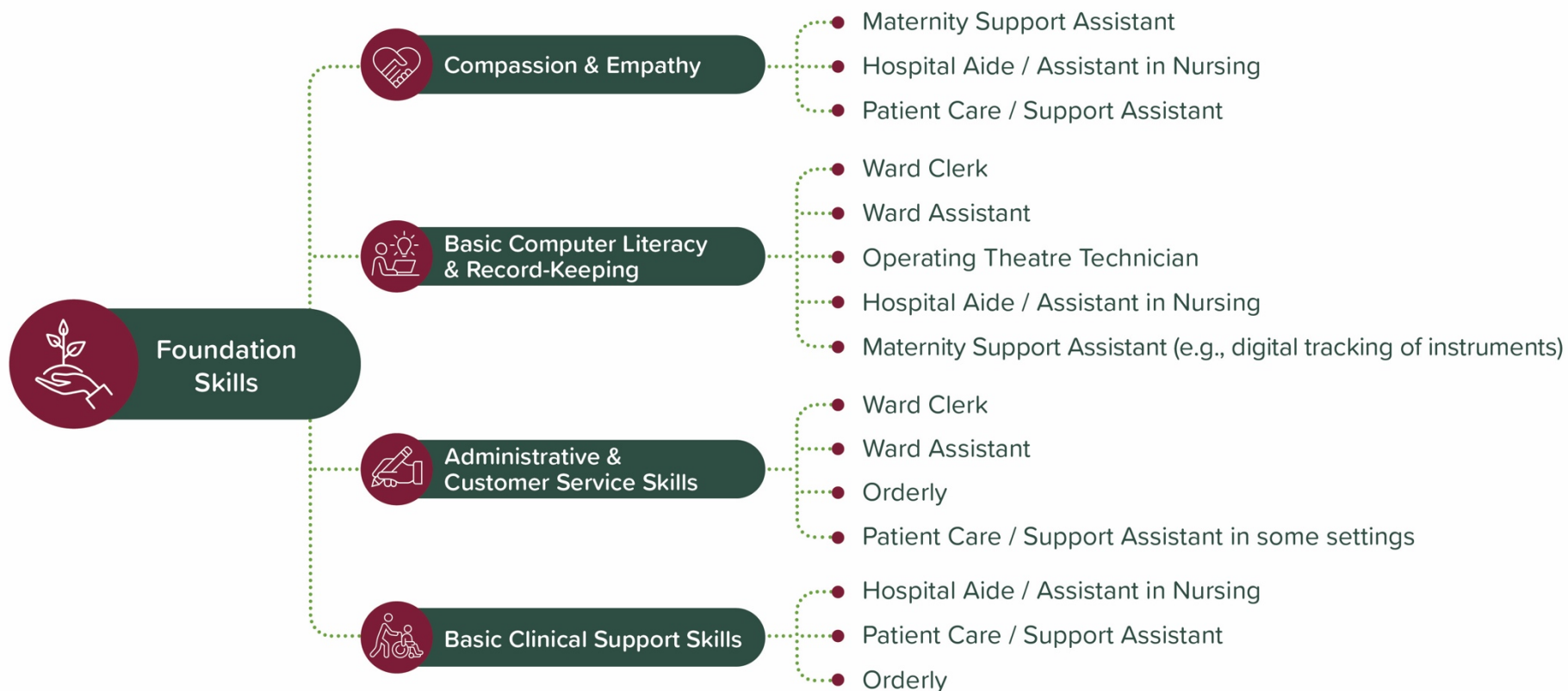
Safe lifting, repositioning, and transferring of patients; correct use of hoists and other equipment.

5. Infection control and safe practice

Adhering to hygiene protocols (handwashing, PPE usage), sterilising equipment, preventing cross-contamination.

6.3.2 Foundation skills

These skills build upon core competencies, adding depth and versatility to an individual’s capacity to function in diverse healthcare contexts.



1. Compassion and empathy

- Genuine care for patient welfare, emotional support, sensitivity to cultural diversity and individual needs.
- Particularly highlighted for maternity support assistant, hospital aide/assistant in nursing, patient care/support assistant.

2. Basic computer literacy and record-keeping

- Accurate data entry into hospital systems, scheduling, maintaining patient records, and using email/clinical software.
- Required for ward clerk, ward assistant, and increasingly operating theatre technician, assistants in nursing, maternity support assistant (for example digital tracking of instruments).

3. Administrative and customer service skills

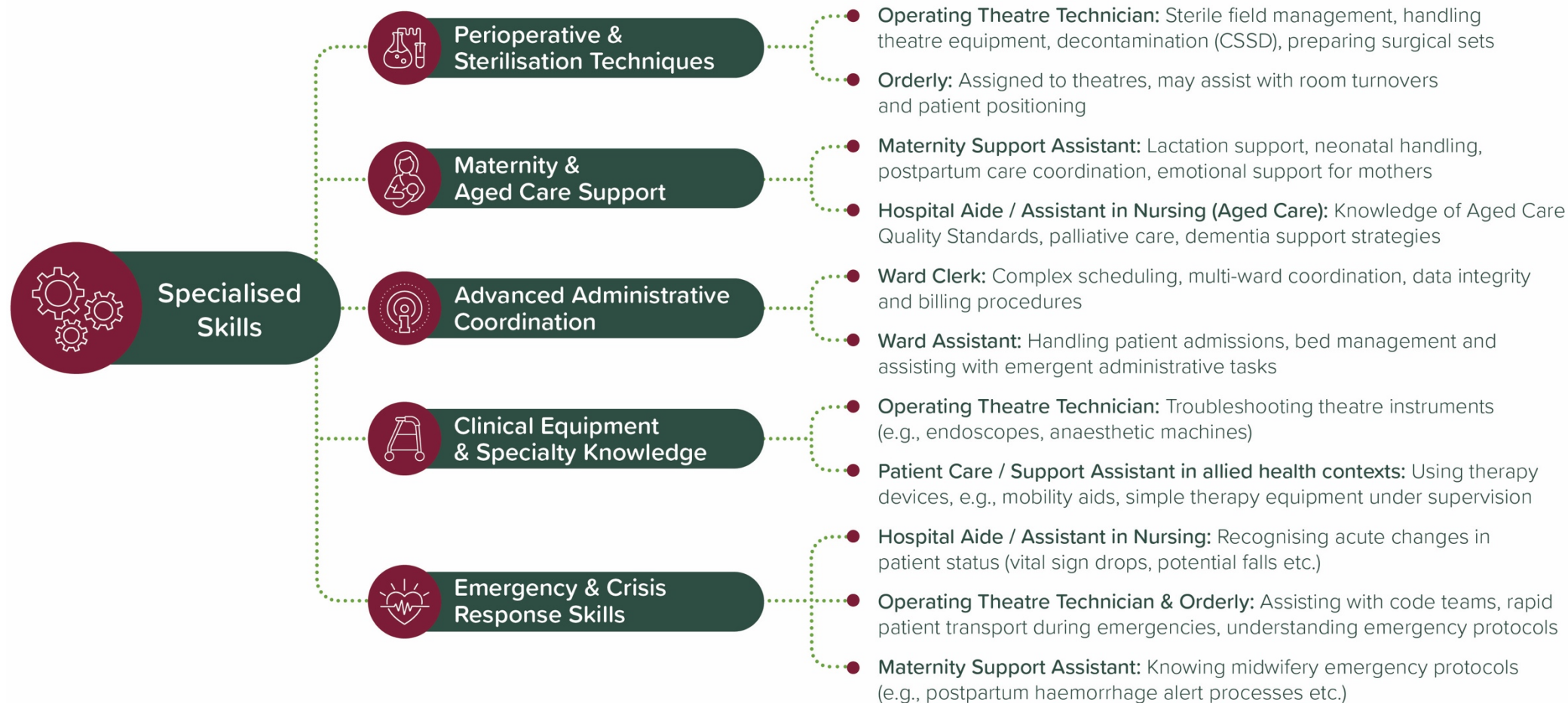
- Managing phone calls, reception duties, handling patient inquiries, basic billing or admissions processing.
- Key for ward clerk and ward assistant; also useful for orderly and patient care/support assistant in some settings.

4. Basic clinical support skills

- Familiarity with vital signs (for example temperature, pulse), assisting with activities of daily living (ADLs), CPR/First Aid.
- Required for hospital aide/assistant in nursing, patient care/support assistant, sometimes orderly.

6.3.3 Specialised skills

Specialised skills tend to be more *context-specific* and can require additional certification or extended on-the-job training.



1. Perioperative and sterilisation techniques

- *Primary in: Operating theatre technician:* Sterile field management, handling theatre equipment, decontamination (CSSD), preparing surgical sets.
- *Overlap:* An **orderly** assigned to theatres may assist with room turnovers and patient positioning.

2. Aged care and maternity support

- *Hospital aide/assistant in nursing (Aged Care):* Knowledge of *Aged Care Quality Standards*, palliative care, dementia support strategies.
- *Maternity support:* Lactation support, neonatal handling, postpartum care support, emotional support for mothers.

3. Advanced administrative coordination

- *Ward clerk:* Complex scheduling, multi-ward coordination, data integrity, and billing procedures.
- *Ward Assistant:* Handling patient admissions, bed management, and assisting with emergent administrative tasks.

4. Clinical equipment and specialty knowledge

- *Operating theatre technician:* Troubleshooting theatre instruments (for example endoscopes, anaesthetic machines).
- *Patient care/support assistant* in allied health contexts: Using therapy devices, for example mobility aids, simple therapy equipment under supervision.

5. Emergency and crisis response skills

- *Hospital aide/assistant in nursing:* Recognising acute changes in patient status (vital sign drops, potential falls etc.).
- *Orderly:* Assisting with code teams, rapid patient transport during emergencies, understanding emergency protocols.

7 Role Analysis

7.1 Functions and sub-functions

The following tables summarise the key functions and sub-functions associated with each Health Services Assistance job outcome identified through the Functional Analysis. Each map is supported by a short scope statement to clarify the boundaries of the role in practice. “In scope” describes the activities that are typically undertaken within the role, while “not in scope” identifies activities that sit outside the role and would usually require a different qualification, higher level authority, or specific credentialling. “Escalate when” highlights situations that require the worker to seek direction or report concerns promptly, and “supervision” clarifies the typical line of delegation or oversight under which the role operates. These statements are intended to support consistent interpretation of role boundaries across different service settings.

7.1.1 Operating theatre technician (OTT)

	Functions (What)	Sub-functions (How)			
Operating Theatre Technician	Theatre preparation	Check and prepare operating theatre equipment	Lay out instruments and supplies as per surgical lists	Ensure availability of sterile packs and linen	Document equipment use
	Intraoperative support	Assist with patient positioning and draping	Maintain sterile fields and aseptic technique	Pass instruments and manage surgical consumables during procedures	Monitor equipment functionality, troubleshoot minor issues
	Postoperative duties	Clean and disinfect theatre and instruments	Restock theatre supplies and equipment for next procedures	Dispose of used items and materials safely	Report to CSSD (Central Sterile Services Department)
	Patient and team liaison	Coordinate with teams regarding specific patient needs	Transport patients to and from operating theatre	Communicate procedure updates to relevant staff	

In scope: Functions shown in the above diagram under peri-operative leadership (set-up/readiness, turnover workflows, equipment within competency, documentation/checklists).

Not in scope: Clinical assessment; administering anaesthesia or drugs; operating equipment outside verified competency; instrument sterilisation decisions; breaching sterile field.

Escalate when: Equipment fault or safety alarm; breach of sterile field; patient identification/surgical-site concerns; laser/radiation/diathermy safety issues; pressure-injury risk.

Supervision: Works under theatre/peri-operative leadership and established zoning/credentialing rules.

7.1.2 Assistant in nursing (AIN)

	Functions (What)	Sub-functions (How)			
Nurse's Aide / AIN (Assistant in Nursing)	Personal care	Assist with ADL (Activities of Daily Living)	Provide mobility support	Support toileting needs and continence care	Monitor and maintain patient comfort
	Clinical support	Measure and record vital signs	Observe and report changes in patient condition to nursing staff	Support basic wound care under supervision	Assist in preparing patients for procedures
	Communication and teamwork	Communicate effectively with patients, families and the team	Provide updates to nursing staff regarding patient needs or concerns	Contribute to handover process and documentation	
	Safety and infection control	Adhere to standard precautions (hand hygiene, PPE use)	Safely handle and dispose of clinical waste	Maintain cleanliness of patient rooms and shared equipment	Identify and report hazards or risks to supervisors

In scope: Functions shown above when delegated and supervised by a registered nurse/midwife; documentation exactly as specified by local procedures.

Not in scope: Medication administration; independent assessment or clinical decision-making; invasive/sterile procedures; independent development of care plans; interpreting observations beyond escalation prompts.

Escalate when: Change in comfort/orientation/skin integrity; unmanaged pain; falls risk or manual-handling concerns; behaviours of concern; equipment fault; documentation discrepancies.

Supervision: Works under registered nurse/midwife delegation per local policy and shift arrangements.

7.1.3 Orderly

	Functions (What)	Sub-functions (How)			
Orderly	Patient transport	Safely transfer patients between wards, departments or diagnostic areas	Use appropriate transfer equipment	Communicate clearly with patients to ensure comfort and safety	Identify and report hazards or risks to equipment, patient during transfer
	Environmental support	Move furniture and medical equipment around the facility as needed	Maintain cleanliness of corridors and transfer areas	Assist with removing waste and soiled linen to appropriate disposal points	
	Communication and assistance	Respond to patient or staff requests to provide manual assistance	Relay messages between staff and departments, if needed	Engage politely with patients and visitors while transporting them	
	Safety and infection control	Follow manual handling guidelines and safe lifting techniques	Adhere to infection control standards	Maintain cleanliness of patient rooms and shared equipment	Identify and report hazards, defective equipment or spills

In scope: Functions shown above under unit/bed-management direction (patient transports, logistics, room/bed readiness) within site procedures.

Not in scope: Clinical assessment; medication handling; moving high-risk patients without clinical clearance; operating specialised devices that require credentialing.

Escalate when: Patient identity mismatch; any patient deterioration on route; unsafe route/obstruction; equipment malfunction; infection-control risk.

Supervision: Registered nurse; operational direction from ward/bed management; tasks coordinated with clinical teams.

7.1.4 Patient support/care assistant (PSA/PCA)

	Functions (What)	Sub-functions (How)			
Patient Support / Care Assistant	Assistance with daily living (ADL) support	Provide companionship and reassurance to patients	Assist with meals and hydration	Help patients with mobility around the ward	Identify and report hazards or risks to supervisors
	Environmental maintenance	Keep patient areas tidy and comfortable	Arrange bed spaces	Coordinate with housekeeping services for deeper cleaning needs	
	Patient observation and reporting	Recognise and & Reporting document changes in patient behaviour or condition	Report promptly to nursing staff or allied health teams	Check for and address simple patient needs	
	Patient interaction and communication	Greet and orient new patients to ward routines	Support cultural diversity and respect individual preferences	Communicate effectively with patients, families and the team	

In scope: Functions shown in the above diagram delivered under delegation in the assigned setting; routine documentation as required (objective, timely, complete).

Not in scope: Medication administration; clinical assessment/diagnosis; sterile or invasive procedures; independent changes to care plans.

Escalate when: Change in comfort/orientation/skin integrity; behaviour risk; falls/environmental hazards; equipment failure.

Supervision: Works to delegation from registered nurse/health professional as per local procedure.

7.1.5 Ward assistant

	Functions (What)	Sub-functions (How)		
Ward Assistant	Ward operations support	Manage stock levels	Assist in preparing bed spaces for admissions and discharges	Deliver specimens or pharmacy items as requested
	Patient meal assistance	Distribute meals and drinks to patients	Liaise with dietetics if special dietary requirements are identified	Collect and record meal consumption if needed
	General housekeeping	Maintain cleanliness of ward common areas	Assist with general ward tidiness	Dispose of waste according to infection control policies
	Communication and teamwork	Collaborate with nursing and allied health staff to prioritise tasks	Answer patient queries or redirect to appropriate staff members	Participate in ward meetings and handovers, as relevant

In scope: Functions shown in the above diagram that support the ward environment, stock/equipment routines, and patient comfort within role boundaries.

Not in scope: Clinical interventions; independent decisions about patient care; operation of specialised equipment without competency.

Escalate when: Spills or infection prevention and control breaches; hazards/obstructions; equipment faults; patient distress or requests beyond role.

Supervision: Registered nurse, ward leadership direction; collaborates with clinical/support teams.

7.1.6 Ward clerk

	Functions (What)	Sub-functions (How)		
Ward Clerk	Admissions and discharges	Prepare and manage patient admission paperwork	Coordinate bed allocations with relevant departments	Organise discharge documentation and ensure completeness
	Records and data management	Maintain patient records accurately	Update patient details, appointments, and notes in the system	Ensure privacy and confidentiality according to legislation
	Front desk and reception	Answer phone calls and direct inquiries to appropriate staff	Greet visitors, assist with wayfinding, and manage sign-ins	Handle incoming and outgoing mail or courier items for the ward
	Communication and coordination	Liaise with internal departments	Schedule tests, procedures, and follow-up appointments	Relay urgent requests or changes to the nursing team

In scope: Functions shown in the above diagram for front-of-house reception, electronic medical record/patient-administration processing, scheduling, and information management within privacy rules.

Not in scope: Providing clinical advice; altering clinical orders; accessing records beyond authority; handling medications/equipment.

Escalate when: Identity or consent concerns; privacy/security incidents; system downtime or data integrity issues; time-critical clinical messages.

Supervision: Works under ward leadership; reports to registered nurse; aligns with health information/admissions procedures.

7.1.7 Maternity support assistant (MSA)

	Functions (What)	Sub-functions (How)			
Patient Support / Care Assistant	Maternal support	Assist mothers and families with basic personal care and mobility post-birth	Provide practical support with feeding	Support mothers with safe handling of newborns	
	Newborn care assistance	Assist with routine newborn observations	Report any concerns regarding newborn feeding or behaviour to midwives	Clean and restock cots, bassinets, and nursery areas	
	Ward and clinical support	Ensure maternity ward areas are clean, tidy, and well stocked	Manage and restock supplies	Support midwives during procedures	Communicate effectively with patients, families, and the team
	Emotional support and education	Provide reassurance and emotional support to mothers and families	Encourage parent–newborn bonding under guidance of midwifery staff	Respect cultural practices and preferences around birth and infant care	

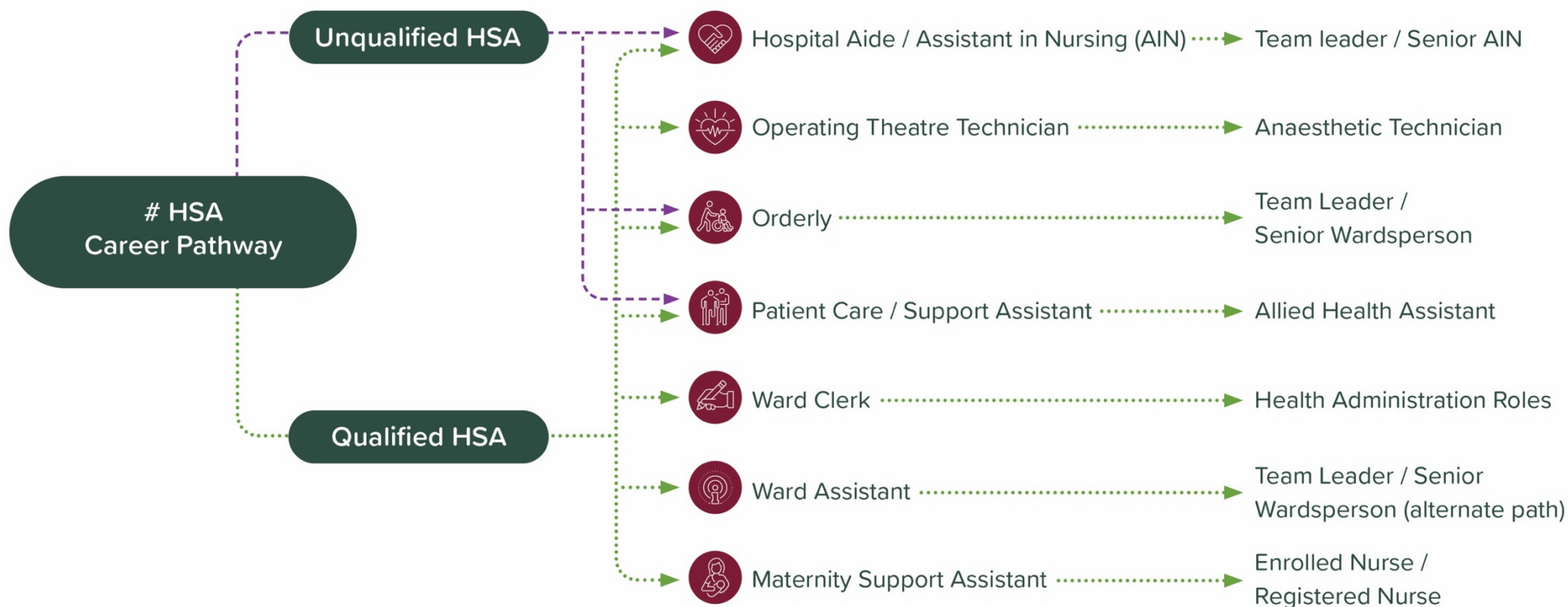
In scope: Functions shown in the above diagram delivered under midwife delegation on maternity/postnatal wards; documentation as per organisational procedures.

Not in scope: Maternal or neonatal clinical assessment/diagnosis; medication administration; clinical breastfeeding advice beyond orientation; invasive procedures.

Escalate when: Maternal or neonatal deterioration (vitals, bleeding, consciousness, feeding or respiratory concerns); safe sleep/identity/security concerns; family safety disclosures.

Supervision: Works under midwife; adheres to newborn safety and privacy protocols.

8 Health service assistant career pathway



Unqualified health service assistant (HSA)

Unqualified health service assistants, refers to people entering support roles without a qualification and before completing a Certificate III at time of employment. Typical scenarios include:

- school-based or in-employment entry where the person is hired into a support role and completes the required units/skill sets on the job or via traineeship arrangements
- Assistant in nursing -type roles, where nursing students may be eligible for assistant in nursing classification once they meet milestones set by the employer and/or health sector.

People employed without a qualification work under delegation and supervision. It should be noted that employers still have a number of requirements that need to be met prior to employment. Some examples are occupational assessment screening and vaccination, police checks and working with children checks.

Note: Acute-care assisting in nursing roles usually require a person to hold a qualification, unless an organisation explicitly recognises student progress. This can be jurisdiction specific.

Qualified HSA (entry with the qualification completed)

People who have completed *HLT33115 Certificate III in Health Services Assistance* or a locally accepted equivalent/stream. Typical scenarios include:

- Assistant in nursing/hospital aide in acute/subacute wards where the jurisdiction or employer specifies the Certificate III in Health Services Assistance, often with an acute context/elective, as the baseline.
- Peri-operative support (for example operating theatre technician) and maternity support roles that prefer or require the Certificate III in Health Services Assistance plus site onboarding.
- From here, workers can progress to enrolled nurse (*HLT54121 Diploma of Nursing*) and later registered nurse (Bachelor of Nursing) or deepen in technical streams (for example Certificate IV in Operating Theatre Technician or Sterilisation).

9 Considerations for the design of the health service assistance qualifications and further investigation.

The Functional Analysis identified several areas for further consideration in the design of *HLT33115 Certificate III in Health Services Assistance*. These relate to areas where the qualification may not fully reflect current job roles, how work is performed in practice, or opportunities to apply qualification reform principles such as clearer role alignment, more coherent packaging, and stronger differentiation between core and elective outcomes. The observations below are intended to support further consideration, consultation and testing with stakeholders to inform future qualification design and ensure the qualification remains relevant, fit for purpose, and clearly aligned to workforce needs, rather than final recommendations.

9.1 Qualification design

From the analysis a number of observations were made. These observations provide a basis for further consultation in the redesign of *HLT3315 Certificate III in Health Services Assistance*.

9.1.1 Assistant with movement

During the research phase there were frequent references to transferring, positioning and transporting people. When mapped out, the functions of movement and manual handling were identified as routine duties across all settings. Assisting with movement is safety-critical and cuts across all 7 job outcomes associated with health service assistance. Making *CHCCCS002 Assist with movement* a core unit would standardise this foundational capability

Question: Do stakeholders support *CHCCCS002 Assist with movement* being included as a core unit (rather than a specialised elective)?

9.1.2 Medical terminology

Interviews describe digital documentation as standard; function maps and role descriptions expect accurate, objective entries in electronic medical records and participation in clinical handover. With widespread electronic medical records use and clinical documentation under delegation, further research and investigation is required to determine if *HLTCCD003 Use medical terminology in health care* better aligns with health services assistance roles rather than *BSBMED301 Interpret and apply medical terminology* appropriately, which is oriented to administrative processing, noting that the HLT unit was introduced in the *HLT Health Training Package*, post the last review of the Certificate III in Health Services Assistant.

Question: Would *HLTCCD003 Use medical terminology in health care* be a better choice in the elective bank than *BSBMED301 Interpret and apply medical terminology*, to better support the skills required for everyday clinical documentation?

9.1.3 Food handling and safety

Food-safety competence is relevant in specific settings (for example, ward beverage/meal preparation and formula rooms) but is not universal across all health services assistance job outcomes. Core day-to-day expectations emphasised by employers are patient movement, basic care, equipment turnover, cleaning in clinical zones, and documentation. The presence of a food services specialisation in *HLT23221 Certificate II in Health Support Services* provides a clearer home for production-kitchen outcomes, noting that many healthcare facilities contract the preparation of food, rather than prepare it on premises.

This observation was reinforced through employer interviews where there was an emphasis on patient movement and clinical support tasks and the function maps for health service assistant focus on transport, theatre turnover and ward operations rather than food service. Further work undertaken which included food-safety mapping, showed several hospitality-framed units that are not a natural fit with ward workflows and is restricted to mostly food delivery.

Question: Are food handling and safety units required in the Certificate III in Health Services Assistance, given there is already a food services specialisation in *HLT23221 Certificate II in Health Support Services*?

In the event that stakeholders consider food handling and safety units are required in the qualification, an investigation was undertaken to consider whether there is a duplication of units in training packages.

It is suggested a wholesale substitution would risk misalignment. Health (HLT) units reflect ward and health-service workflows (menu distribution at bedside, client interaction, clinical documentation) while key tourism, travel and hospitality (SIT) units assume commercial kitchen throughput and front-of-house service. Selective use may be appropriate only where assessment conditions do not presume a commercial environment. The SIT units are expected to undergo review in the next 12 months and there are opportunities to ensure that the assessment conditions are written in a way that would make them suitable for usage in health qualifications. It should also be noted that *SITXFSA006 Participate in safe food handling practices* is the commonly recognised unit to meet food safety regulations.

Question: Should the 9 health food-safety units be replaced with tourism, travel and hospitality food-safety units in the elective bank of the Certificate III in Health Service Assistance?

9.1.4 Work health and safety

Interviews across assistant in nursing, patient support assistant/orderly and operating theatre technician roles highlight manual handling, infection prevention, and safe care practices in clinical areas. Role profiles described by employer's centre on direct client care and patient movement under registered nurse' delegation. The function maps show assisting with movement and clinical workflows as routine.

Question: Based on core skills, which unit is more appropriate to include in the core of the Certificate III in Health Services Assistant: *HLTWHS001 Participate in workplace health and safety* or *HLTWHS002 Follow safe work practices for direct client care*?

9.1.5 Operating theatre technician stream

Employer interviews reference equipment preparation, cleaning between cases and reusable device workflows. The function maps show peri-operative readiness and turnover as core operating theatre technician functions noting that operating theatre technician work includes theatre set-up, between-case cleaning, safe positioning and close interface with central sterile services. Placing *HLTSTE001 Clean and disinfect reusable medical devices* within the operating specialisation signals alignment to peri-operative practice.

Question: Should *HLTSTE001 Clean and disinfect reusable medical devices* be listed in “Group A electives – Operating Theatre Technician specialisation,” or as “Other electives”?

9.1.6 Ward assistant

Ward assistant and patient support assistant roles emphasise patient transport, bed/room readiness, equipment movement and responsive administrative tasks related to communication and documentation. Elective choices should cover movement, bed preparation, transport and basic health-administration competencies. Reviewing electives available in the existing Certificate III in Health Services Assistance, there appears to be a limited number of electives available to support this job role.

Question: Based on handling patient admissions, bed management and emergent administrative tasks, which elective unit or units should be added to support skills associated with ward assistant roles?

9.1.7 Ward clerk

Ward Clerk roles centre on admissions, records, scheduling, telephony and coordination. Employer interviews describe record integrity, list/schedule management and front-of-house coordination, function maps position ward clerk as the administrative hub for the ward.

Currently there are very few electives associated with the job functions of ward clerks. A small elective bank covering information management, patient records, accounts and business applications would reflect practice without diluting clinical-support focus elsewhere.

This raises questions around whether a job outcome of the Certificate III in Health Service Assistance include ward clerk, or given the highly administrative nature of the role, rather than direct clinical assistance, would qualifications like the Certificate III and IV in Health Administration be better suited.

Question: Is Certificate III in Health Services Assistance the most appropriate qualification for the ward clerk job outcome?

Question: If it is considered that ward clerk should remain a job outcome for the Certificate III in Health Services Assistance, which elective unit or units best capture ward clerk technical requirements (for example, information management, patient records, billing, basic business applications)?

9.1.8 Maternity

It appears there is the use of assistants in maternity, or similar titled roles, in some jurisdictions. Public services commonly limit assistant in nursing positions in maternity to students in a Bachelor of Midwifery

or Bachelor of Nursing; other services report long-standing support roles under midwife delegation. Interviews reference differing local arrangements, with emphasis on woman-centred support, infant-handling assistance, ward flow and documentation under midwife delegation. It is noted that any stream should define supportive, non-midwifery tasks with clear supervision.

Question: Should a targeted “Maternity Support” elective stream be added to the Certificate III in Health Service Assistance, and if so, what unit content and supervision limits should define the scope of the unit/s?

10 Appendices

Appendix A: Job advertisements analysis spreadsheet

Appendix B: Functional Analysis interview questions

Appendix C: Food safety units mapping

Appendix A: Job advertisements analysis spreadsheet

Simplified job title

S No.	Job titles	Simplified job titles
1	Clinical Assistant	Patient Care/Support Assistant
2	Operating Theatre Assistant	Operating Theatre Technician
3	Food Services Assistant	Orderly
4	Theatre Technician	Operating Theatre Technician
5	Theatre Technician	Operating Theatre Technician
6	Assistant In Nursing	Hospital Aide/Assistant in Nursing
7	Clinical Support (AIN / AHA)	Patient Care/Support Assistant
8	Assistant In Nursing	Hospital Aide/Assistant in Nursing
9	Assistants in Nursing	Hospital Aide/Assistant in Nursing
10	Assistant Nurses	Hospital Aide/Assistant in Nursing
11	Assistant in Nursing	Hospital Aide/Assistant in Nursing
12	Assistant in Nursing	Hospital Aide/Assistant in Nursing
13	Assistant in Nursing	Hospital Aide/Assistant in Nursing
14	Assistant Nurse (AIN)/Undergraduate Nurse	Hospital Aide/Assistant in Nursing
15	Assistant in Nursing (Sterilising)	Hospital Aide/Assistant in Nursing
16	Assistant in Nursing	Hospital Aide/Assistant in Nursing
17	Nutrition Assistant	Orderly
18	Home Care Worker / Support Worker / AIN	Hospital Aide/Assistant in Nursing
19	Nursing Assistant	Hospital Aide/Assistant in Nursing
20	Assistant in Nursing	Hospital Aide/Assistant in Nursing

S No.	Job titles	Simplified job titles
21	Clinical Assistant	Patient Care/Support Assistant
22	Hospital Aide	Hospital Aide/Assistant in Nursing
23	Assistant in Nursing	Hospital Aide/Assistant in Nursing
24	Assistant in Nursing - Burnie	Maternity Support Assistant
25	Assistant in Midwifery	Maternity Support Assistant
26	Assistant In Nursing- Midwifery	Hospital Aide/Assistant in Nursing
27	Assistant in Nursing (AIN)	Hospital Aide/Assistant in Nursing
28	Assistant in Nursing - Aged Care	Hospital Aide/Assistant in Nursing
29	Theatre Technician	Operating Theatre Technician
30	Operating Theatre Technician	Operating Theatre Technician
31	Theatre Technician	Operating Theatre Technician
32	Theatre Technician	Operating Theatre Technician
33	Operating Theatre Technician (CSSD)	Operating Theatre Technician
34	Theatre Technician	Operating Theatre Technician
35	Operating Theatre Technician	Operating Theatre Technician
36	Operating Theatre Technician	Operating Theatre Technician
37	Theatre Technician	Operating Theatre Technician
38	Theatre Technician	Operating Theatre Technician
39	Theatre Orderly	Orderly
40	Theatre Technician (CSSD)	Operating Theatre Technician
41	Operations Assistant (Theatre Orderly)	Orderly
42	Operations Assistant (Theatre Orderly)	Orderly
43	Theatre Orderly	Orderly
44	Theatre Orderly	Orderly
45	Orderly	Orderly

S No.	Job titles	Simplified job titles
46	Theatre Orderly	Operating Theatre Technician
47	CSSD Technician	Operating Theatre Technician
48	Theatre Orderly	Orderly
49	Instrument Technician - Operating Theatre	Operating Theatre Technician
50	Medical Imaging Assistant/Patient Care Assistant	Orderly
51	Patient Care Assistant	Patient Care/Support Assistant
52	Orderly & Housekeeper	Orderly
53	SSD Technician	Operating Theatre Technician
54	Patient Care Assistant (Orderly)	Patient Care/Support Assistant
55	Patient Care Assistant	Patient Care/Support Assistant
56	Ward Clerk	Ward Clerk
57	Personal Care Assistant	Patient Care/Support Assistant
58	Attendant	Ward Assistant
59	Personal Assistant / Medical Receptionist	Ward Assistant
60	Clinical Assistant	Orderly
61	Ward Clerk	Ward Clerk
62	Assistants in Nursing	Hospital Aide/Assistant in Nursing
63	Patient Service Assistance	Patient Care/Support Assistant
64	Wardspersons	Ward Assistant
65	Ward Clerk	Ward Clerk
66	Ward Admin Officer	Ward Clerk
67	Theatre Orderlies	Orderly
68	Nursing Assistant	Hospital Aide/Assistant in Nursing
69	Ward Clerk	Ward Clerk
70	Ward Clerk	Ward Clerk

Organisation, employment and location types

1	Public Hospital	Metropolitan	Casual
2	Public Hospital	Metropolitan	Casual
3	Public Hospital	Metropolitan	Part-Time
4	Public Hospital	Metropolitan	Casual
5	Public Hospital	Metropolitan	Casual
6	Aged Care Service	Regional	Casual
7	State Health Organisation	Regional	Full-Time
8	Private Hospital	Metropolitan	Casual
9	Private Hospital	Metropolitan	Part-Time
10	Aged Care Service	Metropolitan	Casual
11	Public Hospital	Metropolitan	Full-Time
12	Public Hospital	Regional	Casual
13	Private Hospital	Regional	Casual
14	Private Health Organisation	Metropolitan	Casual
15	Public Hospital	Regional	Part-Time
16	Private Hospital	Metropolitan	Full-Time
17	Private Hospital	Metropolitan	Part-Time
18	Community Health	Regional	Casual
19	Community Health	Metropolitan	Casual
20	Community Health	Regional	Casual
21	Private Clinic	Metropolitan	Full-Time
22	Public Hospital	Regional	Casual
23	Private Hospital	Metropolitan	Casual
24	Community Health	Regional	Casual
25	Private Hospital	Metro	Part-Time

26	Private Hospital	Metropolitan	Part-Time
27	Community Health	Metropolitan	Casual
28	Community Health	Metropolitan	Contract
29	Private Hospital	Regional	Casual
30	Public Hospital	Metropolitan	Casual
31	Private Hospital	Metropolitan	Full-Time
32	Private Hospital	Metropolitan	Full-Time
33	Public Hospital	Regional	Part-Time
34	Private Hospital	Regional	Part-Time
35	Private Hospital	Metropolitan	Casual
36	Private Hospital	Metropolitan	Full-Time
37	Public Hospital	Metropolitan	Full-Time
38	Private Hospital	Metropolitan	Full-Time
39	Private Hospital	Metropolitan	Casual
40	Public Hospital	Regional	Part-Time
41	Private Hospital	Metropolitan	Full-Time
42	Private Hospital	Metropolitan	Full-Time
43	Private Hospital	Metropolitan	Part-Time
44	Private Hospital	Regional	Casual
45	Private Hospital	Metropolitan	Part-Time
46	Public Hospital	Metropolitan	Full-Time
47	Private Hospital	Metropolitan	Casual
48	Public Hospital	Metropolitan	Full-Time
49	Public Hospital	Regional	Full-Time
50	Private Clinic	Metropolitan	Full-Time
51	Private Clinic	Metropolitan	Full-Time

52	Private Clinic	Metropolitan	Casual
53	Private Hospital	Metropolitan	Part-Time
54	Private Clinic	Metropolitan	Full-Time
55	Community Health	Regional	Part-Time
56	Public Hospital	Regional	Part-Time
57	Aged Care Service	Regional	Part-Time
58	Public Hospital	Regional	Full-Time
59	Private Clinic	Metropolitan	Full-Time
60	Private Clinic	Metropolitan	Full-Time
61	Public Hospital	Regional	Part-Time
62	Private Clinic	Metropolitan	Casual
63	Private Hospital	Metropolitan	Part-Time
64	Public Hospital	Metropolitan	Casual
65	Private Hospital	Metropolitan	Part-Time
66	Public Hospital	Metropolitan	Full-Time
67	Private Hospital	Metropolitan	Casual
68	Aged Care Service	Regional	Casual
69	Public Hospital	Metropolitan	Full-Time
70	Public Hospital	Regional	Full-Time

State and Territory

S No.	Location	State and Territory	Simplified job titles
1	Parkville, Melbourne VIC	Victoria	Patient Care/Support Assistant
2	Parkville, Melbourne VIC	Victoria	Operating Theatre Technician
3	Parkville, Melbourne VIC	Victoria	Orderly

S No.	Location	State and Territory	Simplified job titles
4	Parkville, Melbourne VIC	Victoria	Operating Theatre Technician
5	Parkville, Melbourne VIC	Victoria	Operating Theatre Technician
6	Caloundra, Sunshine Coast QLD	Queensland	Hospital Aide/Assistant in Nursing
7	Port Macquarie, NSW	New South Wales	Patient Care/Support Assistant
8	Spring Hill, Brisbane QLD	Queensland	Hospital Aide/Assistant in Nursing
9	Brisbane QLD	Queensland	Hospital Aide/Assistant in Nursing
10	Wellington Point, Brisbane QLD	Queensland	Hospital Aide/Assistant in Nursing
11	Southport, Gold Coast QLD	Queensland	Hospital Aide/Assistant in Nursing
12	Cairns, QLD	Queensland	Hospital Aide/Assistant in Nursing
13	Toowoomba, QLD	Queensland	Hospital Aide/Assistant in Nursing
14	Newcastle, NSW	New South Wales	Hospital Aide/Assistant in Nursing
15	Nambour, Sunshine Coast, QLD	Queensland	Hospital Aide/Assistant in Nursing
16	Sydney, NSW	New South Wales	Hospital Aide/Assistant in Nursing
17	Sydney, NSW	New South Wales	Orderly
18	Windsor, Richmond & Hawkesbury, NSW	New South Wales	Hospital Aide/Assistant in Nursing
19	Armadale, Perth WA	Western Australia	Hospital Aide/Assistant in Nursing
20	Perth, WA	Western Australia	Hospital Aide/Assistant in Nursing
21	Darwin, NT	Northern Territory	Patient Care/Support Assistant
22	Northwest, TAS	Tasmania	Hospital Aide/Assistant in Nursing
23	South Hobart, TAS	Tasmania	Hospital Aide/Assistant in Nursing
24	Burnie, TAS	Tasmania	Maternity Support Assistant
25	Lenah Valley, Hobart TAS	Tasmania	Maternity Support Assistant
26	Deakin, Canberra ACT	Canberra	Hospital Aide/Assistant in Nursing
27	Canberra ACT	Canberra	Hospital Aide/Assistant in Nursing

S No.	Location	State and Territory	Simplified job titles
28	Canberra ACT	Canberra	Hospital Aide/Assistant in Nursing
29	Bendigo, VIC	Victoria	Operating Theatre Technician
30	Fitzroy, Melbourne VIC	Victoria	Operating Theatre Technician
31	Coburg, Melbourne VIC	Victoria	Operating Theatre Technician
32	Box Hill, Melbourne VIC	Victoria	Operating Theatre Technician
33	Daylesford, VIC	Victoria	Operating Theatre Technician
34	Shepparton, VIC	Victoria	Operating Theatre Technician
35	Melbourne, VIC	Victoria	Operating Theatre Technician
36	Kew, Melbourne VIC	Victoria	Operating Theatre Technician
37	Heidelberg, Melbourne VIC	Victoria	Operating Theatre Technician
38	Mornington, Mornington Peninsula VIC	Victoria	Operating Theatre Technician
39	Spring Hill, Brisbane QLD	Queensland	Orderly
40	Echuca, Shepparton & Goulburn Valley VIC	Victoria	Operating Theatre Technician
41	Kingswood, Sydney NSW	New South Wales	Orderly
42	Kingswood, Sydney NSW	New South Wales	Orderly
43	Birtinya, Sunshine Coast QLD	Queensland	Orderly
44	Toowoomba, QLD	Queensland	Orderly
45	Caloundra, Sunshine Coast QLD	Queensland	Orderly
46	Bedford Park, Adelaide SA	South Australia	Operating Theatre Technician
47	Shortland, Newcastle, Maitland & Hunter NSW	New South Wales	Operating Theatre Technician
48	North Adelaide, Adelaide SA	South Australia	Orderly
49	Horsham, Horsham & Grampians VIC	Victoria	Operating Theatre Technician

S No.	Location	State and Territory	Simplified job titles
50	Nedlands, Perth WA	Western Australia	Orderly
51	Nedlands, Perth WA	Western Australia	Patient Care/Support Assistant
52	Joondalup, Perth WA	Western Australia	Orderly
53	Joondalup, Perth WA	Western Australia	Operating Theatre Technician
54	Subiaco, Perth WA	Western Australia	Patient Care/Support Assistant
55	Kununurra, Broome & Kimberley WA	Western Australia	Patient Care/Support Assistant
56	Latrobe, Devonport & Northwest TAS	Tasmania	Ward Clerk
57	Ulverstone, Devonport & Northwest TAS	Tasmania	Patient Care/Support Assistant
58	Latrobe, Devonport & Northwest TAS	Tasmania	Ward Assistant
59	Braddon, Canberra ACT	Canberra	Ward Assistant
60	Darwin NT	Northern Territory	Orderly
61	Sale, Bairnsdale & Gippsland VIC	Victoria	Ward Clerk
62	Melbourne VIC	Victoria	Hospital Aide/Assistant in Nursing
63	Kirrawee, Sydney NSW	New South Wales	Patient Care/Support Assistant
64	Darlinghurst, Sydney NSW	New South Wales	Ward Assistant
65	Frenchs Forest, Sydney NSW	New South Wales	Ward Clerk
66	Darlinghurst, Sydney NSW	New South Wales	Ward Clerk
67	Perth WA	Western Australia	Orderly
68	Bunbury & Southwest WA	Western Australia	Hospital Aide/Assistant in Nursing
69	Subiaco, Perth WA	Western Australia	Ward Clerk
70	Ballarat, VIC	Victoria	Ward Clerk

Hourly salary analysis

S No.	Salary range	Hourly rate	Hourly range	Simplified job titles
1	Not specified			Patient Care/Support Assistant
2	Not specified			Operating Theatre Technician
3	Not specified			Orderly
4	Not specified			Operating Theatre Technician
5	Not specified			Operating Theatre Technician
6	\$48 – \$117 PH	48	Above \$36	Hospital Aide/Assistant in Nursing
7	\$50,336 – \$55,225 PA	25.47	\$25 – \$28	Patient Care/Support Assistant
8	Not specified			Hospital Aide/Assistant in Nursing
9	\$32.65 – \$36.71 PH			Hospital Aide/Assistant in Nursing
10	Not specified			Hospital Aide/Assistant in Nursing
11	\$33.20 – \$36.35 PH	33.2	\$33 – \$36	Hospital Aide/Assistant in Nursing
12	\$33.2 – \$36.35 PH	33.2	\$33 – \$36	Hospital Aide/Assistant in Nursing
13	Not specified			Hospital Aide/Assistant in Nursing
14	Not specified			Hospital Aide/Assistant in Nursing
15	\$35.92 – \$36.97 PH	35.92	\$33 – \$36	Hospital Aide/Assistant in Nursing
16	Not specified			Hospital Aide/Assistant in Nursing
17	\$35.30 PH	35.3	\$33 – \$36	Orderly
18	\$33.96 – \$46 PH	33.96	\$33 – \$36	Hospital Aide/Assistant in Nursing
19	Not specified			Hospital Aide/Assistant in Nursing
20	Not specified			Hospital Aide/Assistant in Nursing
21	Not specified			Patient Care/Support Assistant
22	Not specified			Hospital Aide/Assistant in Nursing
23	Not specified			Hospital Aide/Assistant in Nursing
24	Not specified			Maternity Support Assistant

S No.	Salary range	Hourly rate	Hourly range	Simplified job titles
25	Not specified			Maternity Support Assistant
26	Not specified			Hospital Aide/Assistant in Nursing
27	Not specified			Hospital Aide/Assistant in Nursing
28	\$42.95 – \$75 PH	42.95	Above \$36	Hospital Aide/Assistant in Nursing
29	\$41.15 PH	41.15	Above \$36	Operating Theatre Technician
30	\$33.27 – \$37.19 PH	33.27	\$33 – \$36	Operating Theatre Technician
31	\$30.20 – \$40.54 PH	30.2	\$29 – \$32	Operating Theatre Technician
32	\$57,744 – \$70,910 PA	29.22	\$29 – \$32	Operating Theatre Technician
33	Not specified			Operating Theatre Technician
34	Not specified			Operating Theatre Technician
35	Not specified			Operating Theatre Technician
36	\$34 – \$37 PH	34	\$33 – \$36	Operating Theatre Technician
37	Not specified			Operating Theatre Technician
38	Not specified			Operating Theatre Technician
39	Not specified			Orderly
40	Not specified			Operating Theatre Technician
41	Not specified			Orderly
42	Not specified			Orderly
43	\$29.70 – \$31.98 PH	29.7	\$29 – \$32	Orderly
44	Not specified			Orderly
45	Not specified			Orderly
46	Not specified			Operating Theatre Technician
47	Not specified			Operating Theatre Technician
48	Not specified			Orderly
49	Not specified			Operating Theatre Technician

S No.	Salary range	Hourly rate	Hourly range	Simplified job titles
50	Not specified			Orderly
51	Not specified			Patient Care/Support Assistant
52	Not specified			Orderly
53	Not specified			Operating Theatre Technician
54	\$28 – \$30 PH	28	\$25 – \$28	Patient Care/Support Assistant
55	\$72,277 PA	36.58	Above \$36	Patient Care/Support Assistant
56	Not specified			Ward Clerk
57	Not specified			Patient Care/Support Assistant
58	Health Services Officer Level 5			Ward Assistant
59	\$35 – \$39.99 PH	35	\$33 – \$36	Ward Assistant
60	Not specified			Orderly
61	Not specified			Ward Clerk
62	Not specified			Hospital Aide/Assistant in Nursing
63	\$24 – \$28 PH	24	Below \$25	Patient Care/Support Assistant
64	\$29.03 – \$29.23 PH	29.03	\$29 – \$32	Ward Assistant
65	\$33.67 – \$35.99 PH	33.67	\$33 – \$36	Ward Clerk
66	\$61,879.91 PA	31.32	\$29 – \$32	Ward Clerk
67	Not specified			Orderly
68	Not specified			Hospital Aide/Assistant in Nursing
69	\$67,794 – \$72,179 PA	34.31	\$33 – \$36	Ward Clerk
70	Not specified			Ward Clerk

Education analysis

S No.	Education required	Education category	Simplified job titles
1	Certificate III in Health Service Assistance	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
2	Minimum Certificate III in Health Service Assistance (Patient support assistant) PSA or health-related study	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
3	Basic Food Handling Certificate, Certificate III in Health Patient Services (or equivalent)	Qualification required but not HSA	Orderly
4	Certificate III Health Service Assistance (Theatre Technical Support) or IV in Operating Theatre Technical Support	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
5	Certificate III Health Service Assistance (Theatre Technical Support) or IV in Operating Theatre Technical Support	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
6	Cert III Health Service Assistance (AIN), AHPRA registration for RN and EN	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
7	Certificate III in Health Services Assistance or similar	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
8	Unconditional AHPRA registration	Qualification required but not HSA	Hospital Aide/Assistant in Nursing
9	Certificate III in Health Services Assistance or 1 year Bachelor of Nursing	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
10	Aged Care qualification desirable	Qualification required but not HSA	Hospital Aide/Assistant in Nursing
11	Certificate III or above in health-related studies	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
12	Certificate III in Health Assistance or equivalent experience	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing

S No.	Education required	Education category	Simplified job titles
13	Certificate III in Health Service Assistance or Aged Care or second year of Bachelor of Nursing	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
14	Minimum 2nd-year Bachelor of Nursing or Certificate III in Health Service Assistance in Acute Care	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
15	Queensland Health standards compliance	No Qualification required	Hospital Aide/Assistant in Nursing
16	Certificate III in Health Service Assistance	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
17	Certificate IV in Allied Health Assistance (Nutrition & Dietetics) or Certificate III Health Service Assistance	Certificate III in Health Service Assistance (HSA)	Orderly
18	Cert III in Aged Care, Community, Individual Support or Disability, Certificate III Health Service Assistant (Assistant in Nursing), or Student Nurse	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
19	Certificate III in Health Services Assistance / Certificate III in Individual Support	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
20	Certificate III in Health Services Assistant - Acute Care	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
21	Certificate III Health Services Assistant or Certificate III Medical Practice Assisting (preferred)	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
22	Previous experience in healthcare or relevant skills	No Qualification required	Hospital Aide/Assistant in Nursing
23	Certificate III in Health Services Assistance HLT33115 or relevant nursing education	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
24	Certificate III or IV in Aged Care, Individual Support, or equivalent	Qualification required but not HSA	Maternity Support Assistant

S No.	Education required	Education category	Simplified job titles
25	Current undergraduate Bachelor of Midwifery student with completed 2nd year placement	Qualification required but not HSA	Maternity Support Assistant
26	Second-year or third-year Bachelor of Midwifery student	Qualification required but not HSA	Hospital Aide/Assistant in Nursing
27	Certificate III in Individual Support; Certificate IV is highly regarded	Qualification required but not HSA	Hospital Aide/Assistant in Nursing
28	Certificate III in Aged Care/Individual support	Qualification required but not HSA	Hospital Aide/Assistant in Nursing
29	Certificate III in Health Service Assistant (desirable)	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
30	Certificate III in Health (Theatre Technician) or Certificate IV in Operating Suite Technical Support	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
31	Certificate III in Health Service Assistance (Operating Theatre Technical Support)	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
32	Certificate III in Health Service Assistance (Theatre Technician)	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
33	Knowledge of sterility and infection control standards	No Qualification required	Operating Theatre Technician
34	Certificate IV in Operating Theatre Technician Practice	Qualification required but not HSA	Operating Theatre Technician
35	Not specified, relevant experience	No Qualification required	Operating Theatre Technician
36	Certificate III in Health Service Assistance or higher	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
37	Not specified, relevant qualifications	Qualification required but not HSA	Operating Theatre Technician
38	Certificate III in Health Service Assistance	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician

S No.	Education required	Education category	Simplified job titles
39	Not specified, relevant experience	No Qualification required	Orderly
40	Cert 3 in CSSD and/or Cert III in Health Service Assistance (Theatre Technician) (or willingness to attain)	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
41	Not specified, prior experience preferred	No Qualification required	Orderly
42	Not specified, prior experience preferred	No Qualification required	Orderly
43	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Orderly
44	Not specified	No Qualification required	Orderly
45	Certificate III in Health Services Assistance or equivalent	Certificate III in Health Service Assistance (HSA)	Orderly
46	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician
47	Sound knowledge of AS/NZ 4187 standards	No Qualification required	Operating Theatre Technician
48	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Orderly
49	Certificate III in Sterilisation	Qualification required but not HSA	Operating Theatre Technician
50	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Orderly
51	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
52	Manual handling certificate	Qualification required but not HSA	Orderly
53	Certificate III in Health Service Assistant (Sterilisation Services)	Certificate III in Health Service Assistance (HSA)	Operating Theatre Technician

S No.	Education required	Education category	Simplified job titles
54	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
55	Understanding of Aboriginal culture	No Qualification required	Patient Care/Support Assistant
56	Business or medical terminology qualifications	Qualification required but not HSA	Ward Clerk
57	Certificate III in Individual Support	Qualification required but not HSA	Patient Care/Support Assistant
58	Manual handling certification	Qualification required but not HSA	Ward Assistant
59	Medical terminology knowledge	No Qualification required	Ward Assistant
60	Certificate III in Health Services Assistance (desirable)	Certificate III in Health Service Assistance (HSA)	Orderly
61	Certificate III in Business Management	Qualification required but not HSA	Ward Clerk
62	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Hospital Aide/Assistant in Nursing
63	Certificate III in Health Services Assistance (AIN) Certificate or equivalent	Certificate III in Health Service Assistance (HSA)	Patient Care/Support Assistant
64	CPR accreditation or willingness to obtain	Qualification required but not HSA	Ward Assistant
65	Experience in healthcare facilities	No Qualification required	Ward Clerk
66	Administration experience in healthcare	No Qualification required	Ward Clerk
67	Certificate III in Health Services Assistance	Certificate III in Health Service Assistance (HSA)	Orderly
68	Certificate III in Individual Support	Qualification required but not HSA	Hospital Aide/Assistant in Nursing

S No.	Education required	Education category	Simplified job titles
69	Conversant with medical terminology	No Qualification required	Ward Clerk
70	Clerical and administrative qualifications	Qualification required but not HSA	Ward Clerk

Experience analysis

S No.	Experience required	Experience category	Simplified job titles
1	6 months experience	6 months or less	Patient Care/Support Assistant
2	Current health-related study or equivalent experience	Required but not specified	Operating Theatre Technician
3	Not required	Not required	Orderly
4	Recent operating theatre technician experience	Required but not specified	Operating Theatre Technician
5	Recent operating theatre technician experience	Required but not specified	Operating Theatre Technician
6	12 months experience in aged care	1 year	Hospital Aide/Assistant in Nursing
7	Experience as AIN/AHA or Certificate III in Health Services Assistance	Required but not specified	Patient Care/Support Assistant
8	12 months Theatre Nurse experience or interest in perioperative care	1 year	Hospital Aide/Assistant in Nursing
9	12 months in acute/hospital setting	1 year	Hospital Aide/Assistant in Nursing
10	Experience in Aged Care	Required but not specified	Hospital Aide/Assistant in Nursing
11	Not required	Not required	Hospital Aide/Assistant in Nursing
12	Relevant Certificate III or nursing placement experience	Required but not specified	Hospital Aide/Assistant in Nursing

13	Hospital experience preferred	Required but not specified	Hospital Aide/Assistant in Nursing
14	80+ hours of clinical placement	6 months or less	Hospital Aide/Assistant in Nursing
15	Understanding of sterilisation processes in healthcare	Others	Hospital Aide/Assistant in Nursing
16	Experience in acute healthcare area (preferred)	Required but not specified	Hospital Aide/Assistant in Nursing
17	Knowledge of nutrition, therapeutic diets, experience in nutrition or as Diet Aide (preferred)	Required but not specified	Orderly
18	Experience in community care or home care, especially for complex physical needs	Required but not specified	Hospital Aide/Assistant in Nursing
19	Minimum 6 months industry experience	6 months or less	Hospital Aide/Assistant in Nursing
20	1 year relevant acute care experience within Australia	1 year	Hospital Aide/Assistant in Nursing
21	Experience with RIS/PACS systems preferred	Required but not specified	Patient Care/Support Assistant
22	Ability to maintain cleanliness, order stock, handle waste, and support clinical staff	Others	Hospital Aide/Assistant in Nursing
23	Experience in general medical and surgical care	Required but not specified	Hospital Aide/Assistant in Nursing
24	Experience in aged care or hospital environment	Required but not specified	Maternity Support Assistant
25	Experience in maternity or midwifery support	Required but not specified	Maternity Support Assistant
26	Desire to join a care-focused team	Others	Hospital Aide/Assistant in Nursing
27	Aged care experience preferred	Required but not specified	Hospital Aide/Assistant in Nursing

28	Minimum 6 months AIN experience in Australia	6 months or less	Hospital Aide/Assistant in Nursing
29	Experience with handling OR equipment	Required but not specified	Operating Theatre Technician
30	Minimum 1 year experience as Theatre Technician	1 year	Operating Theatre Technician
31	Minimum 12 months experience as a Theatre Technician	1 year	Operating Theatre Technician
32	Experience or newly trained in theatre technology	Required but not specified	Operating Theatre Technician
33	Experience with decontamination, sterilisation processes	Required but not specified	Operating Theatre Technician
34	3 years minimum Tech experience within an operating theatre	3 years +	Operating Theatre Technician
35	Minimum 12 months experience as Theatre Technician	1 year	Operating Theatre Technician
36	3 years clinical experience across specialties	3 years	Operating Theatre Technician
37	Skills in Time management, organisational skills, adaptability	Others	Operating Theatre Technician
38	3 years clinical experience across specialties	3 years	Operating Theatre Technician
39	Experience in theatre orderliness and customer service	Required but not specified	Orderly
40	Infection control knowledge and CSSD sterilisation processes experience	Required but not specified	Operating Theatre Technician
41	Previous theatre orderly or hospital wardsman experience	Required but not specified	Orderly
42	Previous theatre orderly or hospital wardsman experience	Required but not specified	Orderly
43	Experience assisting surgical procedures	Required but not specified	Orderly

44	Theatre orderly or healthcare experience preferred	Required but not specified	Orderly
45	Theatre setup, cleaning, patient transport	Others	Orderly
46	Previous experience with hospital/clinical work	Required but not specified	Operating Theatre Technician
47	Sterilisation processes, endoscopy reprocessing	Others	Operating Theatre Technician
48	Previous hospital orderly experience	Required but not specified	Orderly
49	Sterilising medical instruments	Others	Operating Theatre Technician
50	Experience with patient care and imaging assistance	Required but not specified	Orderly
51	Previous patient care experience	Required but not specified	Patient Care/Support Assistant
52	Experience as an orderly or housekeeper	Required but not specified	Orderly
53	Minimum 1 year in sterilisation services	1 year	Operating Theatre Technician
54	Proven patient care experience	Required but not specified	Patient Care/Support Assistant
55	Experience with renal or Aboriginal health services	Required but not specified	Patient Care/Support Assistant
56	Administrative experience in healthcare	Required but not specified	Ward Clerk
57	Experience in aged care	Required but not specified	Patient Care/Support Assistant
58	Experience in hospital operations	Required but not specified	Ward Assistant
59	Experience with Medicare item numbers	Required but not specified	Ward Assistant
60	Previous clinical support experience	Required but not specified	Orderly

61	Administrative experience in healthcare	Required but not specified	Ward Clerk
62	2nd or 3rd year nursing students welcome	Others	Hospital Aide/Assistant in Nursing
63	Experience in hospital settings	Required but not specified	Patient Care/Support Assistant
64	Demonstrated awareness of infection prevention principles	Others	Ward Assistant
65	Interpersonal and Time management skills	Others	Ward Clerk
66	Organisational and Interpersonal skills	Others	Ward Clerk
67	Experience in hospital environments	Required but not specified	Orderly
68	6 months of relevant industry experience	6 months or less	Hospital Aide/Assistant in Nursing
69	Clerical and reception experience	Required but not specified	Ward Clerk
70	Administrative experience in healthcare	Required but not specified	Ward Clerk

Skills categories

S No.	Skills required	Simplified job titles
1	Interpersonal skills, workload prioritization, basic computer skills	Patient Care/Support Assistant
2	Transporting patients, handling sterile supplies, adaptability	Operating Theatre Technician
3	Food handling, customer service, equipment safety	Orderly
4	Excellent communication, on-call availability, collaboration	Operating Theatre Technician
5	Excellent communication, on-call availability, collaboration	Operating Theatre Technician
6	Manual handling, ADL experience, CPR, first aid	Hospital Aide/Assistant in Nursing

S No.	Skills required	Simplified job titles
7	Communication, critical thinking, IT application skills	Patient Care/Support Assistant
8	Clinical care, communication, multidisciplinary teamwork	Hospital Aide/Assistant in Nursing
9	Teamwork, clinical support, patient-centred care	Hospital Aide/Assistant in Nursing
10	Communication, teamwork, flexibility	Hospital Aide/Assistant in Nursing
11	Adaptability, communication, patient care	Hospital Aide/Assistant in Nursing
12	Communication, safety awareness, patient engagement	Hospital Aide/Assistant in Nursing
13	Infection control, ability to work on rotating roster	Hospital Aide/Assistant in Nursing
14	Clinical placement experience, immunisation records	Hospital Aide/Assistant in Nursing
15	Infection control, teamwork, effective communication	Hospital Aide/Assistant in Nursing
16	Time management, Interpersonal skills, basic clinical skills	Hospital Aide/Assistant in Nursing
17	Communication, computer skills, customer relations	Orderly
18	Manual handling, teamwork, client management	Hospital Aide/Assistant in Nursing
19	Interpersonal communication, manual handling, COVID-19 and influenza vaccination	Hospital Aide/Assistant in Nursing
20	Manual handling, first aid, CPR, NDIS clearance	Hospital Aide/Assistant in Nursing
21	Interpersonal skills, organisational skills, ability to work in fast-paced environment	Patient Care/Support Assistant
22	Infection control knowledge, communication, ability to handle healthcare environment demands	Hospital Aide/Assistant in Nursing
23	Working with children registration, immunisation records, communication skills	Hospital Aide/Assistant in Nursing
24	NDIS worker check, police check, familiarity with aged care standards	Maternity Support Assistant
25	Working with vulnerable people registration, ability to support maternity patients	Maternity Support Assistant
26	Teamwork, care-focused approach, flexible shift availability	Hospital Aide/Assistant in Nursing
27	Teamwork, understanding of resident rights, aged care standards	Hospital Aide/Assistant in Nursing

S No.	Skills required	Simplified job titles
28	NDIS worker check, leadership, communication, documentation skills	Hospital Aide/Assistant in Nursing
29	Teamwork, prioritisation, infection control compliance	Operating Theatre Technician
30	Technical aptitude, troubleshooting, infection control compliance	Operating Theatre Technician
31	Time management, customer service, teamwork	Operating Theatre Technician
32	Empathy, detail-oriented, equipment setup	Operating Theatre Technician
33	Sterility management, attention to detail	Operating Theatre Technician
34	Interpersonal and communication skills, flexibility with a rotating roster	Operating Theatre Technician
35	Clinical knowledge, skills, flexibility for work-life balance	Operating Theatre Technician
36	Interpersonal skills, patient-focused care, teamwork	Operating Theatre Technician
37	Clinical and time management, flexibility, communication skills	Operating Theatre Technician
38	Communication, interpersonal and time management skills	Operating Theatre Technician
39	Multitasking, confidentiality, empathy	Orderly
40	Safety policies knowledge, team player	Operating Theatre Technician
41	Commitment to teamwork, attention to detail	Orderly
42	Commitment to teamwork, attention to detail	Orderly
43	Customer service, communication	Orderly
44	Teamwork, manual handling knowledge	Orderly
45	Time management, teamwork	Orderly
46	Teamwork, manual handling	Operating Theatre Technician
47	Attention to detail, teamwork	Operating Theatre Technician
48	Communication, resilience	Orderly
49	Attention to detail, adherence to guidelines	Operating Theatre Technician
50	Customer service, teamwork	Orderly

S No.	Skills required	Simplified job titles
51	Compassion, time management	Patient Care/Support Assistant
52	Teamwork, health and safety knowledge	Orderly
53	Attention to detail, task orientation	Operating Theatre Technician
54	Compassion, time management	Patient Care/Support Assistant
55	Cultural competency, safety policies	Patient Care/Support Assistant
56	Communication, time management, confidentiality	Ward Clerk
57	Communication, attention to detail	Patient Care/Support Assistant
58	Teamwork, emergency management, confidentiality	Ward Assistant
59	Organisational skills, communication, computer literacy	Ward Assistant
60	Confidentiality, adaptability, communication skills	Orderly
61	Time management, communication, organisation	Ward Clerk
62	Clinical knowledge, teamwork	Hospital Aide/Assistant in Nursing
63	Flexibility, effective communication, teamwork	Patient Care/Support Assistant
64	Teamwork, flexibility, communication	Ward Assistant
65	Customer service, communication, confidentiality	Ward Clerk
66	Customer service, planning, communication	Ward Clerk
67	Teamwork, safety awareness, flexibility	Orderly
68	Interpersonal communication, manual handling	Hospital Aide/Assistant in Nursing
69	Data entry, organisation, confidentiality	Ward Clerk
70	Computer literacy, teamwork, interpersonal communication	Ward Clerk

Appendix B: Functional analysis interview questions

How big is your organisation?	
What type of organisation are you? Eg hospital Aged care provider Disability service.	
How many locations are there?	
In what states and territories does the organisation operate in?	
How many staff do you have in the following roles?	
Orderly	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	
When employing staff do you	
Employee people without the qualification to undertake the above roles	
Only employ people who hold the qualification	
Employ people currently undertaking the training Will they get a different wage once qualified?	
Traineeships	
Do you offer training via the traineeship model?	
Do many staff take up this training opportunity? Yes or No Why or why not?	
Are you an in-house RTO?	
Position descriptions	

Are you willing to share the position descriptions with us for the above roles?	
What is the typical day like for each role type? Is there a set of standard procedures / functions that they go through on a daily basis? Can you run through a day from start to end	
Orderly	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	
Career What length of time does people usually stay in the role?	
Orderly	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	
Changes in the last 10 years How have the roles changed in the 10 years since the last review	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	

Career Progression	
What other careers/roles to people go on to undertake	
Orderly	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	
Skills and Attributes	
What are the Top five "skills" you look for in a staff member in these roles (they do not need to be health or work setting related)	
Which Skills do find are challenging or employee lacking in/don't have?	
What type of FS skills they are looking for (like Reading, Writing Etc)	
What are the technical skills people need in each role?	
Orderly	
Ward assistant	
Patient Support assistant	
Ward Clerk	
Operating Theatre Technician	
Nurse's Aide / Assistant in Nursing	
Other (that uses the qualification)	
Working with particular cohorts?	
Do your employees work and interact with children at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with older people at work?	

In what way? Do they receive special/specific training?	
Do your employees work and interact with a disability at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with people experiencing mental illness at work? In what way? Do they receive special/specific training?	
Do your employees work and interact with addiction issues at work? In what way? Do they receive special/specific training?	
Do staff work alone? Do they receive any special training to do this?	
Recruiting/Selection of Staff	
Are there any other qualifications that you would consider worthwhile when recruiting these roles? What are they?	
In regard to the Cert III in health Services Assistance	
Are you familiar with the qualification?	
As it is currently delivered, does it meet your requirements for your staff's skills?	
What skill(s) would you like to see be part of the qualification?	
Do the local RTOs where your staff have trained, consult you in regard to the electives that they deliver?	
The current Cert 3 has skills related to these areas in the Core of the qualification Communicate and work in health or community services Work with diverse people Recognise healthy body systems Apply basic principles and practices of infection prevention and control Participate in workplace health and safety Interpret and apply medical terminology appropriately Organise personal work priorities and development	

Do you think this is all that is needed for all of the areas mentioned above? Would you like to see something that all staff are trained in?	
Training	
What support do staff get to undertake training	
Unaccredited professional development	
Accredited training either Units Skills set Qualifications?	
Industry Influences Is the industry affected by and what might they be:	
Political Influences	
Technological changes	
Socio-economic changes e.g. higher/lower levels of demands	
More engagement with other services	
Competitive marketplace	
Anything else?	

Appendix C: Food safety units mapping

The 9 Health (HLT) units below align broadly with tourism, travel and hospitality (SIT) units for hygiene, contamination control, cleaning and sanitising, temperature control, and **documentation** (see **Appendix C: Analysis of food safety and handling units, for the complete table and component-by-component notes**):

HLT Unit Code	HLT Unit Title	SIT Unit Code	SIT Unit Title
HLTFSE001	Follow basic food safety practices	SITXFSA005	Use hygienic practices for food safety
HLTFSE002	Provide ward or unit-based food preparation and distribution services	SITXFSA006	Participate in safe food handling practices
HLTFSE003	Perform kitchenware washing	SITHKOP009	Clean kitchen premises and equipment
HLTFSE004	Serve cafeteria customers	SITHFAB027	Serve food and beverage
HLTFSE005	Apply and monitor food safety requirements	SITXFSA006	Participate in safe food handling practices
HLTFSE006	Prepare foods suitable for a range of client groups	SITHCCC042	Prepare food to meet special dietary requirements
HLTFSE007	Oversee the day-to-day implementation of food safety in the workplace	SITXFSA008	Develop and implement a food safety program
HLTFSE008	Conduct internal food safety audits	SITXFSA008	Develop and implement a food safety program
HLTFSE009	Apply cook-freeze and reheating processes	SITHCCC032	Produce cook-chill and cook-freeze foods

Several Tourism, Travel and Hospitality units have specified assessment conditions that presume a commercial kitchen and food or beverage service environment particularly:

- SITHKOP009 Clean kitchen premises and equipment
- SITHFAB027 Serve food and beverage
- SITHCCC042 Prepare food to meet special dietary requirements and,
- SITHCCC032 Produce cook-chill and cook-freeze foods.

This framing can limit portability into health-service contexts where ward-based service and patient interaction are central.

By contrast, *SITXFSA005 Use hygienic practices for food safety* and *SITXFSA006 Participate in safe food handling practices* are broadly comparable to:

- *HLTFSE001 Follow basic food safety practices*
- *HLTFSE002 Provide ward or unit-based food preparation and distribution services, and*
- *HLTFSE005 Apply and monitor food safety requirements for general food-handler competence.*

Overall, where the operational environment and evidence products in tourism, travel and hospitality units are tightly specified for hospitality, the health units remain more closely aligned to health-service workflows (for example, ward rounds, isolation rooms, clinical documentation).



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