BRISBANE COLLEGE OF AUSTRALIA

Over 20 years of delivering quality education and training in Australia

COMMUNITY SERVICE
COURSE INFORMATION PACK

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ABOUT THIS COURSE

This qualification is aimed at both new entrants to the Community Services sector. This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centered services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

The course consists of 12 units of competency ranging from case work, client services, community work, working with children and young people, working with people with alcohol and other drug issues, working with older people, working with people with disabilities and more.

CAREER AND STUDY PATHWAY

Successful completion of this qualification may lead to further study such as the Diploma of Community Services, or employment in the community services sector such as a disability support worker, care worker, community services worker, community support worker, welfare worker, welfare support worker or family support worker.

LEARNING OUTCOMES

Upon completion of this course, a Certificate III in Community Services will be issued. Students will gain knowledge of a variety of services and interventions in a range of contexts. Students may continue onto the Diploma of Community Services or gain employment within the industry.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed. Forms of assessment may include: written tasks, multiple choice tests, projects/assignments/reports, feedback given and response, role plays and questioning/interview/discussion. This may vary per unit of competency.

ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS
- IELTS score of 6.0 (or equivalent).
- High school certificate and copy of highest level of qualification.

DOMESTIC STUDENTS
- High school certificate (or equivalent) OR copy of highest level of qualification

COST AND DURATION

View our course fees and duration here

COURSE DELIVERY

Face to face - Brisbane City Campus
Correspondence/Distance Learning (Domestic Students and non student visa holders)

APPLY

Apply online here

Download the form and apply via email here

UNITS OF COMPETENCY

Students must complete the 5 core units plus a further 7 electives chosen from the list below. Students who have previously completed any eligible units may have them credited towards this qualification via RLP.

CORE UNITS

CHCCCS016   **Respond to client needs**
This unit describes the skills and knowledge required to respond holistically to client needs. Clients may have a range of issues outside and in addition to the area of immediate focus or expertise of the worker and their organisation.

CHCCOM005   **Communicate and work in health or community services**
This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

CHCDIV001   **Work with diverse people**
This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

HLTWHS002   **Follow safe work practices for direct client care**
This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus on maintaining safety of the worker, the people being supported and other community members.

HLTWHS006   **Manage personal stressors in the work environment**
This unit describes the skills and knowledge required to maintain health and wellbeing by preventing and managing personal stress.

ELECTIVE UNITS

CHCADV001   **Facilitate the interests and rights of clients**
This unit describes the skills and knowledge required to assist clients to identify their rights, voice their needs and concerns and realise their interests, rights and needs.

CHCAOD001   **Work in an alcohol and drugs context**
This unit describes the skills and knowledge required to establish and work within the current context, philosophy and values of the alcohol and other drugs (AOD) sector.

CHCCCS005   **Conduct individual assessments**
This unit describes the skills and knowledge required to prepare for, conduct and report on an assessment of a persons need for support services using established processes and tools.

CHCCDE003   **Work within a community development framework**
This unit describes the skills and knowledge required to work within a community development framework.

CHCDIS007   **Facilitate the empowerment of people with disability**

This unit describes the skills and knowledge required to facilitate the empowerment of people with disability to deliver rights based services using a person-centred approach. It should be carried out in conjunction with individualised plans.

CHCGRP001   **Support group activities**
This unit describes the skills and knowledge required to participate in, and provide general support for, group work. It does not include the leadership or facilitation of groups.

CHCMHS001   **Work with people with mental health issues**
This unit describes the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people who are living with mental health issues.

CHC52021 DIPLOMA OF COMMUNITY SERVICES

ABOUT THIS COURSE

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.
At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

CAREER AND STUDY PATHWAY

After completing this qualification students may gain employment as a senior youth worker, community development worker for social housing, community work coordinator, support facilitator, community housing worker early intervention worker community care manager, youth housing support worker, community services coordinator or community program coordinator. Students can also gain credit towards a university degree such as Bachelor of Human Services.

LEARNING OUTCOMES

Upon completion of this course, a Diploma of Community Services will be issued. Students will gain substantial knowledge and depth in a variety of community services areas. Students may continue onto the Advanced Diploma of Community Sector Management or gain a position as coordinator, manager or worker.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed. Work placement of 210 hours is integrated into the course structure. This ensures that those studying the course are gaining industry experience and the opportunity to practice theory and learning outcomes.

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UNITS OF COMPETENCY

Students must complete the 12 core units plus 8 electives from the list below. Students who have completed any eligible units of competency may credit those units towards this qualification.

CORE UNITS

CHCCCS004   **Assess co-existing needs**
This unit describes the skills and knowledge required to assess the diverse and multi-faceted needs of people and determine both internal and external services required to meet those needs.

CHCCCS007   **Develop and implement service programs**
This unit describes the skills and knowledge required to engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.

CHCCCS019   **Recognise and respond to crisis situations**
This unit describes the skills and knowledge required to recognise situations where people may be in imminent crisis, and then to work collaboratively to minimise any safety concerns and make plans to access required support services.

CHCCSM013   **Facilitate and review case management**
This unit describes the performance outcomes, skills and knowledge required to plan, monitor and review case management.

CHCDEV005   **Analyse impacts of sociological factors on people in community work and services**
This unit of competency describes the performance outcomes, skills and knowledge required to analyse impacts of sociological factors when undertaking community work and associated services.

CHCDFV001   **Recognise and respond appropriately to domestic and family violence**
This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs.

CHCDIV001   **Work with diverse people**
This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

CHCDIV002   **Promote Aboriginal and/or Torres Strait Islander cultural safety**
The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

CHCLEG003   **Manage legal and ethical compliance**
This unit describes the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities.

CHCMGT005   **Facilitate workplace debriefing and support processes**
This unit describes the skills and knowledge required to monitor and support workers. This includes implementing support processes to manage stress and emotional wellbeing of self or colleagues working in varied health and community service contexts. It also involves facilitating structured debriefing sessions to colleagues following incidents with the potential to impact on health and wellbeing.

CHCPRP003   **Reflect on and improve own professional practice**
This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

HLTWHS003   **Maintain work health and safety**
This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

ELECTIVE UNITS

Group A Electives – Case Management Specialisation

CHCCSM009   **Facilitate goal-directed planning**
This unit describes the performance outcomes, skills and knowledge required to work collaboratively with people to plan and make informed decisions for the provision of services and resources aimed at maximising and enhancing their independence and quality of life.

CHCCSM010   **Implement case management practice**
This unit describes the performance outcomes, skills and knowledge required to develop and implement a plan for case management.

CHCCSM012   **Coordinate complex case requirements**
This unit describes the performance outcomes, skills and knowledge required to coordinate multiple service requirements for people with complex needs within a case management framework.

CHCCSM014   **Provide case management supervision**
This unit describes the performance outcomes, skills and knowledge to take a leadership role in the delivery of quality case management. This includes disseminating information and providing advice on practice issues relating to case management within the organisation.

CHCCSM015   **Undertake case management in a child protection framework**
This unit describes the performance outcomes, skills and knowledge required to apply all aspects of case management in which case plans are developed and implemented to address a child or young person's specific needs and achieve their goals within a child protection framework.

CHCCSM016   **Undertake advanced assessments**
This unit describes the performance outcomes, skills and knowledge required to undertake initial and ongoing assessments with a person, to determine eligibility, priority and need for services as part of a case management process or as part of an assessment service.

Group C Electives – Child, Youth and Family Welfare

CHCCSM015   **Undertake case management in a child protection framework**
This unit describes the performance outcomes, skills and knowledge required to apply all aspects of case management in which case plans are developed and implemented to address a child or young person's specific needs and achieve their goals within a child protection framework.

CHCMHS013   **Implement trauma informed care**
This unit describes the skills and knowledge required to promote trauma informed care, and to develop strategies to address people's specific trauma needs. Trauma informed care involves providing services that are informed by the knowledge and

understanding of the impact of trauma, in particular interpersonal violence and varying service practice to reduce the likelihood of re-traumatisation.

CHCPRT025   **Identify and report children and young people at risk**
This unit describes the performance outcomes, skills and knowledge required to identify children and young people who are at risk and report in line with legislative requirements. This work occurs within legislative and policy frameworks and carries a duty of care responsibility.

CHCPRT027   **Work collaboratively to maintain an environment safe for children and young people**
This unit describes the performance outcomes, skills and knowledge required to work within an established child protection framework. It also covers standard protocols to maintain a safe environment for children and young people.

Group D Electives – Responding to Family Violence

CHCCCS033   **Identify and report abuse**
This unit describes the performance outcomes, skills and knowledge required to identify signs of abuse, including suspected abuse or allegations of abuse, take appropriate action according to role and responsibilities and minimise the risk of abuse to a person.

CHCDFV002   **Provide support to children affected by domestic and family violence**
This unit describes the knowledge and skills required to provide support and information to children and young people living in a home where domestic and family violence occurs. It requires an awareness of the potential effects of domestic and family violence on behaviour and development.

CHCDFV004   **Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities**
This unit describes the skills and knowledge required to establish and maintain community relationships, work within cultural protocols and support people who have been affected by domestic and family violence. It requires sensitivity and understanding of diverse cultural protocols and practices, including appropriate interpersonal and networking skills.

CHCDFV006   **Counsel clients affected by domestic and family violence**
This unit describes the skills and knowledge required to use counselling and facilitation skills to explore client issues and identify possible options by providing a safe and supportive environment. It includes encouraging clients to be actively involved in seeking their own solutions.

CHCDFV007   **Work with users of violence to effect change**
This unit describes the skills and knowledge required to work with and engage users of violence to assist them to take responsibility for their violence, and to work towards changing their behaviour and enhancing the safety of their family.

CHCDFV009   **Establish change promoting relationship with users of domestic and family violence**
This unit describes the skills and knowledge required to establish the user's willingness to change, confirm the user's responsibilities and work respectfully with the user to plan and monitor changes. This relationship creates the context for the intervention and is constructed within a framework that promotes user responsibility, accountability, self-agency and direction towards change while maintaining a focus on the safety of others.

CHCDFV012   **Make safety plans with people who have been subjected to domestic and family violence**
This unit describes the skills and knowledge required to assess the vulnerabilities of people who have been subjected to domestic and family violence, and to work collaboratively with those people to develop implement and review safety plans.

CHCMHS007   **Work effectively in trauma informed care**
This unit describes the skills and knowledge required to practice and contribute to the continuous improvement of trauma informed care within a service.

CHCPOL003   **Research and apply evidence to practice**
This unit describes the skills and knowledge required to establish the information need, gather information and critically analyse the information for relevance to own work.

ABOUT THIS COURSE

This qualification is aimed those seeking to build on their qualifications and experience and gain a management role in community sector organisations. Graduates of this qualification will work independently and report to executive management, directors and boards of management. It is ideally suited to people who wish to gain knowledge and theory in substantial depth of the community service sector. Workers at this level operate at an advanced skill level and may have responsibility for the supervision of other staff and volunteers.

The course consists of 13 units of competency in areas such as case management, social housing, working with people with disabilities, working with children and young people, community development, working with people with alcohol and other drug issues and working with people with mental health issues.

CAREER AND STUDY PATHWAY

After completing the Advanced Diploma of Community Sector Management, students may gain employment as an accommodation support worker, a coordinator of volunteers, a disability services manager or a community development manager. The student may also gain credit towards a university degree such as Bachelor of Human Services.

LEARNING OUTCOMES

Upon completion of this course, an Advanced Diploma of Community Sector Management will be issued. Students will gain a substantial knowledge and depth in a variety of community services areas. Students will have the responsibility for planning and monitoring delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

ENTRY REQUIREMENTS

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UNITS OF COMPETENCY

Students must complete a total of 13 units for this qualification. The units to be completed involve 8 core units plus a further 5 elective units from the list below. Students who have completed any eligible units of competency may credit those units towards this qualification.

CORE UNITS

CHCDIV003   **Manage and promote diversity**
This unit describes the skills and knowledge required to evaluate and promote diversity in the workplace, and to contribute to the planning of diversity policies and procedures. This may apply to internal work practices or external service delivery.

CHCLEG003   **Manage legal and ethical compliance**
This unit describes the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities.

CHCMGT001   **Develop, implement and review quality framework**
This unit describes the skills and knowledge required to develop, implement and monitor a framework for ongoing quality service delivery that supports the rights and interests of clients.

CHCMGT003   **Lead the work team**
This unit describes the skills and knowledge required to lead a business operation that covers the steps required to develop and implement business plans.

BSBSTR601   **Manage innovation and continuous improvement**
This unit describes the skills and knowledge required to undertake supervisory and coordinating activities in work groups in health and community service organisations.

BSBFIM601   **Manage finances**
This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.

BSBINN601   **Lead and manage organisational change**
This unit describes skills and knowledge required to determine strategic change requirements and opportunities; and to develop, implement and evaluate change management strategies.

BSBMGT608   **Manage innovation and continuous improvement**
This unit describes the skills and knowledge required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted and rewarded.

BSBRSK501   **Manage risk**
This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

ELECTIVE UNITS

CHCCCS007   **Develop and implement service programs**
This unit describes the skills and knowledge required to engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.

CHCCOM003   Develop workplace communication strategies
This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.

CHCCSM006   Provide case management supervision
This unit describes the skills and knowledge to take a leadership role in the delivery of quality case management. This includes disseminating information and providing advice on practice issues relating to case management within the organisation.

CHCDIV002   Promote Aboriginal and/or Torres Strait Islander cultural safety
The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

CHCPOL002   Develop and implement policy
This unit describes the skills and knowledge required to research, develop and implement new policy initiatives.