



Being a Social Trainer

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Who is this position best suited for?

The role of a Social Trainer is best suited for a person that enjoys working with people in a sometimes-challenging role. You will need to be patient, calm and consistent. No two days are ever the same! As a Social Trainer you will need to be able to communicate with a person with a disability in ways that are clear, inclusive, and respectful. You will respect and support people with disability to have control over their own life and make their own choices and decisions. You will understand it takes time to build a professional working relationship with the people you are paid to support. You will need to work collaboratively with others including members of the support team and people with disability, family, friends, advocates, and other paid supports as well as mainstream or community services. You will recognise and uphold the human rights of people with a disability and understand some of the barriers and challenges they face in their daily lives.

You will need to be physically fit and comfortable with providing physical support to assist all genders to shower, toilet and utilise any mobility aids they may have. You may be required to assist people with mealtimes, supporting medication administration, accessing their workplace or community, and building social relationships. You may also support people with meal preparation, and maintaining their house including cleaning, laundry, gardening.

You will be comfortable seeking guidance and support from your manager and your team if you are unsure about what to do or need support with ethical issues. You will be able to adhere to the [NDIS Code of Conduct](#) and keep up to date on current best practice frameworks, principals and expectations related to your work.

To find out more about the role of a Social Trainer, please refer to the Job Description form provided on the job advertisement.



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Benefits of being a Social Trainer

Working at Communities can be both personally and professionally rewarding, with the biggest benefit being the contribution you'll make to achieving positive outcomes for the WA community.

In return for your skills, passion, and commitment we offer you a challenging but satisfying job, a safe and healthy working environment, and a range of benefits from attractive salaries and flexible leave arrangements to learning and development opportunities.

As a Social Trainer, you are covered by an industrial award and agreement called the [Government Officers \(Social Trainers\) Award 1988](#) and the [Disability Services Commission \(Social Trainers\) CSA Agreement 2024](#). We have summarised below some key parts of the agreement for your ease of use. Please refer to the link provided, to see some of your working entitlements in more detail.

Pay

Our salaries are competitive and include annual increases up to the limit of the salary band. We make employer contributions of 12% to your superannuation fund, and you can make extra contributions yourself. You also have access to a suite of salary packaging options that includes such things as novated vehicle leases.

As a full-time Social Trainer, you will be paid a fulltime salary and a Commuted Shift and Mobility Allowance (CSMA) for working a rotating roster with a mixture of shifts. The Commuted Shift and Mobility Allowance currently ranges between 28% and 39% depending on the roster of the facility you may work in.

Part-time Social Trainers are paid a proportion of the fulltime salary (hourly rate based on the number of hours worked) as well as penalties as worked (in lieu of Commuted Allowance). Some rostering circumstances may allow Part-time staff to opt in for CSMA in lieu of penalties.

Casual Social Trainers are engaged by the hour on an ad hoc basis. They will get paid a proportion of the fulltime salary (hourly rate), plus penalties as worked (AM, PM, Saturday, Sunday, Sleep Shift or Night Shift) and will get paid 25% casual loading (in lieu of accruing most leave entitlements).



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Staff are paid in accordance with the Social Trainer Agreement 2024 and are initially only eligible for Level 1 appointment as part of this recruitment process. There are several pay increments within Level 1 and the starting increment of Full-time & Part-time staff is determined by the applicant's years of relevant experience. Staff move to the next increment following the completion of each year of service until reaching the top of the salary band for that Level. There is no provision to be appointed higher than the maximum increment for the Level 1 salary band. Casual staff are paid at the first increment of Level 1 unless they have relevant experience within the WA Public Sector. Casual staff may apply for an increment once per year after each year of service until they reach the top of the salary band.

Staff who are successfully appointed and hold a minimum Certificate IV in Disability plus 3 years of demonstrated relevant experience may apply for progression to Level 2. This will be explained in more detail at induction.

Leave

Our leave provisions are generous. Permanent and fixed term employees are given 20 working days annual leave (pro rata for part time) and 13 weeks paid long service leave (pro rata for part time) after seven consecutive years of service. For working a rotating roster that may fall on Sundays or public holidays you will also earn 5 additional days of Annual Leave and 13 days of Public Holiday leave.

As a Permanent or fixed term Social Trainer you may also choose to be paid for a 38-hour week and accrue an additional 12 accrued days off per year, be paid for a 39-hour week and accrue 6 accrued days off per year or be paid 40 hours per week and not accrue any additional accrued days off. This can also be done on a pro-rata basis for part timers.

You'll also have access to 15 days personal leave (pro rata for part time) if you or family members are unwell or to help you to manage life's unexpected emergencies.

Aboriginal and Torres Strait Islander employees have access to five days cultural and ceremonial leave.

For those planning a family, 14 weeks paid leave is available (parental and adoption) after 12 months of continuous service. Grandparents can also access unpaid leave.



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Training & Induction

Our Learning and Development unit offers a comprehensive suite of face to face and online courses. When you commence as a Social Trainer you will be required to complete training with them, prior to being able to work shifts independently.

Training will take approximately 4 weeks to complete. The first component of your training will be fulltime, face to face in a classroom. Attendance is mandatory and lunch is provided! There are a range of public transport options available to get you to the classroom, if you do not wish to utilise paid parking.

You must be available to attend the entirety of the 4-week Full Time induction when it commences, inductions are run several times throughout the year, and you can attend a later one if you are unavailable for the first available. Arrangements cannot be made to work specific shift times or days during this period, you must be available to work the rostered shifts as required on a full-time basis (there will be no overnight shifts during the induction period, but it will include weekends and afternoon/evenings in addition to daytime shifts).

You will be required to travel to our Learning & Development Training Facility for some of this 4-week period (this is based in our Fremantle (Walyalup) head office).

The remainder of your 4 weeks induction will be rostered at one of our group homes.

You will not be able to choose which group home you are allocated to or be moved to a group home closer to where you live.

The ability to travel and work at any of our facilities is a key requirement of employment as a Social Trainer, you will be allocated to a house that has a suitable vacant position which means you may not be very close to your home. It is not uncommon for our staff to travel 30 mins to 1 hour to their allocated group home. The house you are allocated to is also likely to change over the course of your employment but will remain the same for your induction.

As you advance in your career, you will be provided with the latest refresher training to keep your skills relevant and up to date. If you are completing a qualification relevant to the Social Trainer role, then you may also apply for paid study leave.

Capable frontline leaders and managers are critical to our success. Everyone (regardless of their role) has access to our online Leadership and Management Hub – a one stop shop for information, tools, resources and courses to develop their leadership and management skills. There are many roles advertised internally within the Department, that all staff are



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welcome to apply for. This may give you an opportunity to expand your career in other roles, or to learn new skills that will benefit your career.

Our Learning and Development team also run a huge range of courses related to disability services, cultural responsiveness and culturally safe practices, family and domestic violence, child protection, residential care, and foster carer learning.

Your Health and Well-being

Our Work Health and Safety Team is committed to providing a healthy and safe work environment and building a strong safety and wellbeing culture.

Our dedicated Health and Wellbeing Hub supports employees by providing information and resources on corporate health cover discounts, mental and physical health, COVID-19, self-care and healthy recipes, corporate health challenges and other health related events throughout the year. We also offer free annual influenza vaccinations, and you may be eligible for subsidies for eyesight testing and spectacles.

Our Employee Assistance Program provides free confidential counselling services for staff and their immediate family members to support their wellbeing in the workplace and personal lives, including financial counselling.

Rostering & Helping you balance life and work

It's important to us that we provide an environment that lets you maintain a healthy balance between work and life.

You will not be required to utilise your own vehicle for any purpose other than getting yourself to and from work. All facilities have vehicles available for Social Trainers to transport people as required.

For staff comfort, there is a staff office with a bed located at each facility that is accessible for those required to complete a sleep shift.

We aim to offer full or part time permanent employment that provides security and peace of mind. For those who prefer it, we also have contract positions for time limited projects or to fill in for staff on long term leave. Perhaps you are studying or have parental commitments? If so - we also have casual work available if that better suits your lifestyle and availability.



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Our rosters are sent out to employees 6 weeks in advance and work on a rotating basis to ensure fair and equitable shifts for all employees. Fulltime employees will work a mixture of shifts across Monday to Sunday including Public Holidays, weekends, and nights. You can discuss occasional shift swap options with your managers if required to help balance your lifestyle. As a Social Trainer with the Department, you will not be required to work split shifts. Lengths of shifts for Fulltime and Part-Time staff will not be less than 5 hours and not greater than 10 hours (excluding sleep shifts that may be 10,11 or 12 hours in duration). Casuals may be booked for no shorter than 3-hour engagements.

Each group home has a unique roster which staff rotate through each fortnight. Full-time staff are unable to choose specific times or days they are available and must be able to work the full rotating roster.

Part-time employees may work a fixed line that repeats each fortnight or rotates with other part-time employees depending on the roster. As with full-time rosters, staff must be available to work the full range of shifts on the part-time roster and these may change based on any changing needs in the house.

Casual employees following induction are offered shifts on an as-required basis. Casual staff will be contacted by rostering staff to cover shortfalls due to circumstances such as short-term vacancies and staff illness. Casual staff can accept or decline shifts based on their availability following completion of induction. The below page has an example of what a full-time rotating roster may look like in one of our group homes.

If any long-term operational changes to the master roster are required, there is a formal consultation process where we communicate and seek feedback from all employees on the changes. While we may not always be able to accommodate your working preference, your opinion will be valued and considered when any changes occur.



		Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
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- Direct Care - FT Rotation															
UNASSIGNED	10 80:00			ST 12:30 - 20:30	ST 12:30 - 20:30	ST 20:45 - 08:45	ST 20:45 - 08:45	ST 20:45 - 08:45	ST 21:15 - 07:15			ST 12:30 - 20:30	ST 12:30 - 20:30	ST 07:05 - 15:05	ST 07:05 - 15:05
UNASSIGNED	10 80:00	ST 07:05 - 15:05	ST 07:05 - 15:05			ST 13:00 - 21:00	ST 13:00 - 21:00	ST 07:05 - 15:05	ST 07:05 - 15:05	ST 21:15 - 07:15	ST 20:45 - 08:45			ST 13:00 - 21:00	ST 13:00 - 21:00
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