



Frequently Asked Questions

Residential Care Officer (Disability Support Worker)

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About the role

Is the Residential Care Officer role for me?

A career as a Residential Care Officer (RCO) can be very rewarding but it is not for everyone as the role can be emotionally and physically challenging. The role of a RCO is to provide a direct and positive impact in the lives of people with disability and their families.

If you're considering applying to become an RCO, we are looking for someone with the following qualities and abilities:

- A positive attitude with a passion for supporting people with disabilities.
- Effective communication and relationship-building skills
- Is reliable and shows initiative.
- Strong organisational skills and the ability to respond to unexpected changes quickly, calmly, and efficiently.
- Has a team player mindset and the ability to work independently.
- Is physically able to perform the role ([see p. 4 of the role profile for further details](#)).
- Willing to support people with their personal care requirements involving grooming, toileting, showering, bathing, dressing regardless of age, gender, or disability.

If you answered yes to all these questions and have a passion for making a positive difference in the community, perhaps this role is for you.

Are there mandatory requirements?

Yes. To become a RCO you are required to possess the following:

Australian Driver's Licence

RCO's **must hold** a current Australian Provisional or Open 'C' class (C or CA) driver's licence. Applicants invited to interview will be required to bring a copy of their current driver's licence.

Note: If you have relocated to Queensland, you will need to produce an Australian Queensland driver's licence. **You must apply for a Queensland driver's licence if you have lived in Queensland for three months or more.**

Current Provide First Aid and CPR

Applicants successful at interview **must hold** a current nationally recognised First Aid course and Cardio-pulmonary Resuscitation (CPR) component of the Provide First Aid certification. Certification must be valid to at least one month after completion of service centre training.

Note: You will not be eligible to attend induction if you do not produce copies of these certificate/s.

COVID-19 vaccination

Mandatory COVID-19 vaccinations are not required for Residential Care Officers unless in the future there is a need to change the policy position following a review and consultation process.

It is highly desirable that all employees continue to be vaccinated against COVID-19 in line with health advice and their own personal circumstances.



Can I work for Queensland Government?

You can work for the Queensland Government if you are:

1. an Australian citizen, or
2. a permanent Australian resident, or
3. a non-citizen who has a valid visa permitting you to work. In this case, any work offered cannot extend beyond the expiry date of the visa and you will need to provide evidence of the visa.

Note: Due to the nature of the role, applicants who have visas with working restrictions may be unable to meet the training requirements for the position and therefore will be deemed ineligible; for example, Student Visas with restricted hours of working.

National Disability Worker Screening:

The National Disability Worker Screening check determines whether a person is cleared or excluded from working in certain roles with people with disability.

You do not require a National Disability Workers Clearance Card at the time of applying for the position. If you are successful in the role your employing Service Centre **will** require you to obtain National disability workers clearance and **may** require you to obtain a Blue Card (this will be organised by the Service Centre). You will not be able to commence induction/employment until you have received this clearance.

What are the working hours?

You will work a variety of shifts including awake night shifts.

Shifts worked can be a minimum of two to a maximum of twelve hours to a total of 76 hours in a roster fortnight.

Note: There is no guarantee on the number of hours a casual RCO may be offered; this is determined by the needs of the service centre.

The Accommodation Support and Respite Services Shift and Rostering guidelines state that the maximum number of hours a casual RCO can work in a fortnightly roster period is seventy-six.



What are the training requirements?

NDIS Worker Orientation Module – 'Quality, Safety and You'

Completion of this module is required within the first three days of induction.

The NDIS Commission's eLearning modules are designed to support NDIS workers to better support people with disability and to understand their obligations under the NDIS Code of Conduct.

The NDIS Quality and Safeguards Commission's "*Quality, Safety and You*" online orientation module helps you to understand:

- what the NDIS is and why it is needed
- the role of the NDIS Quality and Safeguards Commission
- your responsibilities under the Code of Conduct
- your role in achieving the vision of the NDIS.

Link: <https://training.ndiscommission.gov.au/course/index.php?categoryid=2>

Do I need a Certificate IV in Disability?

You do not need a Certificate IV to apply for the role. However, it is a requirement to achieve the Certificate IV in Disability (or approved equivalent qualification) within a prescribed timeframe.

The Certificate IV in Disability Support has the entry requirement of Certificate III in Individual Support (Disability). The department provides the required training and support to enable new RCO's to develop the skills and knowledge to achieve the qualification.

If you have a current Certificate III in Individual Support (Disability) and have been working in the disability industry for at least 2 years, you may be eligible to fast track your training program.

Where do I locate my Unique Student Identifier (USI)?

The USI is a commonwealth legislative requirement that stipulates that every student in a nationally recognised training program which includes Provide First Aid is required to have a USI. If you are successful in the recruitment process to attend induction it is important that you provide your USI. To locate your USI, follow the instructions provided in the Fact Sheet (see link below).

It is **essential** that you bring your USI with you on the first day of induction.

You can find information about USI on the website: www.usi.gov.au/documents/students-and-usi-factsheet-students



What is the training schedule?

To be offered the casual position, requires successful completion of the 2-week induction program. The Induction program runs Monday to Friday from approximately 9.00am to 5.00pm (note some training days may commence before 9.00 am and/or finish before 5.00pm). The Induction program will be a mix of online, face to face training and support shifts in the workplace to orientate you to the role of an RCO.

If you successfully complete the 2-week Induction program, there is an additional 3-5 days of *Service Centre Training* (SCT) required in the week following induction. SCT is specifically related to supporting people in the houses you will be working in and will provide you with the essential skills required to be rostered independently on shifts.

Where are Inductions held?

Inductions are scheduled based on the numbers of new RCO's required and the location of their Service Centres. If successful at interview, you will be advised of the location and date of your induction.

For the service centres located within the Brisbane and outer east and western areas, the inductions are conducted at the Workforce Capability (WC) training facility located at Wacol. For service centres regionally and northern based these are held usually in the service centre but are subject to changes.

Will I be paid while attending Induction?

While attending Induction you are considered as a paid employee of the department, and you will be paid at the casual rate of pay for time spent at training. You are required to make your own travel arrangements unless advised otherwise.

If you are invited to participate in the Induction Program, you will be paid for the time taken to attend face to face and online training.

What if my circumstances change?

If you find that your availability to complete the induction changes due to family or other work commitments, you will need to discuss this with the Service Centre Manager as successful completion of the Induction program is mandatory to commence in the RCO role.

Contact

Casual RCO Recruitment Team
Phone: (07) 3097 8577
Email: corecruitment@dcssds.qld.gov.au

Applicants are required to apply online at www.smartjobs.qld.gov.au, follow the prompts and submit **copies of their cover letter and resume**.

Information provided is true and accurate at time of printing and is subject to change without prior notification.