

# Health Service Assistance (HSA) Workshop

**Jobs and Skills Councils**

An Australian Government Initiative

HumanAbility is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations for the Aged and Disability Services, Children's Education and Care, Health, Human Services, and Sport and Recreation industries.



**HumanAbility**

# Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners of Country throughout Australia and their continuing connection to both their land and seas. We also pay our respects to Elders – past and present – and generations of Aboriginal and Torres Strait Islander peoples now and into the future.

# Agenda

- About HumanAbility
- Project scope
- HSA enrolments and completion analysis (2023)
- Introduction to Functional Analysis
- Analysis
  - Broader sector setting
  - Simplified job titles
  - Pathway for job role(s)
  - HSA skills need analysis
  - Job(s) function and sub – functions
- Discussion topics
- What's next





# HumanAbility

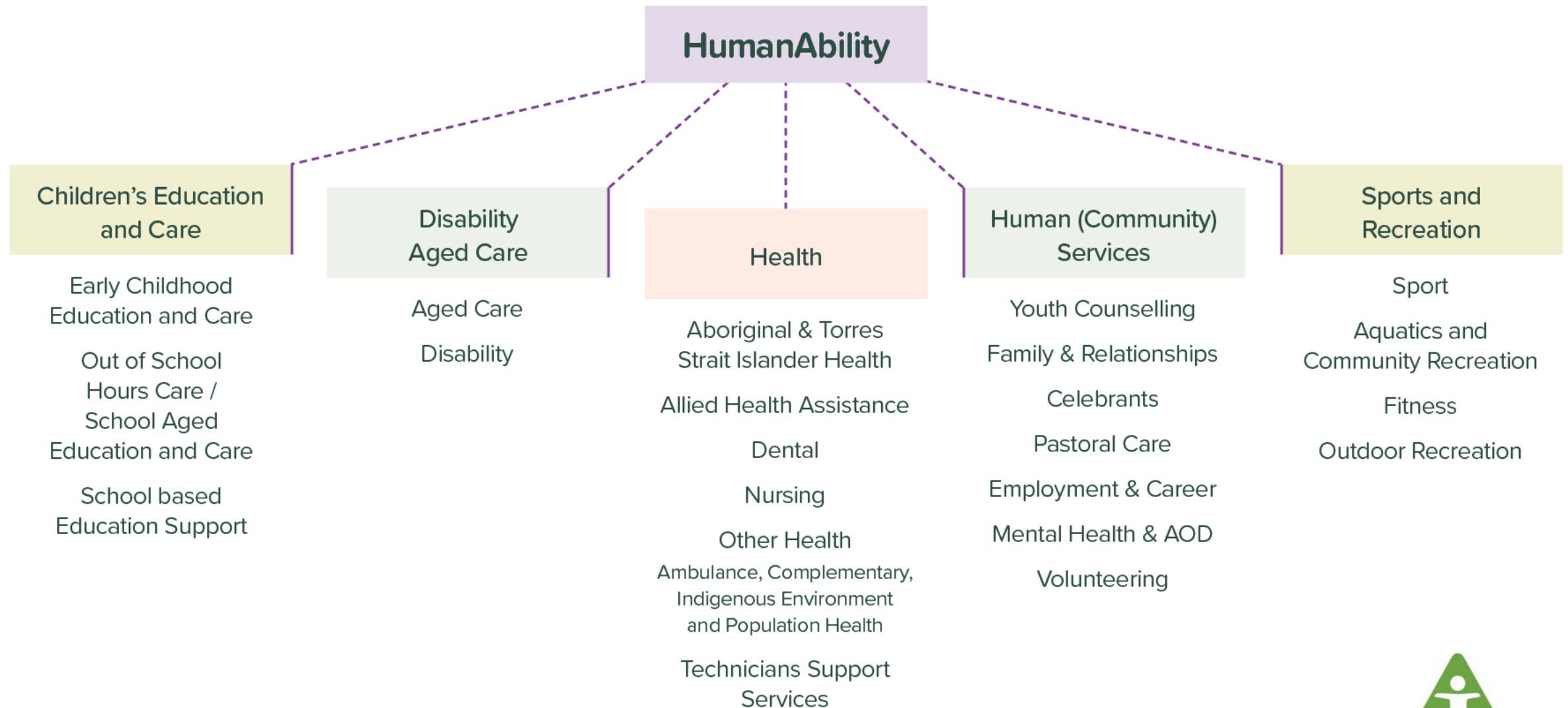
## The Jobs and Skills Council for the care and support economy

HumanAbility is responsible for VET qualifications and workforce planning for the Health, Care and Support Economy.

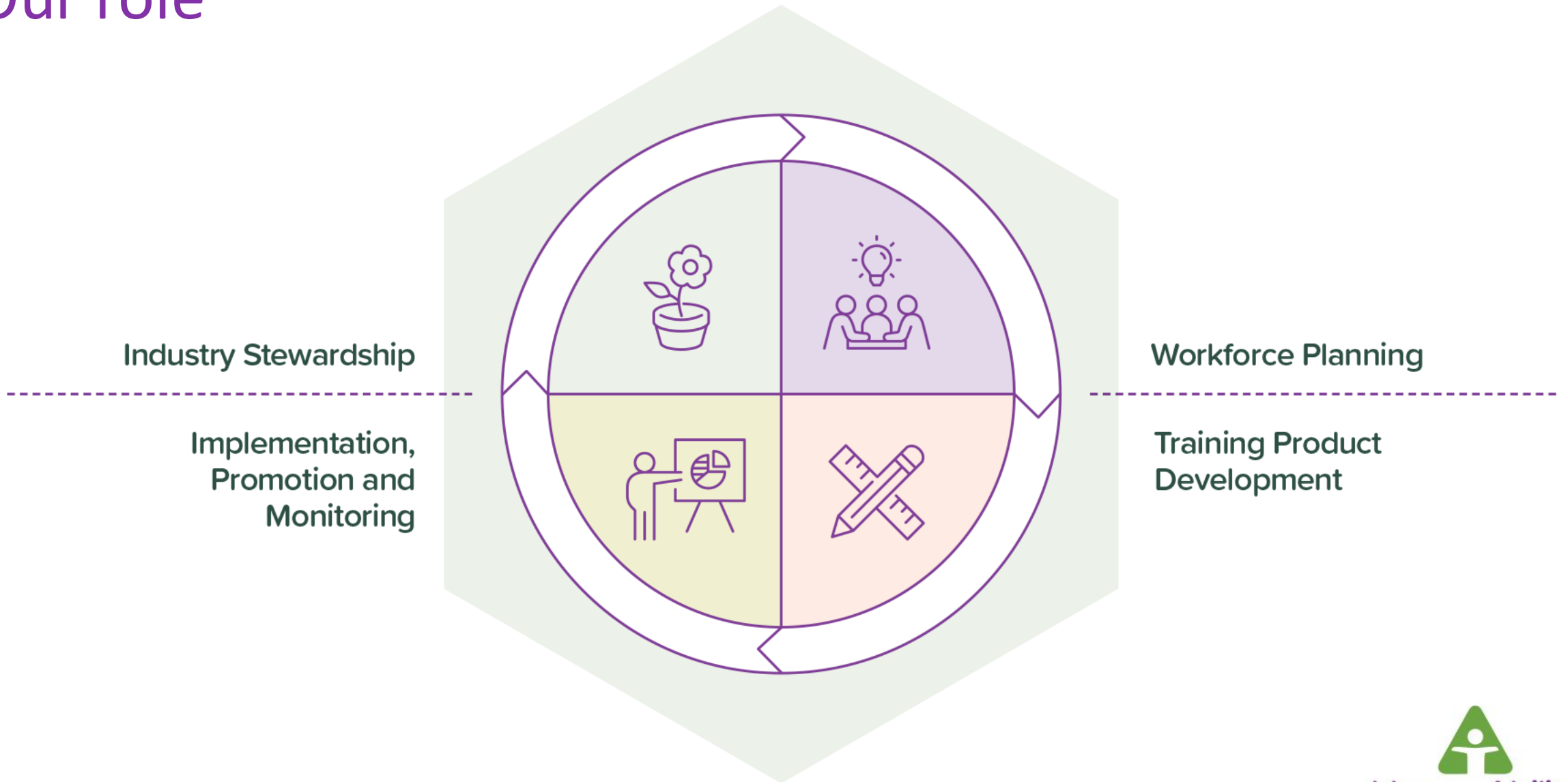
We develop strategies to equip workers with the training and skills needed to meet the challenges of today and tomorrow.



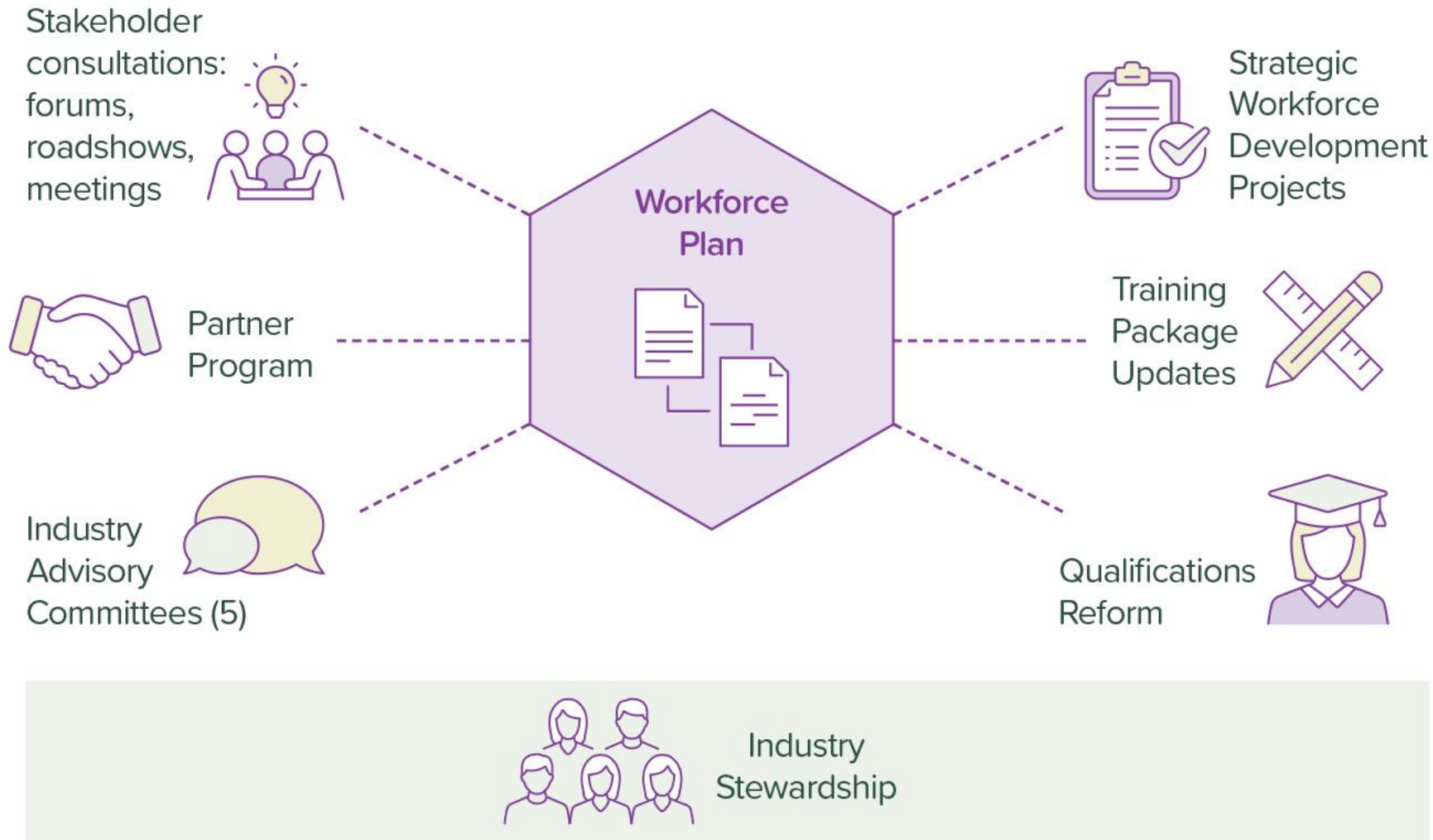
# Our Sectors



# Our role

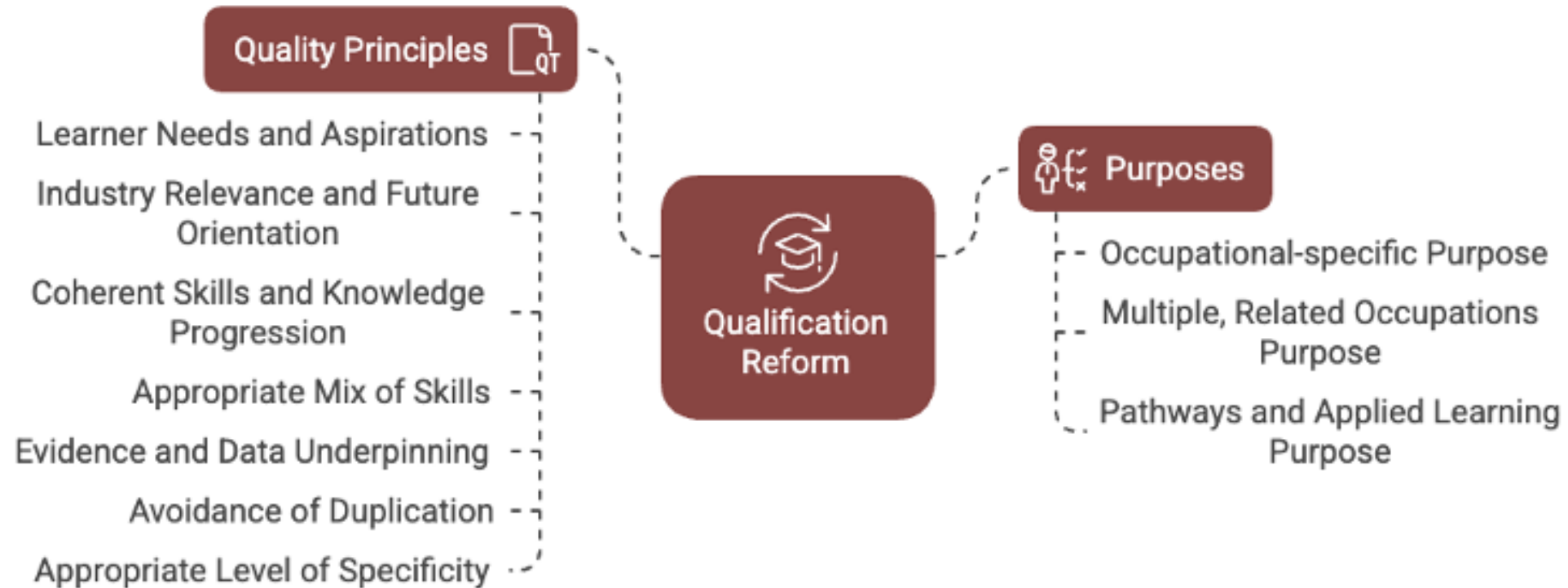


# HumanAbility working with industry



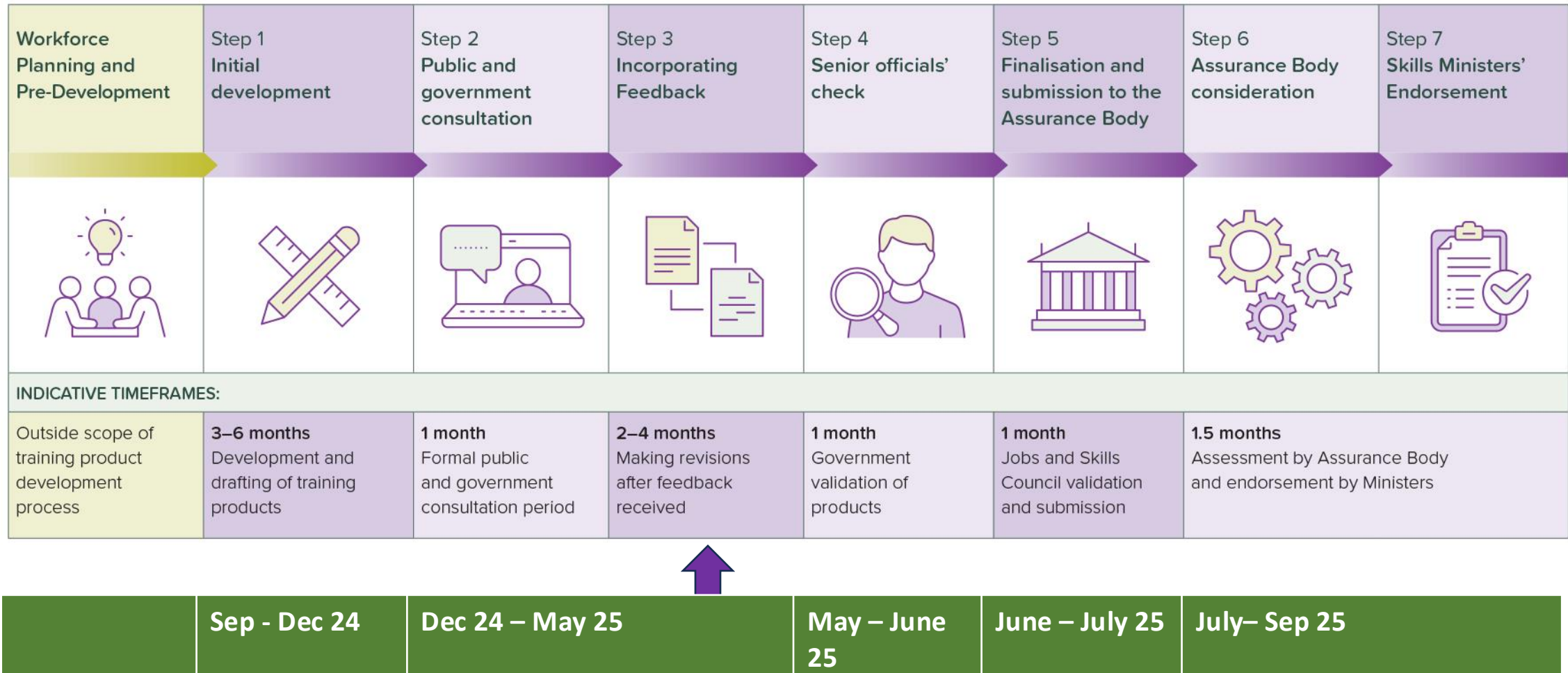
# Qualification Reform

## Qualification Reform: Purposes and Quality Principles





# Training product development process



# Project Scope



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- **HLT33115 Certificate III in Health Services Assistance**  
– 25 Unit of Competency (UoC)

The courses have not been reviewed since 2015. By the time a review is completed, it will have been a decade since it was last reviewed. There were minor updates in Release 5, in 2023.

**Health Services Assistance (HSA)** workers use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Their role involves direct client contact under supervision.

\* *HLT47515 Certificate IV in Operating Theatre Technical Support*

\* In discussion



# 25 UoC under review

Unit Code	Unit Name
HLTAAP001	Recognise healthy body systems #
HLTAIN001	Assist with nursing care in an acute care environment
HLTAIN002	Provide non-client contact support in an acute care environment
HLTINF006	Apply basic principles and practices of infection prevention and control #
HLTOHC004	Provide or assist with oral hygiene #
HLTSTE001	Clean and disinfect reusable medical devices #
HLTTHE001	Handle and care for operating theatre equipment
HLTTHE002	Assist with preparation of clients for operative procedures
HLTTHE003	Provide intra-operative equipment and technical support
HLTWHS001	Participate in workplace health and safety #

Unit Code	Unit Name
HLTFSE001	Follow basic food safety practices
HLTFSE002	Provide ward or unit based food preparation and distribution services
HLTFSE003	Perform kitchenware washing
HLTFSE004	Serve cafeteria customers
HLTFSE005	Apply and monitor food safety requirements
HLTFSE006	Prepare foods suitable for a range of client groups
HLTFSE007	Oversee the day-to-day implementation of food safety in the workplace
HLTFSE008	Conduct internal food safety audits
HLTFSE009	Apply cook-freeze and reheating processes

Unit Code	Unit Name
*HLTAHA025	Contribute to client flow and client information management in medical imaging
*HLTAHA026	Support the medical imaging professional
*HLTAMB014	Transport non-emergency patients under operational conditions
*HLTHSS003	Perform general cleaning tasks in a clinical setting
*HLTHSS004	Handle and move equipment, goods and mail
*HLTHSS007	Handle medical gases safely

\* Superseded Units

# Shared among other qualification

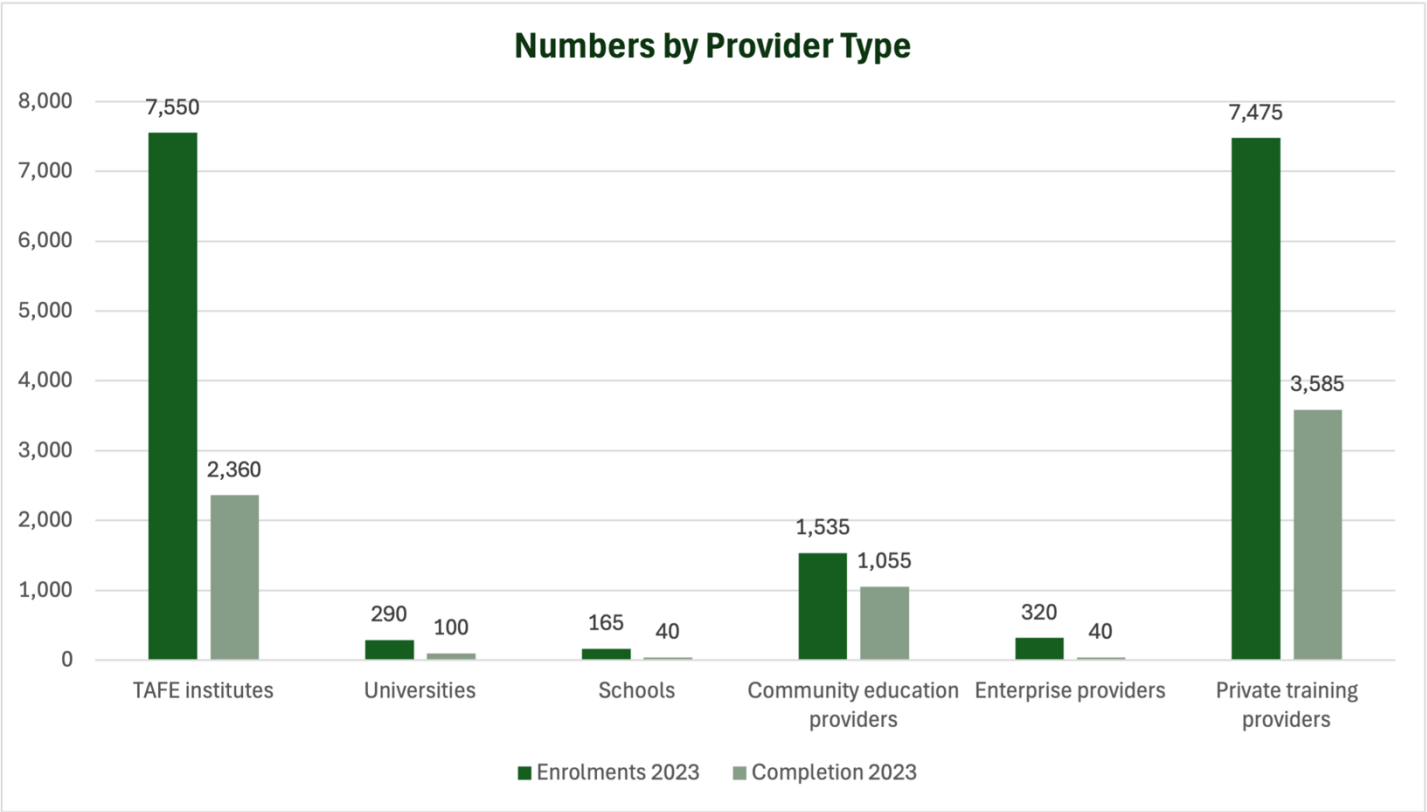
# Enrolment and Completion 2023



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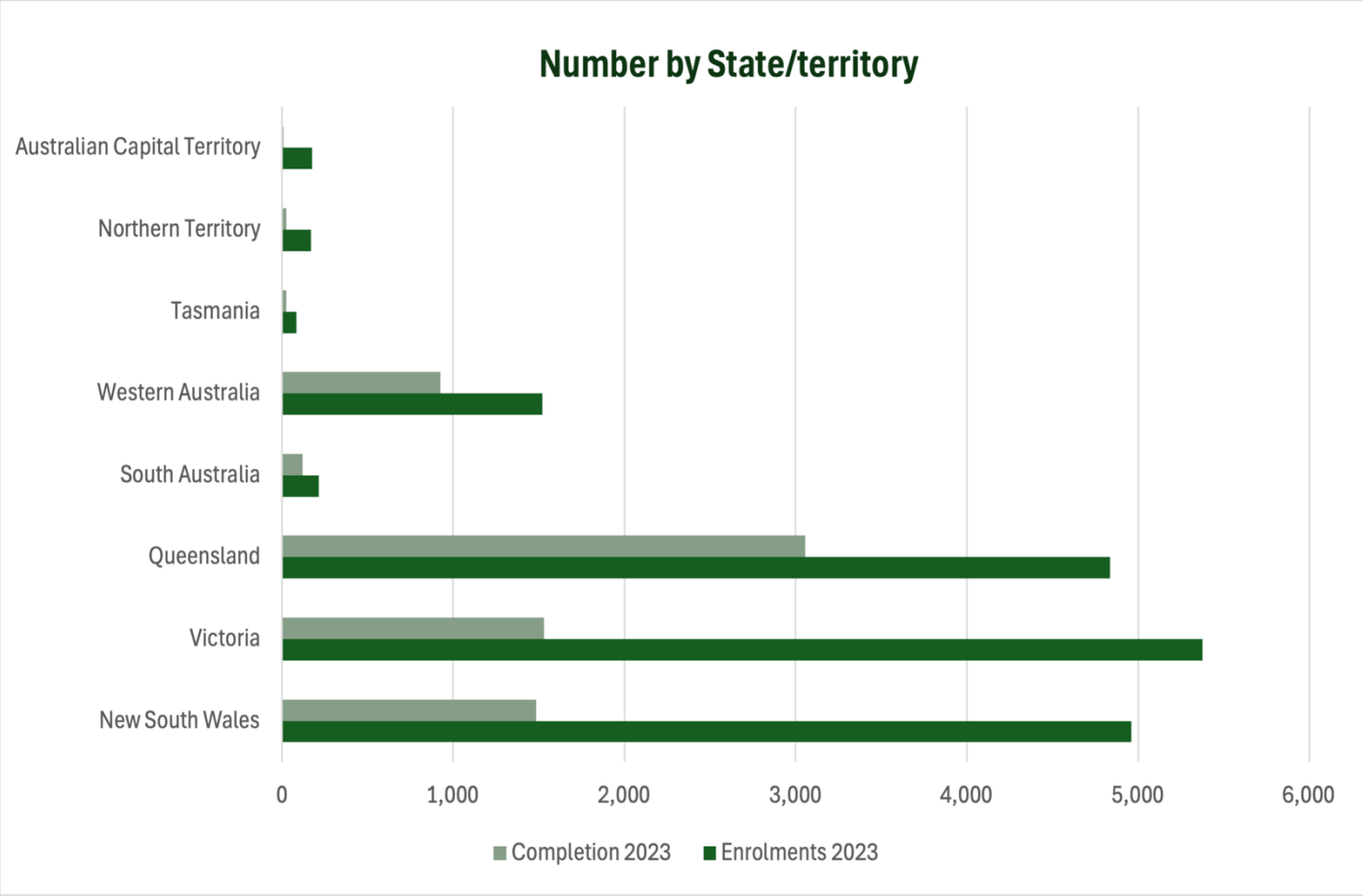


# Enrolment and completion by provider type



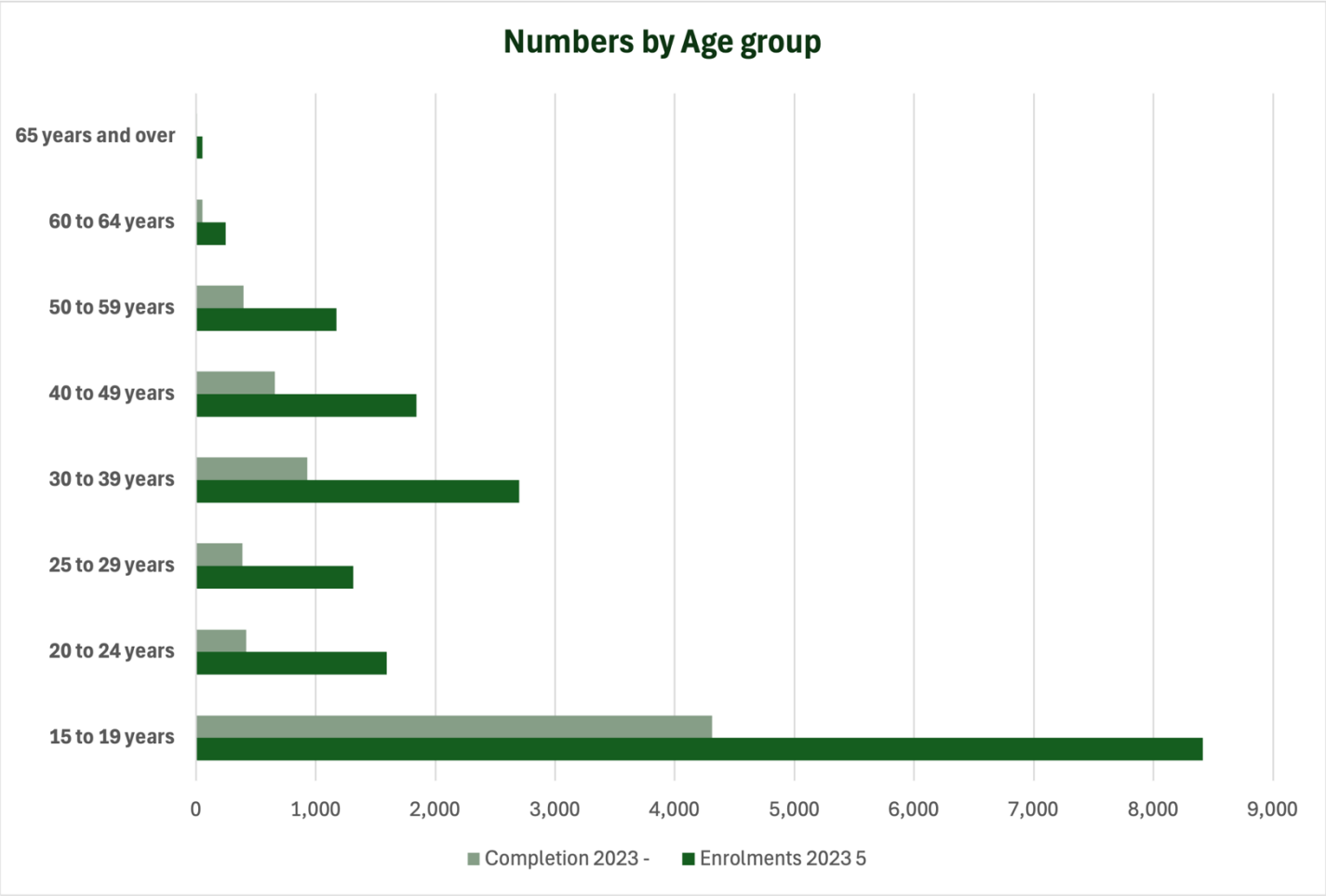
Provider type	Enrolments 2023	Completion 2023
TAFE institutes	7,550	2,360
Universities	290	100
Schools	165	40
Community education providers	1,535	1,055
Enterprise providers	320	40
Private training providers	7,475	3,585
Totals	17,340	7,175

# Enrolment and completion by state/territory



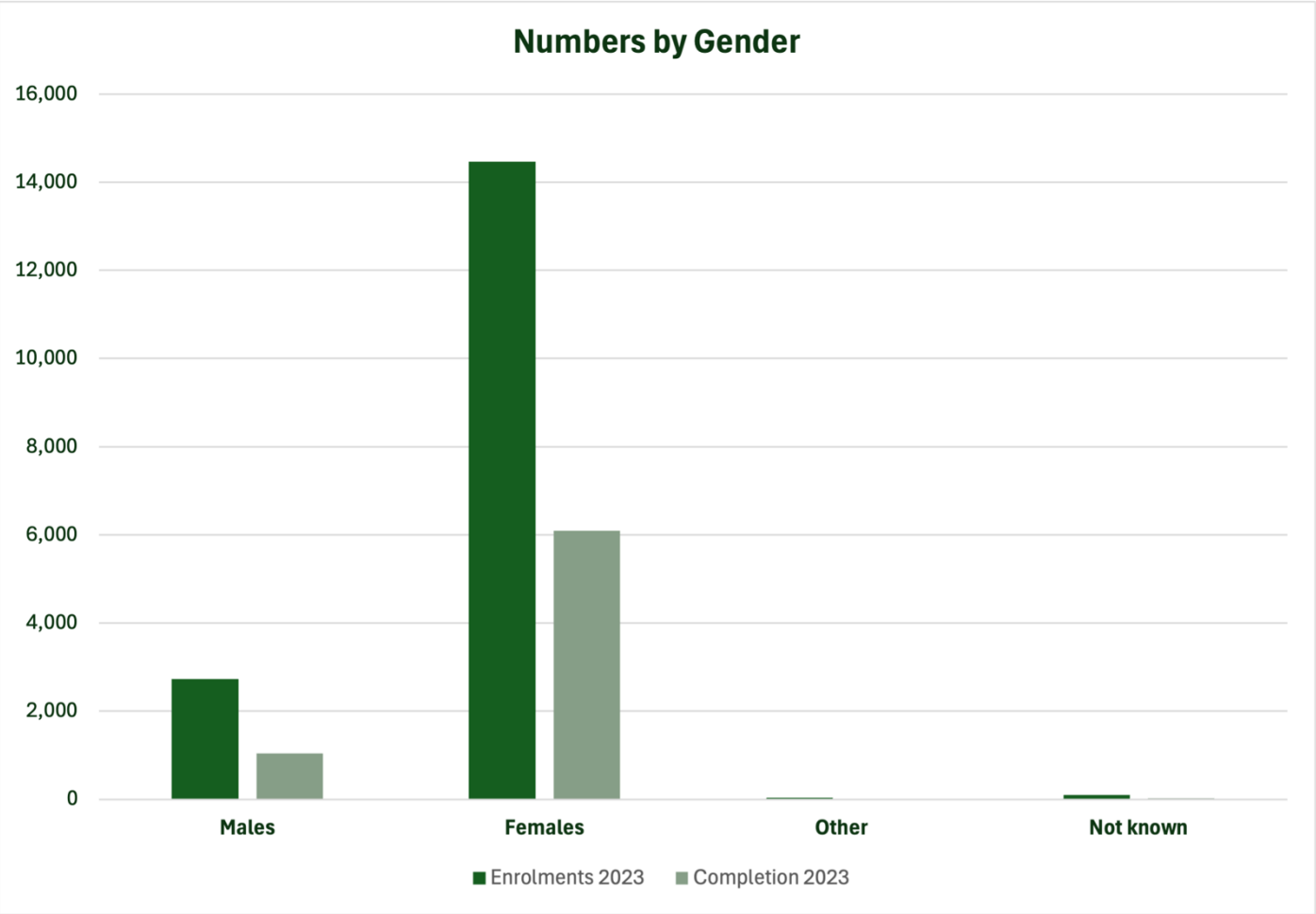
State/territory	Enrolments 2023	Completion 2023
New South Wales	4,960	1,485
Victoria	5,375	1,530
Queensland	4,835	3,055
South Australia	215	120
Western Australia	1,520	925
Tasmania	85	25
Northern Territory	170	25
Australian Capital Territory	175	10
Totals	17,340	7,175

# Enrolment and completion by age group



Age group	Enrolments 2023	Completion 2023
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
Totals	17,340	7,175

# Enrolment and completion by gender



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

# Functional Analysis



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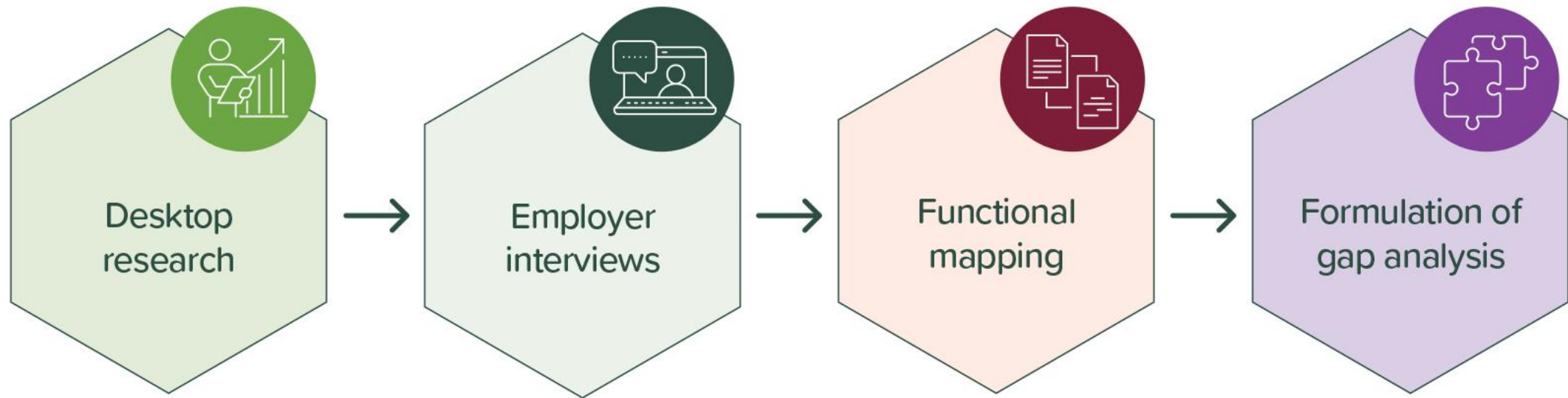
# Purpose

The purpose of the Functional Analysis is to provide a comprehensive analysis of the roles, functions, and skills required for workers, based on research and employer interviews. This analysis aims to clarify the key tasks and functions involved in roles across various settings. It will also identify the essential competencies needed to meet industry demands and support workforce development.

To ensure that training is aligned with industry requirements this analysis will serve as the foundation for reviewing:

- the current qualification(s)
- units of competency
- skill sets
- pathway materials
- mapping documentation

# Functional analysis methodology



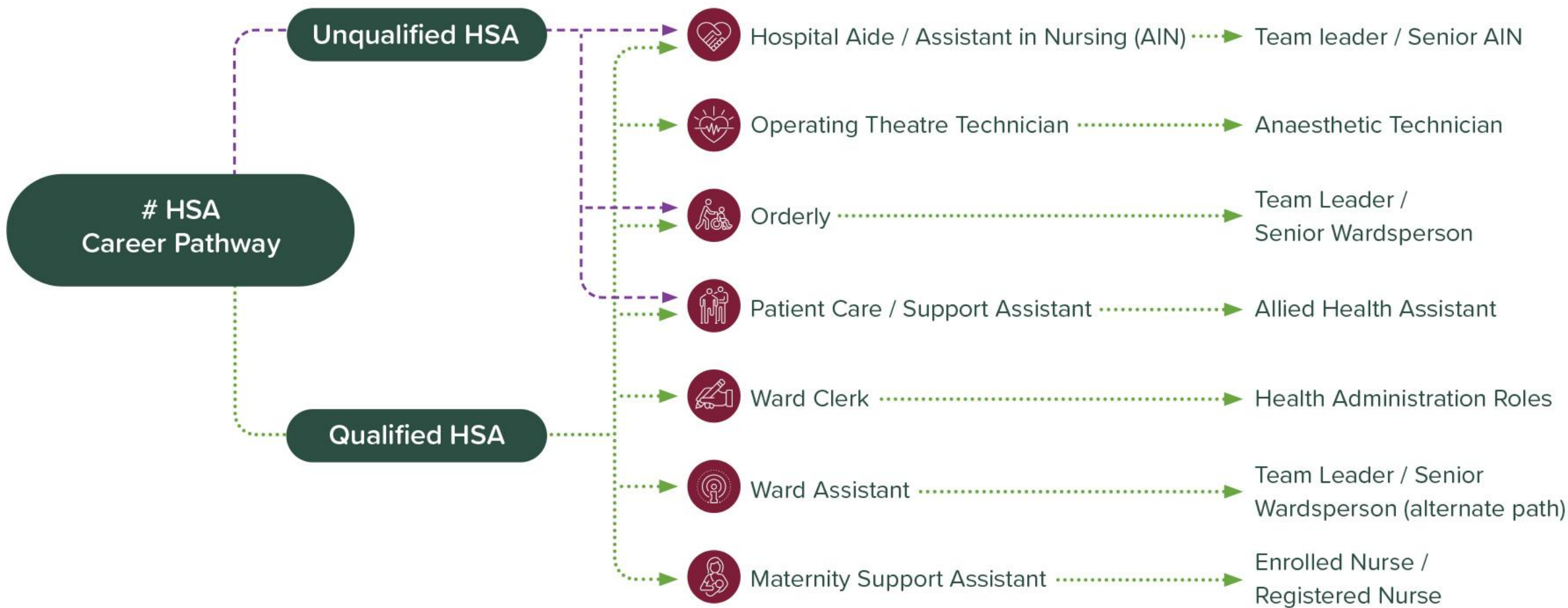
# Broader sector setting



# Simplified job titles

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
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

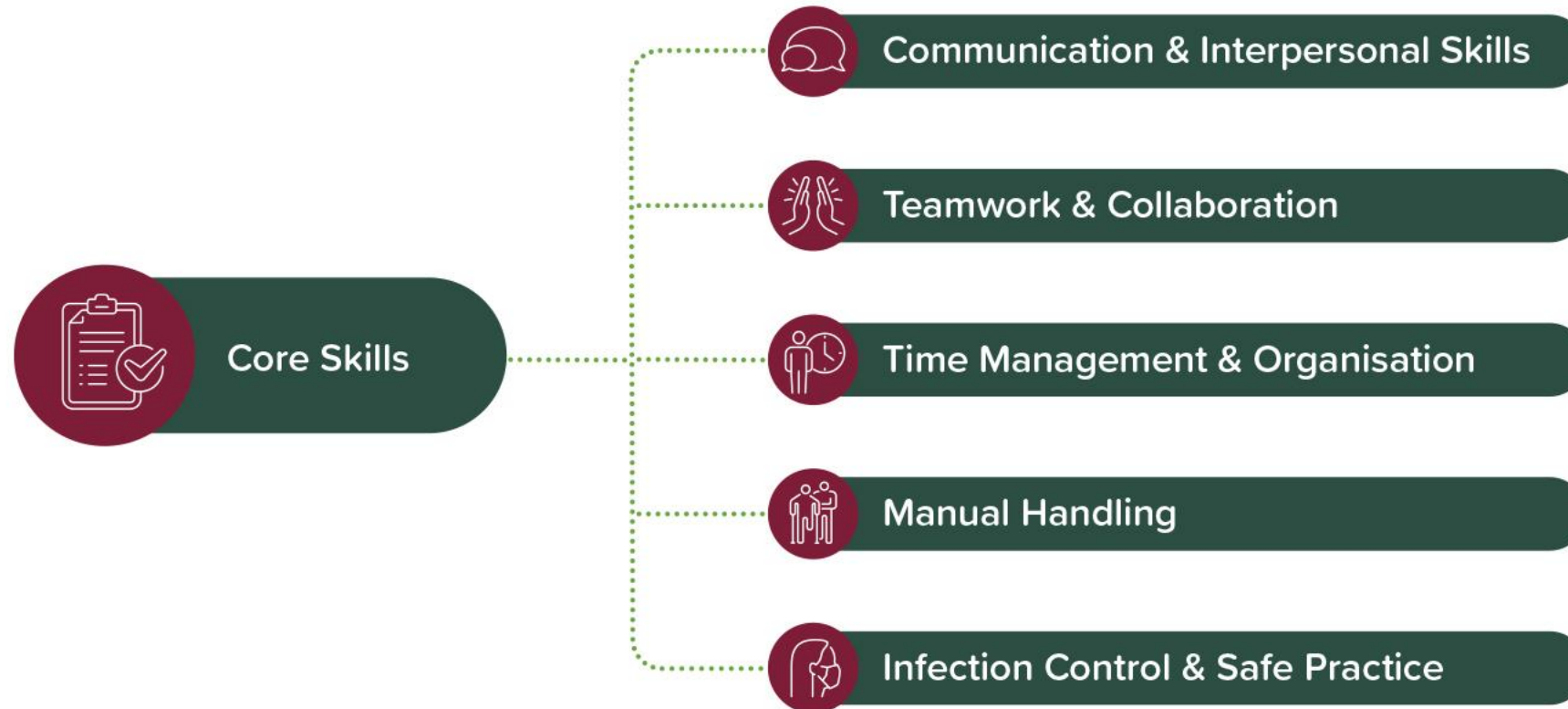
# Pathway for job role(s)



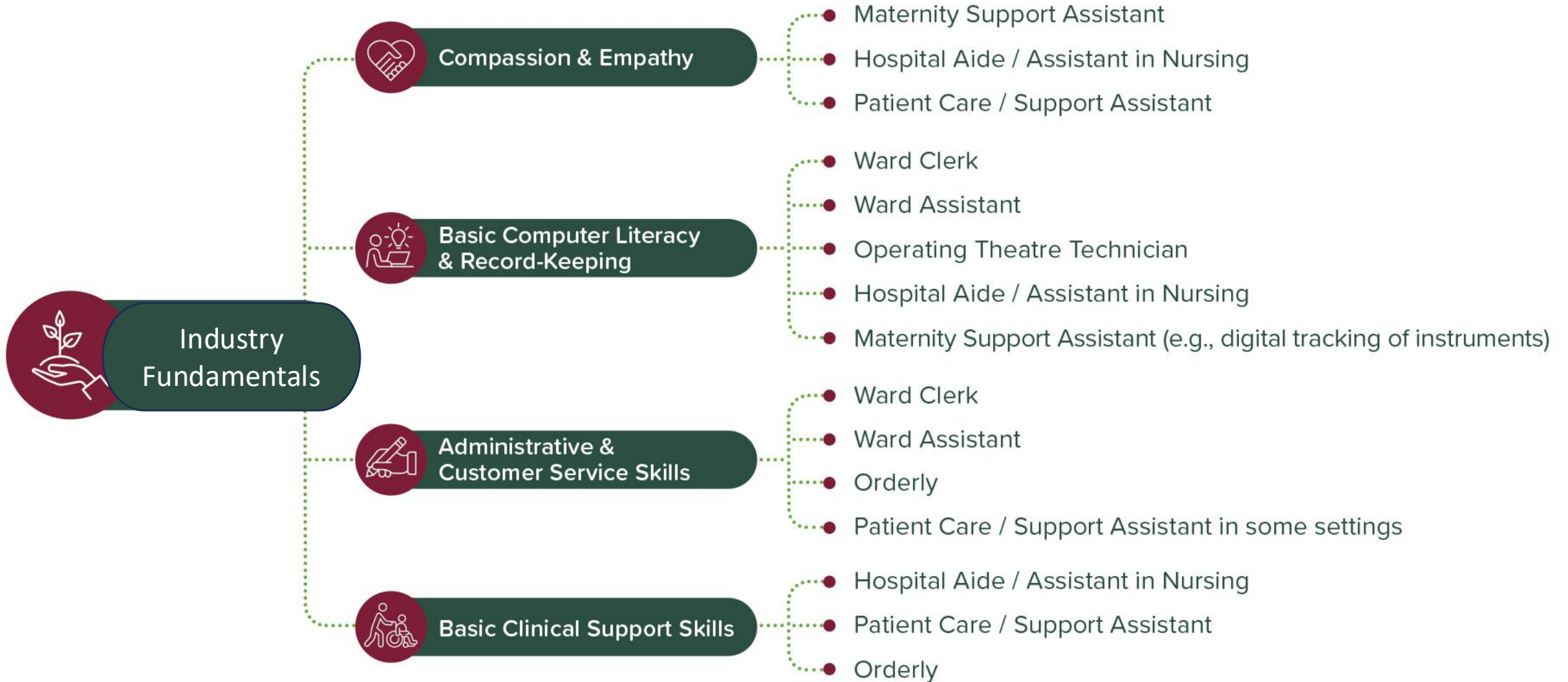


# HSA skills need analysis

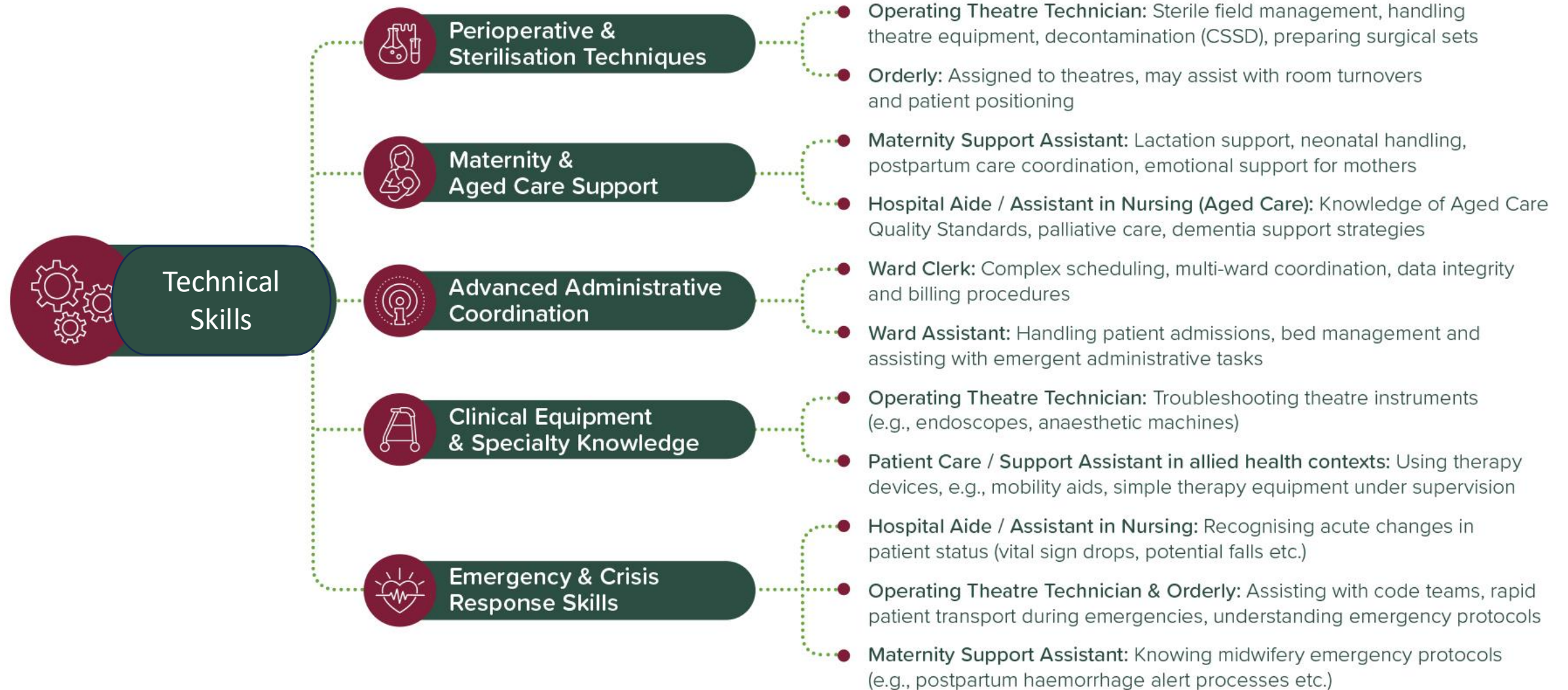
## Core skills



# Industry Fundamentals



# Technical skills



# Functions and sub-functions (OTT)

Operating Theatre Technician	Functions (What)	Sub-functions (How)			
	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 & Team Liaison	Coordinate with teams regarding specific patient needs	Transport patients to and from operating theatre	Communicate procedure updates to relevant staff	

# Functions and sub-functions (AIN)

Nurse's Aide / AIN (Assistant in Nursing)	Functions (What)	Sub-functions (How)			
	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 & Teamwork	Communicate effectively with patients, families and the team	Provide updates to nursing staff regarding patient needs or concerns	Contribute to handover processes and documentation	
	Safety & 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



# Functions and sub-functions (Orderly)

Orderly	Functions (What)	Sub-functions (How)			
	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 & 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 & 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

# Functions and sub-functions (PSA/PCA)

Patient Support / Care Assistant	Functions (What)	Sub-functions (How)			
	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 & Reporting	Recognise and 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 & Communication	Greet and orient new patients to ward routines	Support cultural diversity and respect individual preferences	Communicate effectively with patients, families and the team	

# Functions and sub-functions (Ward Assistant)

Ward Assistant	Functions (What)	Sub-functions (How)		
	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 & 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

# Functions and sub-functions (Ward Clerk)

Ward Clerk	Functions (What)	Sub-functions (How)		
	Admissions & Discharges	Prepare and manage patient admission paperwork	Coordinate bed allocations with relevant departments	Organise discharge documentation and ensure completeness
	Records & Data Management	Maintain patient records accurately	Update patient details, appointments and notes in the system	Ensure privacy and confidentiality according to legislation
	Front Desk & 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 & Coordination	Liaise with internal departments	Schedule tests, procedures and follow-up appointments	Relay urgent requests or changes to the nursing and

# Functions and sub-functions (MSA)

	Functions (What)	Sub-functions (How)			
Maternity Support 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 and concerns regarding newborn feeding or behaviour to midwives	Clean and restock cots, bassinets and nursery areas	
	Ward & 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 & 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	

# Discussion





# Qualifications for review



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# HLT33115 Certificate III in Health Services Assistance

# Are food safety units required in Cert III HSA?

Unit Code	Unit Name
HLTFSE001	Follow basic food safety practices
HLTFSE002	Provide ward or unit based food preparation and distribution services
HLTFSE003	Perform kitchenware washing
HLTFSE004	Serve cafeteria customers
HLTFSE005	Apply and monitor food safety requirements
HLTFSE006	Prepare foods suitable for a range of client groups
HLTFSE007	Oversee the day-to-day implementation of food safety in the workplace
HLTFSE008	Conduct internal food safety audits
HLTFSE009	Apply cook-freeze and reheating processes

## **Food services specialisation** in HLT23221 Certificate II in Health Support Services

Unit Code	Unit Name
HLTAHA041	Support food services and dietetics in menu and meal order processing
HLTFSE001	Follow basic food safety practices
HLTFSE003	Perform kitchenware washing
HLTFSE009	Apply cook-freeze and reheating processes
HLTFSE004	Serve cafeteria customers

Unit Code	Unit Name
SITXFSA005	Use hygienic practices for food safety
SITXFSA007	Transport and store food
SITHCCC024	Prepare and present simple dishes
SITHCCC025	Prepare and present sandwiches

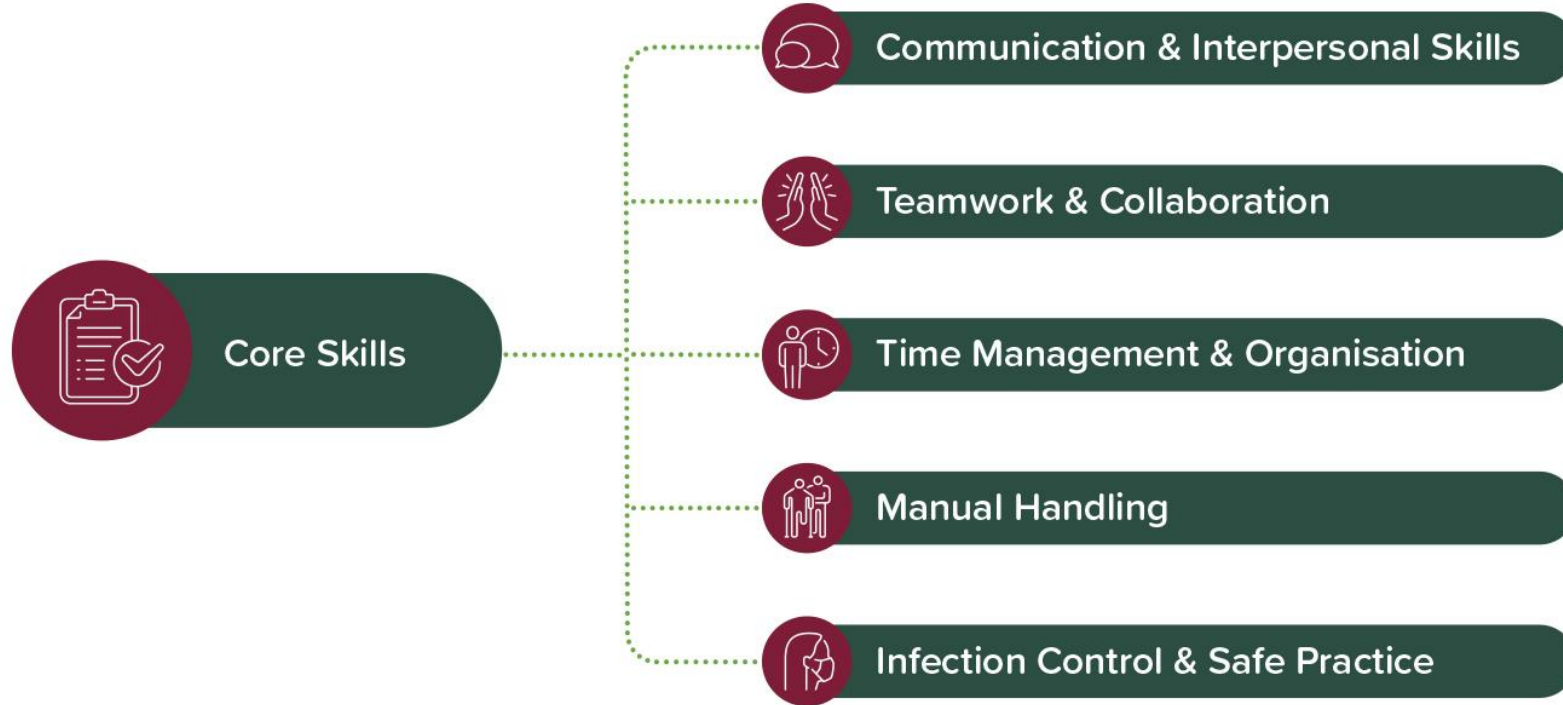
# 9 food safety units broader analysis

Unit Code	SIT Unit Code	Broader analysis
HLTFSE001	SITXFSA005	HLTFSE001, from the Health Training Package, places more emphasis on following the food safety program, including pest control and food disposal procedures. SITXFSA005, from the tourism, travel and hospitality training package, provides more detailed requirements on personal health issues, direct contact with food, and hand washing, reflecting the priorities of the hospitality industry.
HLTFSE002	SITXFSA006	HLTFSE002 related to food safety, hygiene, and equipment maintenance, it does not encompass client interaction components such as menu distribution, meal delivery, and assisting clients. SITXFSA006 is more focused on the operational aspects of food safety within a hospitality context, whereas HLTFSE002 includes additional responsibilities pertinent to health services, such as direct client support and feedback mechanisms.
HLTFSE003	SITHKOP009	HLTFSE003 focuses more narrowly on dishwashing and hand washing procedures, temperature and regulatory compliance and drying and storing kitchenware SITHKOP009 offers a more comprehensive approach, including additional responsibilities such as cleaning and sanitising kitchen premises, environmental sustainability, safety and compliance and pest control
HLTFSE004	SITHFAB027	While there is some overlap between HLTFSE004 and SITHFAB027 in areas like order processing and cash handling, HLTFSE004 remains focused on the specific needs of cafeteria operations, suitable for roles with limited responsibilities under supervision. SITHFAB027 offers a more comprehensive framework for food and beverage service in hospitality settings. It includes additional performance requirements, knowledge, and assessment conditions that prepare individuals for the complexities of casual dining environments.
HLTFSE005	SITXFSA006	While HLTFSE005 bridges some gaps between HLTFSE002 and SITXFSA006 by introducing elements of monitoring and reporting in food safety, SITXFSA006 provides a more comprehensive coverage of food safety practices. It includes operational procedures, legislative compliance, allergen management, and additional foundation skills. Individuals and organisations should be aware of these differences when aligning training programs or transitioning between roles that require these competencies. This comparison highlights areas where additional training and resources may be necessary to fully align with the competencies required in SITXFSA006.

# 9 food safety units broader analysis continued

Unit Code	SIT Unit Code	Broader Analysis
HLTFSE006	SITHCCC042	While there is overlap between HLTFSE006 and SITHCCC042 in catering to special dietary requirements, the units are designed for different contexts. HLTFSE006 is tailored to health and community services, focusing on client-specific health conditions and organisational standards. SITHCCC042 is suited to hospitality settings, emphasising culinary skills, commercial kitchen operations, and efficiency.
HLTFSE007	SITXFSA008	While there is overlap between HLTFSE007 and SITXFSA008 in supervising and supporting the implementation of food safety programs, SITXFSA008 encompasses a broader and more strategic scope. It prepares individuals for leadership roles involving the development, implementation, evaluation, and continuous improvement of food safety programs. HLTFSE007 is more appropriate for supervisory roles focused on day-to-day operations and supporting colleagues in adhering to existing food safety procedures.
HLTFSE008	SITXFSA008	While both HLTFSE008 and SITXFSA008 deal with aspects of food safety, they cater to different roles within the industry. HLTFSE008 is designed for individuals involved in the operational aspect of food safety auditing, ensuring compliance and identifying areas for improvement within existing programs. In contrast, SITXFSA008 prepares senior personnel to develop, implement, and manage food safety programs at a strategic level, involving policy creation, staff training, and program evaluation.
HLTFSE009	SITHCCC032	While there is overlap between HLTFSE009 and SITHCCC032 in ensuring food safety during freezing and reheating, SITHCCC032 offers a more comprehensive framework suitable for hospitality and catering environments. It covers bulk food production, advanced cookery methods, and efficiency in operations. HLTFSE009 is tailored to health and community services, focusing on specific procedures to maintain microbiological safety and palatability.

# WHS and manual handling



Based on core skills, which unit is more appropriate from below:

HLTWHS001 Participate in workplace health and safety

HLTWHS002 Follow safe work practices for direct client care



# Do you agree with CHCCCS002 (assist with movement) being included as a core unit in the qualification?

- Currently, this unit sits as a specialised elective.
- All seven key job outcomes involve assisting with movement as a key part of their daily duties and manual handling responsibilities.

# Which unit is more suitable as part of core unit bank?

**BSBMED301** Interpret and apply medical terminology appropriately vs

**HLTCCD003** Use medical terminology in health care

## ***Comparison Summary:***

Context of application: Administrative roles (BSBMED301) vs. Direct clinical care roles (HLTCCD003).

Elements and Performance: Admin/document-based tasks vs. clinical/patient-focused tasks.

Knowledge requirements: Business-focused terminology vs. anatomy, physiology, and clinical documentation.

Assessment environment: Simulated admin scenarios vs. realistic clinical/patient scenarios.

# Sterilisation (OTT)

HLTSTE001 - Clean and disinfect reusable medical devices

Should the above unit be part of “Group a electives – operating theatre technician specialisation” or as “Other electives”?



# Ward clerk skills

Based on technical skills for ward clerks, which unit/s can be added in elective bank for:

- Complex scheduling
- Multi-ward coordination
- Data integrity
- Billing procedures



# Ward clerk units

Based on technical skills for ward clerks, below units has been proposed into specialised elective bank:

BSBINS201 Process and maintain workplace information

BSBMED302 Prepare and process medical accounts

BSBMED303 Maintain patient records

BSBTEC201 Use business software applications

HLTADM011 Manage health billing and accounting system

Is Cert III HSA a better qualification for Ward clerk job outcome?



# Ward assistant skills

Based on technical skills for ward assistants, which unit/s can be added in elective bank for:

- Handling patient admissions
- Bed management
- Assisting with emergent administrative tasks



# Ward assistant units

Based on technical skills for ward assistants, below units has been proposed into specialised elective bank:

CHCCCS002 Assist with movement

CHCCCS012 Prepare and maintain beds

CHCCCS020 Respond effectively to behaviours of concern

CHCCCS026 Transport individuals

BSBMED303 Maintain patient records

HLTADM010 Facilitate a coordinated approach to client care

# Inclusion of maternity support

Based on specialised skills for maternity support assistants, the following units will be added in elective bank:

- HLTXXX Support health and wellbeing in pregnancy
- HLTXXX Support health and wellbeing in the postnatal period

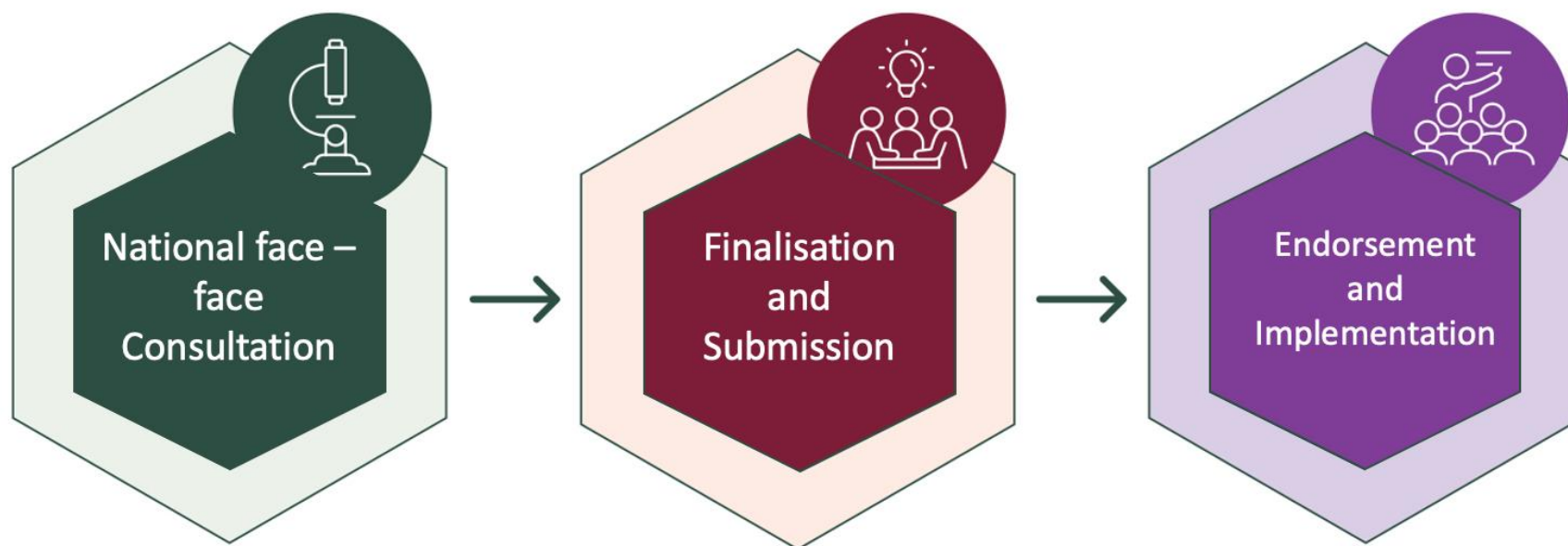


# HLT47515 Certificate IV in Operating Theatre Technical Support

# Identification of opportunities for improvement or issues

- HLTAAP001 Recognise healthy body systems
- HLTINF006 Apply basic principles and practices of infection prevention and control
- HLTSTE001 Clean and disinfect reusable medical devices
- HLTOHC004 Provide or assist with oral hygiene
- HLTWHS001 Participate in workplace health and safety

# What's next





Thank you



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