

Service Type	Service Type of activity Includes	Information Required	Verification of information
All Services	All support workers are required to complete the following steps prior to approval of the profile	1. Complete profile	<ul style="list-style-type: none"> • Ensure mandatory profile fields completed
		2. Worker must be 18 years of age or over	<ul style="list-style-type: none"> • The identifying document (e.g. driver's licence, passport, birth certificate) will be verified as part of the Police Check. This is more fully set out in the Police Check / Probity check policy on the Mable website. https://mable.com.au/police-check-policy/
		3. Police check obtained via the unique link in your account set-up	<ul style="list-style-type: none"> • Refer to the process set out in Police Check / Probity check https://mable.com.au/police-check-policy/
		4. ABN	<ul style="list-style-type: none"> • Ensure valid ABN provided https://mable.com.au/help_centre/abn-support-worker/
Social support & domestic assistance	Companionship, social outings, activities, transport, meal preparation, shopping assistance, cleaning, laundry, light housework, light gardening, etc.	1. Information required for All Services	<ul style="list-style-type: none"> • Refer to All Services information requirements above
		2. 2 professional or character references	<ul style="list-style-type: none"> • Mable will contact the referees by phone and / or request answers in writing to nominated questions
Personal care	Shower and dressing, grooming, manual transfer, toileting etc.	1. Information required for All Services	<ul style="list-style-type: none"> • Refer to All Services information requirements above
		2. Certificate 3 or 4 in Aged Care or Disability Support, a similar qualification or 2 years' equivalent experience.	<ul style="list-style-type: none"> • Copy of certificate will be requested

		3. Nursing qualification attained in NZ, the Philippines, USA, Canada, UK, EU member country, Singapore, Hong Kong, and the UAE (but not for nursing services or “assist with medication”)	<ul style="list-style-type: none"> • Copy of certification will be requested
		4. 1 professional reference from a supervisor or colleague who can verify that they have performed the personal care services being offered The reference must relate to experience within an aged care or disability organisation within the last 5 years. If a service cannot be confirmed by a reference it will be removed from the worker profile.	<ul style="list-style-type: none"> • Mable will contact the referees by phone and / or request answers in writing to nominated questions
		5. If no qualification, 2 years experience and 2 professional references are required. The reference must relate to experience within an aged care or disability organisation within the last 5 years. Note: If the worker has only worked for one organisation over two years, these references can be from the same organisation however 2 professional references still required.	<ul style="list-style-type: none"> • Mable will contact the referees by phone and / or request answers in writing to nominated questions
			<ul style="list-style-type: none"> • User reference – verbal or in written form – verifying competency of Support Worker in chosen service • Copy of assessment or certification
Nursing		1. Information required for All Services	<ul style="list-style-type: none"> • Refer to All Services information requirements above

	Wound care, medication management, continence management, catheter care, PEG feeding etc.	2. Current nursing registration with Australian Health Practitioners Regulation Agency (AHPRA) that has been active for at least 12 months prior as an RN or EN only. Note: Nurses are responsible for ensuring their registration is renewed each year.	<ul style="list-style-type: none"> Mable conducts AHPRA database search <p>Mable re-verifies registration on an annual basis.</p>
		3. 1 professional or character reference	<ul style="list-style-type: none"> Mable contacts the referees by phone and / or request answers in writing to nominated questions
		4. 1 year experience in nursing as confirmed by 12 months registration with AHPRA (cannot be confirmed only by reference). Note: If a nurse has less than 1 year registration then they cannot offer Nursing services, but can still offer Personal Care.	<ul style="list-style-type: none"> Mable conducts AHPRA database search
		For catheter care and PEG feeding, written permission from the insurer is also required.	
Allied Health		1. Information required for All Services	<ul style="list-style-type: none"> Refer to All Services information requirements above
		Physiotherapy, Occupational Therapy, and Psychological Services: <ul style="list-style-type: none"> The support worker needs to have been registered on the AHPRA website for a minimum of 12 months 1 professional or character reference 	<ul style="list-style-type: none"> Mable conducts an AHPRA database search Mable will contact the referee by phone and / or request answers in writing to nominated questions

		<p>Speech Pathology:</p> <ul style="list-style-type: none"> The support worker is registered with Speech Pathology Australia 1 professional or character reference 	<ul style="list-style-type: none"> Mable conducts database search with Speech Pathology Australia Mable will contact the referee by phone and / or request answers in writing to nominated questions
Medication assistance	Medication assistance (excludes medication management)	<ul style="list-style-type: none"> Medication Assistance certificate or a transcript from RTO, TAFE, registered Disability or Aged Care provider. The certificate will need to have been awarded within the last 5 years. 	<ul style="list-style-type: none"> Copy of assessment or certification to be provided
		<ul style="list-style-type: none"> Other medication assistance modules may be acceptable if they can be verified as equivalent to HLTHPS006 on training.gov.au and have been awarded in the last 5 years. 	<ul style="list-style-type: none"> Copy of assessment or certification to be provided
		<ul style="list-style-type: none"> Exceptions can be made for Registered and Enrolled Nurses and Registered Paramedics only due to their AHPRA registration, as long as there are no restrictions listed on their registration. 	<ul style="list-style-type: none"> Mable conducts an AHPRA database search
Manual Handling	Manual handling	<ul style="list-style-type: none"> The transcript should contain a component which states "Manual Handling" or a stand alone certificate can be provided which specifies "Manual Handling." The certificate must have been obtained in the last five years. If the certificate is older than five years, manual handling can be offered as a service if confirmed via a referee, but the certificate shouldn't be displayed as an 'Other Qualification'. 	<ul style="list-style-type: none"> Copy of assessment or certification to be provided Mable will contact referee by phone or request written confirmation

		<ul style="list-style-type: none"> Note: Courses which specify being 'Online Only' cannot be accepted as a completed manual handling certificate in Step 3 of a worker's profile. A support Worker may still be able to offer manual handling as a Service, provided a relevant referee has verified the Service. 	<ul style="list-style-type: none"> Mable will contact referee by phone or request written confirmation
Services for children	Any services for clients under 18 years.	<ul style="list-style-type: none"> Working with Children Check (Paid Work) Depending on the state, may be called a 'Blue Card', DCSI check or 'Working With Vulnerable People' Card If worker is on the border between states eg. Tweed Heads, Albury Wodonga, a Support Worker must as a minimum have the WWCC for the state in which they reside as per their drivers licence. If a Support Worker will be working on both sides of the border, they must have a WWCC for both states. A Support Worker cannot only have the WWCC for the other side of the border to where they live. 	<ul style="list-style-type: none"> Refer to the process set out in Police Check / Probity check https://mable.com.au/police-check-policy/
Provide Transport	Providing transport as a service	<p>1. The driver's licences need to display the full name, photo and date of birth of the support worker, and the expiration date. The driver's licence must be issued in a state or territory of Australia.</p> <p>Note: Overseas drivers licenses are not acceptable.</p>	<ul style="list-style-type: none"> Refer to the process set out in Police Check / Probity check https://mable.com.au/police-check-policy/ or if the drivers licence is not checked as part of this process a copy of licence must be provided
		<p>2. Where a Support Worker uses their own vehicle, the Support Worker must have comprehensive car insurance for business use purpose</p>	<ul style="list-style-type: none"> Users encouraged to check whether Support Worker has comprehensive car insurance

		<p>Note: Provisional licenses are acceptable, but drivers must obey the restrictions. Mable does not accept learner licenses.</p> <p>Note: Any incident or damage to a vehicle will need to be covered by the Support Worker's own car insurance. People seeking support should check that a worker has adequate insurance [for business purposes] before working together. Mable does not capture or verify vehicle registration or third party insurance details.</p>	<ul style="list-style-type: none"> Note: Mable does not record or verify insurance, vehicle registration or third party insurance details
<p>First Aid & CPR</p>	<p>To receive First Aid/CPR badge displayed on their profile.</p>	<p>1. The Support Worker must provide a current First Aid certificate from Australia.</p> <p>Overseas First Aid certificates will not be accepted.</p> <p>Registered nurses must submit a separate First Aid certificate to tick the First Aid badge.</p> <p>Personal care workers who have a first aid module on their transcript can display a First Aid badge.</p> <p>Note: It is the responsibility of the Support Worker to renew the certificate</p>	<ul style="list-style-type: none"> Copy of assessment or certification to be provided <p>Note: First Aid has been completed as part of a course, Support Workers must provide a copy of the Statement of Attainment certification which shows the course name and national codes for the unit/s completed. The certificate must be issued by a nationally Recognised Training organisation (training.gov.au).</p> <p>Valid First Aid Certificate (via a registered RTO) that has been completed in the last three years. HLTAID0011 (formally HLTAID003).</p> <p>CPR is considered current if it has course competency HLTAID009 (formerly HLTAID001) and has been completed in the last 12 months.</p> <p>HLTAID004 certificates also contain components covering CPR training - allowing this course competency to be uploaded to cover CPR qualification and also covers HLTAID003 - Provide First Aid.</p>
		<p>You are required to have a First Aid Certificate if servicing clients under the Commonwealth Home Support Program (CHSP).</p>	

Immunisation		The Support Worker must be vaccinated against Covid-19 in accordance with your applicable state or territory requirements. You will be required to self-declare this vaccination status.	Self Declaration
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