



# CHC52021 Diploma of Community Services

 National Code  
**CHC52021**  
 CRISCOS CODE  
**113680J**  
 Intakes  
**Monthly**  
 Duration  
**104 Weeks**  
 Delivery Mode:  
**On Campus**  
& 200 hours of placement in a regulated community service organizations

## Course Description

This qualification prepares community services, case management, and social housing workers to manage, coordinate, and deliver person-centred services for individuals, groups, and communities.

At this level, workers have specialised community services skills, working autonomously under broad guidance from senior management. Roles may involve direct support, supervising other workers and volunteers, case management, program coordination, or developing new business opportunities.

The qualification requires at least 200 hours of work as per the Assessment Requirements. To be eligible to register with the Australian Community Workers Association (ACWA), students must complete a total of 400 hours of work placement.

## Course Structure

The students enrolled in this course are required to complete 20 units of competency to attain a qualification.

### Core Units

CHCCS004	Assess co-existing needs
CHCCS007	Develop and implement service programs
CHCCS019	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 & respond appropriately to domestic & 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
HTWHS003	Maintain work health and safety

### Elective units

CHCADV002	Provide advocacy and representation services
CHCCOM003	Develop workplace communication strategies
CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCDIV003	Manage and promote diversity
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCADV001	Facilitate the interests and rights of clients
HTWHS004	Manage work health and safety

### Entry Requirements

**Age:**  
18 years or older

**Education:**  
Completion of Year 12 or Equivalent

**English:**  
IELTS: 6.0 or PTE: 52

### Career Pathway for the new Graduates:

- Community Services Manager
- Case Manager
- Youth Worker
- Program Coordinator