



Training Consultancy  
RTO 31888 | CRICOS 04071H

CHC52021  
**Diploma of  
Community Services  
(Case Management Specialisation)**

Your first choice training  
provider for quality training  
and education designed for an  
industry ready workforce

Study your Way with DP Training

[View Course Webpage](#) >

RTO Code - 31888



NATIONALLY RECOGNISED  
TRAINING

# Why Choose DP Training

DP Training forges partnerships Australia-wide to provide high quality, accessible, training and education programs in specific areas of the Vocational Education and Training (VET) sector to people wanting to enter the workforce, to individuals wanting to retrain and continually upskill and to employers wanting to improve existing workers' skills.

## Community Service Industry Insights

Community Services related industry sectors and occupations form one part of the overall Health Care and Social Assistance industry. The Health Care and Social Assistance industry is the largest employing industry in Australia and has experienced continuous employment growth since 2001. In 2021, approximately 1.8 million people were employed in this industry, projected to increase to more than 2.0 million by 2025.

Community Workers	
 <b>24,400 workers</b> Employment Size	
 <b>High skill</b> Skill level rating	
 <b>61% Full-Time</b> Full-Time Share	
 <b>41 hours</b> Average full-time	
 <b>45 years</b> Average age	
 <b>80% female</b> Gender Share	



### Job growth

N/A

Projected job growth in 5 years

### Salary

\$90K

Typical salary in AUS

### Job satisfaction

★ 4.0

Based on 3 reviews

The average annual salary for Area Coordinator jobs in Australia ranges from \$80,000 to \$100,000.



# Course Information

This qualification reflects the roles of community services, case management and social housing 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 business opportunities.

## What does the course cover?

By pursuing this qualification you will learn industry skills such as how to -

- Undertake case management practices
- Develop and implement service programs
- Analyse impacts of sociological factors on clients in community work and services
- Develop workplace communication strategies
- Facilitate workplace debriefing and support processes
- Manage legal and ethical compliance
- Facilitate workplace debriefing and support processes
- Reflect on and improve own professional practice
- Manage work health and safety

## Key Benefits

### Nationally Recognised

The course is nationally recognised under the Australian Qualifications Framework, so you can use it as a pathway to university qualifications around Australia. When you choose DP Training for your career development you only move forward. You can start with this qualification to build career opportunities and pathways toward Tertiary Education.

### Job Ready Training

At DP Training you get the opportunity to undertake practical-based learning and hands-on experience via workplace-driven course content.

## Entry Requirements

The target learners for this course must:

- Be over 18 years of age, and no longer attending secondary school
- Undertake Language, Literacy and Numeracy (LLN) Skills Indicator assessment questionnaire
- Obtain security clearance\*
- Have technological skills to undertake computer/online work and have access to a computer and software with the following minimum specifications
- Adobe Acrobat Reader/Adobe Flash Player and up to date internet browser.

## Enrolment Requirements

To enrol in this course, you must provide-

- Proof of ID: Colour copy of Passport or Driver's Licence.
- Unique Student Identification Number (USI)
- Colour copy of Certificates and Statement Results for any previously attained or partially completed qualifications completed in or recognised in Australia.

\*Security Clearance: Some qualifications require a security clearance (e.g. police check, valid blue card and/or yellow card) in order for the student to be eligible to undertake practical and/or vocational placement. Additionally, individual host organisations may have different requirements regarding vaccinations. Please discuss these with our Administration Team during the enrolment process and/or refer to the DP Training website for more information. Please note there are mandatory vaccination requirements within each state and it is up to the student to ensure they are complying with their own state, territory legislation and workplace organisation policies and procedures.



## Job outcomes

After the completion of this course you will be ready to take on a variety of job role within the industry like -

- Case manager
- Case Coordinator
- Family support worker
- Welfare worker
- Community services worker
- Social housing coordinator
- Support Facilitator

## Course Duration



12 months

## Study Options

This course is delivered via our DP Learning@Home Program offering a blend of

- Online (Self-Paced)
- Blended
- Block or day release for apprentices
- Recognition of Prior Learning (RPL)
- A combination of the above

# Course Delivery

## Online (Self-Paced)

- Rolling intake, start anytime!
- Online delivery for 20 units of competency
- Workplace logbook of at least 200 hours
- Simulated workshops held at our training locations, if required (as timetabled)
- The opportunity to attend weekly trainer-led study support sessions via Zoom for the duration of your course
- Self-paced (up to 12 months to complete)



# RPL Delivery

- Designed for existing workers who are able to demonstrate that they have acquired the required knowledge and skills specified in the training package through formal, non-formal and informal learning
- If you consider yourself to already have the knowledge and skills for the qualification, any person currently working in the industry has the opportunity to apply for the Recognition of Prior Learning (RPL) assessment-only pathway

Take a 60-second Skill Assessment Check Now to determine your eligibility for RPL.



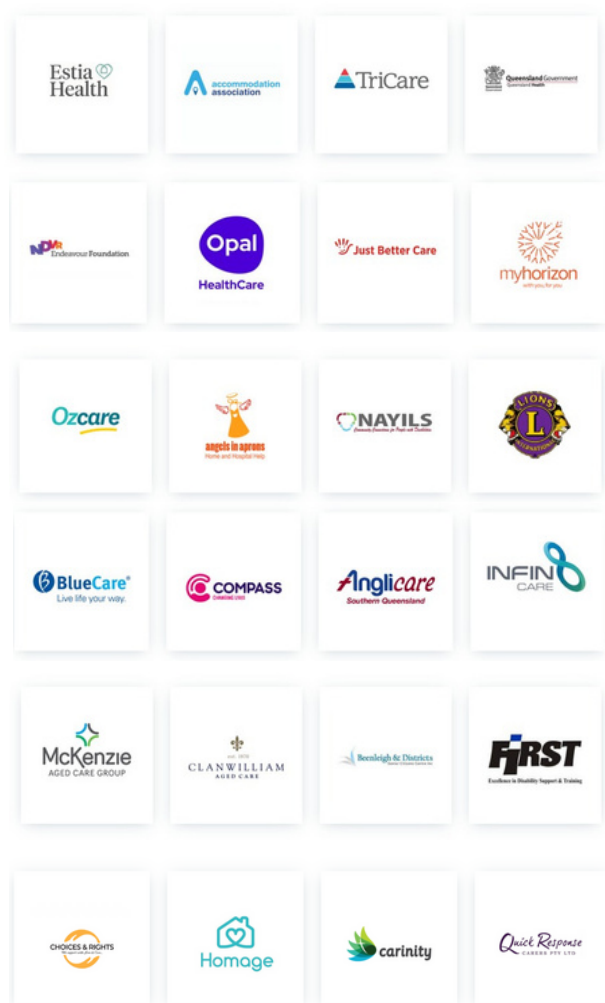
## Course Structure

This Diploma is made up of 20 units of competency which reflect the needs of industry.

Unit Code	Unit Name
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
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCAOD004	Assess needs of clients with alcohol and other drugs issues
CHCCOM005	Communicate and work in health or community services
BSBPEF401	Manage personal health and wellbeing
CHCPRP005	Engage with health professionals and the health system
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCMHS001	Work with people with mental health issues
CHCDIS012	Support community participation and social inclusion

*\*To receive an award for this qualification Students are required to complete all units listed above as competent within a period of 12 months.*

## Our Industry Partners



## Our Campus

### Online Delivery Nationally

#### DP Training Campus

- Brisbane – 162 Abbotsford Road, Bowen Hills QLD 4006
- Gold Coast – Level 3, Unit 7, 52 Davenport Street, Southport QLD 4215

#### Other training and meeting rooms

- Adelaide – 97 Pirie Street, Adelaide, SA 5000
- Sydney – Level 17, Angel Place, 123 Pitt St, Sydney NSW 2000
- Melbourne – Level 10, 440 Collins Street, Melbourne VIC 3000

## WHY STUDY WITH DP TRAINING

**When you choose DP Training you choose career growth, stability, and success!**

**83.9%**

**Students Recommended DP Training**

**92.2%**

**Overall Student Satisfaction Rate**

**92.1%**

**Graduate Employability Rate**

## Course Fee

Full Fee for Service: \$4650

RPL assessment – total assessment fee \$1500, then if applicable, \$100 per unit of gap training capped at 10 units.

\*Refer to the Domestic Student Policies Page for full fees policy and procedures - [dptraining.com.au/domestic-student-policy/](http://dptraining.com.au/domestic-student-policy/)

## Funding

Government funding assists students by subsidising their tuition fees. Funding varies between State / Territories, and students are required to meet eligibility requirements. Find out what types of Government funding or incentives might be available to you in your area by checking your eligibility here - <https://www.dptraining.com.au/government-funded-training/>



## We are excited to hear from you

Commence your CHC52021 Diploma of Community Services with DP Training today to take the next step forward in your career.



To discuss the course that's right for you, call  
**1300 130 487**



To find out more information, email  
**[info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com)**



To enrol, visit our website  
**[www.dptraining.com.au/](http://www.dptraining.com.au/)**

