

Diploma of Community Services

COURSE CODE	CHC52021
LOCATIONS	Warrnambool
STUDY MODE	Full-time, On Campus
Length	Two years
Commencement	February, July 2026 February: two days a week on campus (Monday and Wednesday 9am–3.30pm), plus practical placement.
Timetable	July: one and a half days a week (Monday 9am–3.30pm and Friday 9am–12.30 pm) on campus, plus practical placement. You will need to complete 400 hours of practical placement during the course (150 hours in the first year and 250 hours in the second year), outside of your scheduled class times.

Course Overview

This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.

Introduction

The Diploma of Community Services will give you the knowledge, skills, and confidence to support individuals, families, and whole communities in meaningful ways.

This course is best suited to applicants who already hold a related qualification or have experience working in community services, as it builds on foundational knowledge and requires a strong level of readiness for complex, industry-based learning.

Through 400 hours of hands-on industry placement, you'll gain real-life experience and develop the practical skills employers are looking for. You'll learn how to provide support, design and deliver programs, and advocate for people across a wide variety of settings.

As a Community Work Australia–accredited qualification, this course opens the door to a broad range of career opportunities in the growing community services sector — from case management and support work to program coordination and community development.

What will I Learn?

By completing the Diploma of Community Services, you'll develop essential skills for a career in community services. You'll learn to assess and support clients with coexisting needs, apply trauma-informed care principles, and develop effective workplace communication strategies.

The course emphasises cultural competence, including promoting Aboriginal and Torres Strait Islander cultural safety and maintaining work health and safety standards. You'll also gain expertise in legal and ethical compliance, professional practice improvement, and facilitating workplace debriefing and support processes.

Additionally, you'll learn to handle domestic and family violence situations, facilitate responsible behaviour, and manage crisis situations. The program covers developmental assessment, service program implementation, sociological impact analysis, case management, and trauma-informed care, equipping you with comprehensive counselling skills to support diverse client needs effectively.

Course Outcomes and Career Opportunities

- Community services worker
- Family support worker
- Welfare worker
- Case manager

- Child protection practitioner
- Advocate
- Youth justice worker
- Community corrections worker
- Student welfare
- Community development worker
- Program coordinator
- Community outreach worker
- Housing support worker

Pathways

Completing the Diploma of Community Services gives you a direct pathway into a range of undergraduate programs through the TAFE Pathways Program – Domestic students at Deakin University.

You may even receive recognition of prior learning (RPL), allowing you to fast-track your degree.

Possible study pathways include:

- Psychology & Health
- Bachelor of Arts (Psychology)
- Bachelor of Health Sciences – 6 Credit Points RPL
- Bachelor of Psychology (Honours) – 8 Credit Points RPL
- Bachelor of Psychological Science – 8 Credit Points RPL
- Bachelor of Public Health and Health Promotion

Community & Social Work

- Bachelor of Social Work – 8 Credit Points RPL
- Bachelor of Criminology
- Bachelor of Criminology / Bachelor of Psychological Science

Communication, Arts & Design

- Bachelor of Communication
- Bachelor of Creative Arts
- Bachelor of Design
- Bachelor of Marketing (Psychology)
- Bachelor of Politics, Philosophy and Economics

This means your TAFE study can give you a head start at university, helping you progress toward a bachelor's degree while building on the skills you've already gained.

Placement

This course includes industry experience where you will gain knowledge and skills in working with individuals, groups and whole communities. This experience is gained through 400 hours of practical placement (150 hours in the first year and 250 hours in the second year) outside of timetabled class times.

In order to undertake placement, you must be able to obtain a current Working with Children Check, a police check (with no disclosures) and where necessary the NDIS worker screening. You may also be required to be fully vaccinated for COVID and flu.

Information Session

Why don't you come along to our next course info session to find out everything you need to start your learning journey? You can chat with our teachers, tour our facilities, learn more about the course, find out about the application process and get your questions answered by our course experts.

[Find the next info session near you](#)

Course in Transition

This qualification is superseded and course updates are occurring.

To ensure course content is relevant and industry-specific, industry is constantly having input into this training package. The course code, title, units, and content may change in the future and you may be enrolled in the new qualification. Further information will be provided on our website, upon enrolment and/or during the course of your training.

Course Requirements

This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.

Entrance requirements & pre-requisites

- be at least 18 years of age at the time of commencement
- You must meet the requirements of the written selection questionnaire and the language, literacy and numeracy assessment or have a support plan in place.

Placement requirements

In order to undertake placement, you must:

- be able to obtain a current Working with Children Check,
- obtain a police check with no disclosure
- where necessary the NDIS worker screening
- be fully vaccinated for COVID and flu

Course requirements

To be eligible for this qualification, you must successfully complete 20 units: 12 core and 8 elective.

Units offered

Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
HLTWHS003	Maintain work health and safety	40	\$0.00
CHCDIV001	Work with diverse people	40	\$0.00
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	25	\$0.00
CHCPRP003	Reflect on and improve own professional practice	120	\$0.00
CHCLEG003	Manage legal and ethical compliance	80	\$0.00
CHCCCS004	Assess co-existing needs	80	\$0.00
CHCCCS007	Develop and implement service programs	100	\$0.00
CHCMGT005	Facilitate workplace debriefing and support processes	120	\$0.00
CHCCCS019	Recognise and respond to crisis situations	45	\$0.00
CHCCSM013	Facilitate and review case management	75	\$0.00

CHCDEV005	Analyse impacts of sociological factors on people in community work and services	100	\$0.00
CHCDFV001	Recognise and respond appropriately to domestic and family violence	50	\$0.00

Elective Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
CHCCOM003	Develop workplace communication strategies	100	\$0.00
CHCCSL003	Facilitate the counselling relationship and process	120	\$0.00
CHCMHS013	Implement trauma informed care	80	\$0.00
CHCCCS009	Facilitate responsible behaviour	40	\$0.00
CHCMHS007	Work effectively in trauma informed care	40	\$0.00
CHCMHS011	Assess and promote social, emotional and physical wellbeing	80	\$0.00
CHCDEV004	Confirm developmental status	60	\$0.00
CHCCSL001	Establish and confirm the counselling relationship	100	\$0.00

Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this either in your own workplace (where appropriate), through a practical placement, or by using one of the Institute's simulated workshops/classrooms. Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

Fees

This section gives you an overview of course fees, subsidies, and how they can be paid.

Course Fees

Here's an outline of fees and costs associated with your course.

Your fees each year can be made up of 3 different elements. Everyone has different circumstances that can affect what you pay and how much you pay. :

1. Tuition fees - charged as an hourly rate that varies from course to course. A large portion of the tuition is subsidised by the Victorian Government for eligible students.
2. Resource and/or materials costs - covers the cost of materials and other incidentals. This fee will vary according to the course being undertaken.
3. Booklist items - such as textbooks, equipment and stationery recommended for your course

Tuition fees

There are 4 different rates of tuition fees. Only one will apply to you (depending on your eligibility and circumstances).

1. **Government Subsidised Fee** - you could be eligible for a government-subsidised rate under the Skills First funding depending on your age, educational history, and citizenship or residency status. If you are eligible, the government will contribute to the cost of your training.
[Find out more about subsidised training](#)
2. **Government Subsidised Concession Fee** - If you are eligible for a Skills First government-subsidised place and hold a current healthcare or pension card, that you can provide at enrolment, you may be eligible for the concession rate. Note, the concession rate is not applicable to Diploma level courses.
[Find out more about concession rates](#)
3. **If the course is a Free TAFE course or part of the Free TAFE Pathways Program** - Eligible students will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). Any resource or material costs, or booklist items for this course are listed in the table below.
[Find out more about Free TAFE](#)
[Find out more about Free TAFE Pathways Programs](#)
4. **Full fee** - If you are not eligible for a Skills First government-subsidised place, exemption, concession or are enrolling in a course that isn't government-subsidised, you may be required to pay the full fee rate.

FIND OUT MORE ABOUT FEES AND ELIGIBILITY

The fees listed below are indicative only. The course fees published are subject to change given individual circumstances at enrolment. Course fee funding is made available to eligible individuals by the Victorian and Commonwealth Governments. If funding is utilised, this may affect opportunities to access additional funding in the future. An accurate quote for this course will be provided during the enrolment process.

Course fees by student type	Indicative Course Fee
Government subsidised rate (if eligible)	\$13,860.00
Full fee rate (if not eligible for govt subsidy)	\$13,860.00

Additional course fees	Indicative Course Fee
Course consumable/materials (approximate)	\$0.00

Resource and/or materials costs

Some courses require specific resources or materials necessary for your study eg: tools of the trade, excursions, etc. Final costs will be determined upon enrolment.

How do I pay my fees?

Once we have processed your enrolment form, you will receive an email with your invoice.

You have [three options when organising your payment](#):

1. [Upfront payment](#) - can be made over the phone with EFTPOS
2. [Payment plan](#) - can be directly debited from your bank account or via a [VET Student Loan](#) (for diploma or advanced diploma courses only)
3. [Paid by employer, school or job network agency](#) - if your fees are being paid by your employer, school or job network agency, you will need to complete an Authority to Invoice form.

Payments will need to be arranged within five(5) business days of receiving the email containing your invoice.

We also offer a range of [scholarships](#) each year which you may be eligible to apply for to assist with course fees.

Next Steps

Ready to take the next step? Here you can [make an enquiry](#), [attend an information session](#) or [begin the application process](#).

How to apply

There are [five simple steps to apply for a course](#) with us.

1. Apply - complete a [short online application form](#). Once this form is submitted we'll send you a thank-you email.
2. Literacy and Numeracy Assessment - we will assess whether you need to undertake a Language, Literacy and Numeracy (LLN) assessment and email it to you if required.
If you are not required to undertake this assessment, you will skip to step 3.
3. Chat to our team - your teacher or course specialist will contact you to discuss the course in more detail and ensure the right units of study are selected for you.
4. Enrol – you will be sent an email to accept your offer for the course. By accepting, you will be directed to verify your details and submit your enrolment for processing.
5. Pay - once we've completed your enrolment, we will send you an invoice to arrange [payment of your course fees](#).

If you need any assistance with applying, [contact our team](#) on 1300 648 911 or visit your nearest campus.

Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our Careers Coaches at the [Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you.

Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).