CHC52015 DIPLOMA OF COMMUNITY SERVICES

Overview

This qualification reflects the roles of community services workers involved in managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new service and program opportunities.

Over 50 occupations fall under the community work banner and roles include case manager, team supervisor or intake worker, involved in some level of managing, coordinating and delivering person-centred services to individuals, families, groups and communities.

This qualification will ensure that areas of commonality are highlighted across community services work, including the design and development of person centred services and programs, the management of issues related to community services work and community engagement including HR management and supervision of others.

Students enrolling in this qualification will select one focus area specific to their interest or current work. Further opportunities to participate in more than one focus area to broaden skills and knowledge across community service delivery can be undertaken after completion of the qualification.

Duration

Delivery of this qualification is structured over 6 to 12 months. The time taken for a participant to complete the units of competency and meet qualification requirements may vary.

Participation

This qualification is delivered via blended learning, combining face to face sessions with online learning. To achieve this qualification, each student must complete at least 150 hours of work placement to meet the assessment requirements of units of competency in the qualification.

Entry Requirements

To gain entry into CHC52015 DIPLOMA OF COMMUNITY SERVICES we recommend prospective students’ have sufficient relevant work experience to indicate likely success at this level of qualification in a job role involving:

- The self-directed application of knowledge with substantial depth in some areas
- The exercise of independent judgement and decision-making
- The application of relevant technical and other skills.

Assessment Methods include

- Observation
- Question and answer – verbal/written
- Participation in off the job and on the job activities
- Peer feedback
- Workplace reports
- Simulations
**Work Placement**

A work placement is a requirement of this qualification. All students must complete a work placement under supervision for a minimum of 150 hours. Work placement for this qualification has a focus on the application of specialised skills and knowledge to work with service users and address complexity for individuals and groups. Students on placement are expected to show initiative, creativity and adaptability to respond to service user need including leadership in the development and implementation of programs and services.

This aspect of the program can be completed in the student’s own workplace or other appropriate setting.

**Employment Opportunities**

This program will equip you with the knowledge and skills necessary to work in a variety of roles in the community services sector.

You will be prepared for work in a range of organisations, including performing case management work, providing client services, and supporting youth and families in a range of social, community and welfare organisations. You may also seek employment in community education or development projects.

**Qualification Pathways**

Participants who complete this qualification may wish to undertake the Advanced Diploma of Community Sector Management or enroll in another focus area.

**Cost**

Full Fee: $5,500.00

**Location**

The Australian Institute of Social Relations: 49a Ormond Street, Hindmarsh, SA 5007

**Units**

This qualification requires attainment of 16 units of competency (8 compulsory units and 8 elective units).

**Compulsory Units**

<table>
<thead>
<tr>
<th>Code</th>
<th>Unit</th>
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</thead>
<tbody>
<tr>
<td>CHCCS007</td>
<td>Develop and implement service programs</td>
</tr>
<tr>
<td>CHCCOM003</td>
<td>Develop workplace communication strategies</td>
</tr>
<tr>
<td>CHCDEV002</td>
<td>Analyse impacts of sociological factors on clients in community work and</td>
</tr>
<tr>
<td>CHCDIV003</td>
<td>Manage and promote diversity</td>
</tr>
<tr>
<td>CHCLEG003</td>
<td>Manage legal and ethical compliance</td>
</tr>
<tr>
<td>CHCMGT005</td>
<td>Facilitate workplace debriefing and support processes</td>
</tr>
<tr>
<td>CHCPRP003</td>
<td>Reflect on and improve own professional practice</td>
</tr>
<tr>
<td>HLTWHS004</td>
<td>Manage work health and safety</td>
</tr>
</tbody>
</table>
**Elective Units**

Students must select and complete one focus area to meet qualification requirements. Focus areas emphasise the development of skills and knowledge related to the focus area. These specialisations are delivered by experienced workers from across RASA services in collaboration with Institute trainers and assessors.

<table>
<thead>
<tr>
<th>Case Management</th>
<th>Children’s Contact Service Coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCCS004</td>
<td>CHCFAM001</td>
</tr>
<tr>
<td>CHCCSM002</td>
<td>CHCFAM003</td>
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<tr>
<td>CHCCSM004</td>
<td>CHCFAM004</td>
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<tr>
<td>CHCCSM005</td>
<td>CHCFAM005</td>
</tr>
<tr>
<td>CHCCSM006</td>
<td>CHCFAM006</td>
</tr>
<tr>
<td>CHCCSM007</td>
<td>CHCCS009</td>
</tr>
<tr>
<td>CHCDEV003</td>
<td>CHCCS019</td>
</tr>
<tr>
<td>CHCPOL003</td>
<td>CHCDFV007</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mental Health Service Provision and Development</th>
<th>Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCMHS001</td>
<td>BSBPMG511</td>
</tr>
<tr>
<td>CHCMHS002</td>
<td>BSBPMG512</td>
</tr>
<tr>
<td>CHCMHS003</td>
<td>BSBPMG513</td>
</tr>
<tr>
<td>CHCMHS004</td>
<td>BSBPMG514</td>
</tr>
<tr>
<td>CHCMHS005</td>
<td>BSBPMG515</td>
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<tr>
<td>CHCMHS006</td>
<td>BSBPMG516</td>
</tr>
<tr>
<td>CHCMHS008</td>
<td>BSBPMG519</td>
</tr>
<tr>
<td>CHCMHS011</td>
<td>BSBPMG522</td>
</tr>
</tbody>
</table>

Other options are available and include elective specialisation in

- Alcohol and Other Drugs
- Domestic and Family Violence
- Community Service Leadership

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The Australian Institute of Social Relations, Registration # 102358, is a division of: Relationships Australia, South Australia.
Modules

The World of Work
   Legislation and frameworks
   Risk assessment
   Workplace policy and procedures
   Organisational approaches
   Monitoring
   Work organisation, goals and vision
   Time management
   Performance benchmarks
   Digital technology in the workplace
   Managing compliance
   Ethical standards
   Human rights

Interacting with Others
   Advanced Communication skills and techniques – oral - written – digital – non verbal
   Responding to challenging behaviours
   Collecting information
   Collaboration
   Diversity, cultural awareness and cultural fitness
   Legal and ethical considerations
   Digital media communications
   Monitoring and review processes
   Communication and welfare of workers
   Structured formal communications
   Diversity in the workplace
   Prompting workplace diversity, policy and procedures

Getting the Job Done
   Nature of community work
   Joined up community service responses
   Frameworks informing community work
   Philosophy and ethics of community work foundations
   Relationship building
   Screening, risk assessment, safety planning
   Data gathering and sources, data analysis
   Program implementation, monitoring and review
   Developmental stages of human development

Focus specialisation

Students must select and complete one focus area listed below, indicative content only.
<table>
<thead>
<tr>
<th>Case Management</th>
<th>Children’s Contact Service Coordination</th>
<th>Mental Health Service Delivery and Development</th>
<th>Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client centred practice</td>
<td>Respectful treatment of service users</td>
<td>Organisational culture - a recovery approach</td>
<td>Developing the business case</td>
</tr>
<tr>
<td>Clients involvement</td>
<td>Impartiality and neutrality</td>
<td>Recovery principles in practice</td>
<td>Full options appraisal</td>
</tr>
<tr>
<td>Service responses</td>
<td>Advocating in CCS work</td>
<td>Management processes</td>
<td>The strategic plan</td>
</tr>
<tr>
<td>Proactive work</td>
<td>Information guidelines and sharing</td>
<td>Recovery values and language</td>
<td>Sponsor or project board</td>
</tr>
<tr>
<td>Early identification</td>
<td>Legal frameworks Family Law Act</td>
<td>Balanced duty-of-care obligations with consumer choice</td>
<td>Project definition</td>
</tr>
<tr>
<td>Risks and potential barriers</td>
<td>Service policies and procedures</td>
<td>Documentation of people’s preferences, ambitions, resources and support networks</td>
<td>Roles</td>
</tr>
<tr>
<td>Strengths based practice</td>
<td>Staffing, training, recruitment, supervision</td>
<td>Peer support</td>
<td>Levels of authority</td>
</tr>
<tr>
<td>Resilience</td>
<td>Conflict</td>
<td>Using the lived experience</td>
<td>Stakeholder analysis</td>
</tr>
<tr>
<td>The processes of case management</td>
<td>Risk assessment</td>
<td>Outcome-measures</td>
<td>Risk monitoring and planning</td>
</tr>
<tr>
<td>Case management structure</td>
<td>Family functioning</td>
<td>Evidence-based interventions</td>
<td>Quality, Cost or Time</td>
</tr>
<tr>
<td>Partnership</td>
<td>Factual observation</td>
<td>Models of care</td>
<td>Review procedures</td>
</tr>
<tr>
<td>Purpose of case management</td>
<td>Service accessibility</td>
<td>Partnerships</td>
<td>Start-up</td>
</tr>
<tr>
<td>Respectful relationships</td>
<td>Child focussed and inclusive</td>
<td>Social inclusion</td>
<td>Team selection</td>
</tr>
<tr>
<td>Collaboration and participation</td>
<td>Parenting education</td>
<td>Collaborative relationships</td>
<td>Component parts – work breakdown</td>
</tr>
<tr>
<td>Sensitivity</td>
<td>Relationship education</td>
<td>Responsiveness and flexibility</td>
<td></td>
</tr>
<tr>
<td>Empathy</td>
<td>Facilitating interaction</td>
<td>Person centred</td>
<td></td>
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<tr>
<td>Systemic work</td>
<td>Safety</td>
<td>Strengths based</td>
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<tr>
<td>Maximising outcomes</td>
<td>Responding to and working high conflict families</td>
<td>Solution focussed</td>
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<tr>
<td>Monitoring, reviewing and accountability</td>
<td></td>
<td>Promoting recovery</td>
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<tr>
<td>Culturally responsive and inclusive approaches</td>
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<td>Empathy</td>
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<tr>
<td>Holistic wellbeing</td>
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<td>Challenging stigma</td>
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<tr>
<td>Goals and outcomes</td>
<td></td>
<td>Promoting personal agency, self-esteem, wellness</td>
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<tr>
<td>Case planning</td>
<td></td>
<td>Active listening</td>
<td></td>
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<tr>
<td>Advocacy</td>
<td></td>
<td>Diversity</td>
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</tbody>
</table>

The Australian Institute of Social Relations, Registration # 102358, is a division of: [Relationships Australia](http://www.relationshipsaustralia.org)
## Delivery Schedule

<table>
<thead>
<tr>
<th>Module</th>
<th>Duration</th>
<th>Dates</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World of Work</td>
<td>Face-to-Face 3 days On line 48 – 80 hours</td>
<td>MAY 2016</td>
<td>9.30 am – 5.00 pm</td>
</tr>
<tr>
<td></td>
<td>Off the job 20 – 40 hours</td>
<td>Thursday 5th May</td>
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<td></td>
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<td>Thursday 12th May</td>
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<td>Thursday 19th May</td>
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<tr>
<td>Interacting With Others</td>
<td>Face-to-Face 4 days On line 60 - 100 hours</td>
<td>JUNE 2016</td>
<td>9.30 am – 5.00 pm</td>
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<tr>
<td></td>
<td>Off the job 30 – 50 hours</td>
<td>Thursday 2nd June</td>
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<td>Thursday 9th June</td>
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<td>Thursday 16th June</td>
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<td>Thursday 30th June</td>
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</tr>
<tr>
<td>Getting the Job Done</td>
<td>Face-to-Face 4 days On line 60 - 100 hours</td>
<td>SEPTEMBER 2016</td>
<td>9.30 am – 5.00 pm</td>
</tr>
<tr>
<td></td>
<td>Off the job 30 – 50 hours</td>
<td>Thursday 1st September</td>
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<td>Thursday 8th September</td>
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<td>Thursday 15th September</td>
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<td>Thursday 22nd September</td>
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</tr>
<tr>
<td>Focus Specialisation</td>
<td>Face-to-Face 10 days On line 80 - 150 hours</td>
<td>OCTOBER 2016</td>
<td>9.30 am – 5.00 pm</td>
</tr>
<tr>
<td></td>
<td>Off the job 50 – 80 hours</td>
<td>Thursday 6th October</td>
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<td>Thursday 13th October</td>
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<td>Thursday 27th October</td>
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<td>NOVEMBER 2016</td>
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<td>Thursday 3rd November</td>
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<td>Thursday 10th November</td>
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<td>Thursday 17th November</td>
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<td>Thursday 24th November</td>
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<tr>
<td>Work Placement</td>
<td>Minimum of 100 up to 200 hours</td>
<td>DECEMBER 2016</td>
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<td></td>
<td></td>
<td>Thursday 1st December</td>
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<td>Thursday 8th December</td>
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<td>Thursday 15th December</td>
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<td></td>
<td>Individually negotitaed</td>
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</tbody>
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## Enrolments and Further Information

For further information or to enrol, contact the Australian Institute of Social Relations:

Email: rto@rasa.org.au
Web: www.socialrelations.edu.au
Phone: (08) 8245 8100
Fax: (08) 8346 7333