



IKON INSTITUTE
OF AUSTRALIA

DIPLOMA OF COMMUNITY SERVICES (CASE MANAGEMENT)



IKON is Australia's leading, specialist provider of therapeutic and human services training and is dedicated to advancing knowledge and understanding in humanistic studies through vocational and higher education, leadership and practice.

The IKON Institute aims to produce graduates who are enabled to continually develop their own potential, and whose skills, knowledge and therapeutic client-centred practice contribute to the creation of an international community of people and practitioners committed to social change, community building and individual healing.

At IKON, you'll gain more than a nationally recognised qualification, you'll gain a rewarding career where you can make a positive difference in your life and the lives of others.

Contact us for an information and application pack or for information about any training subsidies available in your state.

Why Community Services?

The community services sector is vital to sustaining the wellbeing of communities in Australia. Community service workers provide welfare and support services to assist some of the most vulnerable people in the community and therefore have a varied and fulfilling job role that can touch the lives of many.

The following skills and attributes are highly valued in people working in the community service sector:

- a genuine interest in community issues and people
- good communication skills
- an ability to resolve conflict quickly
- to relate to people effectively and patiently
- to enjoy assisting people
- an ability to work independently and in collaboration with others

Diploma of Community Services (Case Management)

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

Students gain the expertise and knowledge necessary to effectively facilitate case management in both private and government roles within the community services industry, assess and analyse client needs, communicate effectively with clients and staff, and support client self-management.

The Community Services industry is booming, with a 24.5% employment growth predicted between 2013 and 2018.

DIPLOMA OF COMMUNITY SERVICES (CASE MANAGEMENT)

CHCCOM003:	Develop workplace communication strategies	Course Name: Community Services Qualification: Diploma of Community Services (CHC52015) Study Location: SA & QLD Course Duration: 14 months
CHCMGT005:	Facilitate workplace debriefing	
CHCPRP003:	Reflect on and improve own professional practice	
CHCLEG003:	Manage legal and ethical compliance	
CHCCS004:	Assess co-existing needs	
CHCCSM005:	Develop, facilitate and review all aspects of case management	
CHCCSM007:	Undertake case management in a child protection context	
CHCCSM006:	Provide case management supervision	
CHCCCS007:	Develop and implement service programs	
CHCGROUP403D:	Plan and conduct group activities	
CHCDEV002:	Analyse sociological factors on clients in community work and services	
CHCDIV003:	Manage and Promote Diversity	
CHCYTH001:	Engage respectfully with young people	
CHCPRT001:	Identify and respond to children and young people at risk	
CHCYTH012:	Manage service response to young people in crisis	
HLTWHS004:	Manage work health and safety	

Course Duration

14 months. The course requires 32 weeks of coursework plus a minimum 100 hour work / field placement in an approved organisation.

Delivery Format & Methods

Students will be required to attend 1 day of classroom training per fortnight, to complete lectures, observation, role play and discussion.

This course has an online component and it is recommended that students allow 2 days per week of self directed study.

Recognition of Prior Learning (RPL)

RPL is a process whereby knowledge and skills you already have may be recognised, irrespective of where or how they were acquired. Applications for RPL must be submitted and assessed PRIOR to enrolling in the course.

Graduate Opportunities

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.

Occupational titles may include;

- Assessor
- Case coordinator
- Case worker or manager
- Client service assessor
- Community services worker
- Early intervention worker
- Family support worker
- Group facilitator / coordinator
- Social welfare worker
- Welfare worker

Tuition Fees

Please contact IKON to confirm the current tuition fees or visit our website www.ikoninstitute.edu.au

Payment Options

VET Student Loans

The Diploma of Community Services is on the eligible course list with an applicable maximum loan amount of \$10,000.

For more information, visit:

www.education.gov.au/vet-student-loans

Alternatively, tuition fees can be paid via monthly / periodic payments through Direct Debit or full upfront payment.

