



CHC52021 DIPLOMA OF COMMUNITY SERVICES

COURSE OVERVIEW

The **CHC52021 Diploma of Community Services** equips you with the skills and knowledge to work professionally with individuals, families, and communities across a range of settings. You'll develop advanced communication and case management capabilities, increase your awareness of mental health, and learn to support diverse clients and groups effectively. This course is ideal for those starting a new career as a Support Worker or Case Manager, as well as those seeking to formalise or advance their existing experience in the sector.

Community services is one of the largest and fastest-growing industries in Australia. With the demand for qualified workers on the rise, this field offers a stable and meaningful long-term career path. The sector plays a vital role in improving the wellbeing and quality of life for individuals and communities through social, residential, family, and disability support services.

POTENTIAL CAREER OUTCOMES

- Community Services Worker
- Volunteer Coordinator
- Case Manager
- Youth Worker
- Family Support Worker
- Residential Care Worker
- Care Coordinator
- Social Housing Coordinator

COURSE DETAILS

Flexible Intake: Start at any time

Duration: Approximately 12 months

Theory: 20 units in total (12 Core units and 8 Elective units)

Delivery: Online with ongoing support from your Trainer/Assessor

Assessments: Written assessments and practical assessments, no essays or exams

Accessibility: User-friendly resources and assessments, accessible 24/7

Extra Support: Lecture recordings and extra resources available for each unit

Practical: **200 hours of Vocational Placement required.** This can be completed with your current employer, or at a Community Services Organisation of your choice (Role should include assistance with case manager responsibilities)

FUNDING ELIGIBILITY

Students are required to be an *Existing Worker* in the Community Services and Health industry. This includes parents and unpaid carers of NDIS participants. (Please provide evidence e.g. payslips including job title and job description.)

WHAT YOU WILL LEARN

- Designing and delivering individualised and group support programs
- Applying communication strategies and managing co-existing needs, diversity and debriefing
- Supporting clients with mental health challenges and complex trauma
- Navigating legal and ethical frameworks, identifying risk and responding to crisis/family violence
- Overseeing case management and contributing to service planning and delivery
- Understanding sociological and cultural influences in community work
- Reflecting on professional practice and maintaining workplace health and safety

ENTRY REQUIREMENTS

Basic *English, Literacy, Numeracy and computer skills* are required to undertake computer/online work. Students will also require *access to a computer and internet*. Please note that job roles in the community and health industries sector may require manual handling tasks and vaccination evidence.

COURSE PRICING

Training Tailor Made (TTM) are Skills Assure Suppliers of QLD Government Funding. Please contact us to establish your eligibility for funding. Several types of funding are available, listed below:

- \$190 non-concessional (Higher Level Skills Funding)
- \$100 concessional (Higher Level Skills Funding, Back to Work)
- Full Fee (If you are not eligible for funding): \$4,000 or \$3,500 (Concessional)

UNITS

12 CORE UNITS

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

8 ELECTIVE UNITS

CHCMHS001	Work with people with mental health issue
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCCCS038	Facilitate the empowerment of people receiving support
CHCYTH013	Engage respectfully with young people
CHCDEV006	Analyse information for service planning and delivery
CHCPRT034	Work with children and young people with complex trauma and attachment issues and needs
CHCMHS004	Work collaboratively with the care network and other services
CHCPRT028	Work effectively in child protection to support children, young people and families