



CareForce1
RECRUITMENT

Support Worker Starter Guide

A step-by-step checklist to get job-ready in Australia

Use this document to track everything you need to start support work (NDIS/ disability, aged care, youth, community access). Requirements can vary by state, employer, and role, so treat this as the core checklist and confirm details with your provider/employer.

How to use this guide

- » Print this or use it digitally and tick items as you complete them
- » Keep your documents in one folder (PDFs/photos): ID, checks, certificates, references
- » Aim to complete Steps 1–4 first (these are the usual bottlenecks)
- » If you are unsure about any requirement, ask your provider/employer or your CareForce1 contact

Step 1 – Choose your work setup (employee vs contractor)

Before you spend money on checks and training, decide how you want to work. Most new support workers start as an employee (PAYG). Some work as an independent contractor (ABN).

→ **Option A: Employee (recommended for most beginners)**

- You will be paid through payroll (tax withheld, super paid)
- Your employer usually guides compliance and onboarding
- You may get structured training and support

→ **Option B: Contractor / Sole trader (ABN)**

- You invoice for your work and manage your own tax
- You may need your own insurance (public liability / professional indemnity)
- You must keep basic records (invoices, expenses, hours)

If you want, CareForce1 can help you choose the right setup based on the provider type and the shifts you want.

Step 2 – Get your identity documents ready

Most providers will ask for 100-point ID and copies of key documents. Get clean scans/photos (PDF preferred).

- Photo ID (Driver Licence or Passport)
- Medicare card (if available)
- Proof of address (utility bill or bank statement)
- Right to work evidence (citizenship/residency/visa if applicable)
- Updated resume (1–2 pages)
- 2 references (name, role, phone/email) – ideally recent and relevant

Step 3 – Complete clearances and checks (core compliance)

These are the most common requirements in disability and care work. Exact requirements depend on your state and the type of clients you support.

Common checks

- National Police Check (NPC) – current and valid
- NDIS Worker Screening Check – required for many NDIS roles (state-based process)
- Working With Children Check (WWCC) – required for youth/child-related work (state-based)
- Working With Vulnerable People (WWVP) / Blue Card equivalents (state/territory dependent)

Step 4 – Complete essential training (minimum job-ready set)

Providers may accept different training brands, but these topics are widely requested. Keep your certificates as PDFs.

Must-have training (common)

- First Aid (HLTAID011 or current equivalent) and CPR (HLTAID009 or current equivalent)
- Manual Handling / Safe Transfers
- Infection Control (basic)
- NDIS Worker Orientation Module (“Quality, Safety and You”)
- Medication support awareness (if you will assist with medications – provider specific)

Strong add-ons (helps you get hired faster)

- Positive Behaviour Support (PBS) awareness / trauma-informed practice
- Restrictive practices awareness (what they are and escalation steps)
- Mental Health First Aid (optional)
- Diabetes / epilepsy / seizure management basics (role dependent)
- Communication supports / AAC awareness (role dependent)

Step 5 – Set up your “work kit”

Reliable workers are organised. These basics make you easier to roster and trust.

Availability + communication

- Working mobile number with voicemail set up
- Professional email address (simple format: firstname.lastname@...)
- Weekly availability written down (days, times, max hours)
- A simple system to track shifts (calendar app or notebook)

Transport (if required for the role)

- Current driver licence (if driving is part of the role)
- Reliable vehicle access (if required)
- Car insurance (at minimum comprehensive or third party property – check provider policy)
- Comfortable closed-toe shoes and practical clothing for shifts

Step 6 – Professional readiness (how to keep the work)

Providers keep workers who are safe, consistent, and easy to work with. These are non-negotiables in care work.

Boundaries and conduct

- Understand professional boundaries (no cash gifts, no sharing personal social media, no personal loans)
- Know privacy basics (don't share client info/photos; follow provider policy)
- Be punctual and confirm shifts early
- If you are unwell, notify early and follow your provider's process

Safety, reporting and escalation

- Know how to report incidents and hazards (provider-specific forms/process)
- Understand mandatory reporting basics (role and state dependent)
- Know who to call if you feel unsafe on shift
- Know what to do if a client's behaviour escalates (de-escalation + call for support)

Step 7 – Get matched to work (CareForce1 process)

This is the fastest way to get placed into the right shifts without wasting weeks on job boards.

What we need from you

- Your preferred work type (disability / youth / aged care / community access)
- Your preferred shift types (day / afternoon / active night / sleepover)
- Your location and max travel distance
- Your experience highlights (even informal caring counts – explain it clearly)
- Any “non-negotiables” (e.g., no personal care, no driving, specific client groups)

What you can expect from us

- Clear role details before you accept
- Honest feedback (what will help you get hired faster)
- Support with compliance checklists and onboarding steps
- A point of contact you can call when things get confusing

Step 8 – Your first 30 days on the job

The first month is where most new workers either build trust or get quietly dropped from rosters. Do these consistently.

- Arrive 5–10 minutes early to every shift
- Write brief shift notes if your provider requires it (factual, respectful, clear)
- Ask for clarification if you are unsure (don't guess with client safety)
- Confirm next week's availability early
- Request feedback after your first few shifts

Step 8 – Your first 30 days on the job

The first month is where most new workers either build trust or get quietly dropped from rosters. Do these consistently.

Done	Item	Notes/Dates
<input type="checkbox"/>	Decide: employee or contractor (ABN)	
<input type="checkbox"/>	Resume + 2 references prepared	
<input type="checkbox"/>	ID documents collected (100-point)	
<input type="checkbox"/>	National Police Check completed	
<input type="checkbox"/>	NDIS Worker Screening Check (if required)	
<input type="checkbox"/>	WWCC/WWVP/Blue Card (if required)	
<input type="checkbox"/>	First Aid + CPR	
<input type="checkbox"/>	National Police Check completed	
<input type="checkbox"/>	Manual Handling	
<input type="checkbox"/>	Infection Control	
<input type="checkbox"/>	NDIS Worker Orientation Module completed	
<input type="checkbox"/>	Professional email + phone voicemail set up	
<input type="checkbox"/>	Availability prepared (days/times)	
<input type="checkbox"/>	Transport requirements confirmed (if needed)	
<input type="checkbox"/>	Understands boundaries, privacy, incident reporting	
<input type="checkbox"/>	CareForce1 intake completed (preferences + location + shifts)	

Need help?

If you are missing any documents or you are unsure what applies to your role, contact CareForce1 and we will help you map the quickest path to being job-ready.

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