



CHC52015 Diploma of Community Services (Case Management)

What is ACCLM?

The Australasian College of Care Leadership and Management (ACCLM) - part of the Education Centre of Australia (ECA) - is a Registered Training Organisation (RTO) providing high-quality vocational education, training and associated client services leading to nationally recognised qualifications for anyone starting or advancing their career in the Aged and Community Care sectors.

Why study with ACCLM?

- Founder and academic consultant Dr Drew Dwyer BASS, BSN, MClInSc, PhD, FACN, MACA, CFJBI is a Fellow of the Australian College of Nursing and the Australian Association of Gerontology, and a Clinical Fellow of the Joanna Briggs Institute
- Courses available for all levels from junior caregivers to senior management
- Industry specialists in developing management and leadership skills
- Lecturers, trainers, tutors, facilitators and support staff all have many years of practical, hands-on experience
- Flexible course delivery combining online and face-to-face components
- Support and assistance available to secure work placement.
- Internships encouraged for practical skills development
- Training focused on developing and implementing practical strategies and adaptable processes
- Supportive and collaborative training environment designed to maximise student potential
- Full support within the college and community to achieve your individual aims
- Students at ACCLM enjoy free access to the group's English Language School for support

Why study Aged and Community Care?

- The average age of the population continues to rise - globally
- More carers are required to look after the ageing population
- Job availability in this continually growing sector is booming
- Long-term career opportunities are excellent

Full details of courses, resources and facilities can be found on our website: acclm.edu.au

Contact us and learn how you can start or advance your career in Aged or Community Care.

CHC52015 Diploma of Community Services (Case Management)	
Mode of delivery	Online and Workshops
Course Duration	12 months – 18 months
Textbooks and/or resources	Prescribed textbooks are supplied. All other learning resources are provided online.

About the Diploma of Community Services (Case Management)

Case Management is a collaborative process designed to help an individual client achieve a specified goal in wellness and reablement through supported care.

This course prepares students for success as a Case Manager by developing skills in client counselling, service coordination, stakeholder communication, risk management, understanding and following occupational health and safety requirements, and many other matters specific to Case Management processes.

Training focusses on the Case Management of aged and community care clients under Consumer Directed Care (CDC), NDIS, DSS and Mental Health Programs. It provides generalised leadership and management skills suitable for employment within any organisation delivering care and Case Management.

What will I learn?

This course includes 16 Units of competency delivered as 8 Modules of training.

Module 1 – Community Foundations

- CHCCOM003 Develop workplace communication strategies (core)
- BSBMGT605 Provide leadership across the organisation (elective)
- CHCCS007 Develop and implement service programs (core)

Module 2 – People and Culture

- CHCGIV003 Manage and promote diversity (core)
- CHCAGE001 Facilitate the empowerment of older people (elective)
- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services (core)

Module 3 – Community Risk Management

- HLTWHS004 Manage work health and safety (core)
- BSBMGT516 Facilitate continuous improvement (elective)
- CHCCS004 Assess co-existing needs (elective)

Module 4 – Community CASE Management

- CHCCSM004 Coordinate complex case requirements (elective)
- CHCCSM005 Develop, facilitate and review all aspects of case management (elective)

Module 5 – Ethical and Reflective Practice

- CHCLEG003 Manage legal and ethical compliance (core)
- CHCPRP003 Reflect on and improve own professional practice (core)

Module 6 – Supporting Performance Management

- CHCCSM006 Provide case management supervision (elective)
- BSBMGT502 Manage people performance (elective)
- CHCMGT005 Facilitate workplace debriefing and support processes (core)

Career Pathways

Diploma of Community Services graduates are able to advance their career as:

- Case Manager
- Social Work Coordinator
- Care Coordinator
- Case Worker or Manager
- Family Support Worker
- Group Facilitator/Coordinator
- Pastoral Care Counsellor

Education Pathways

Diploma graduates can build on their current qualifications by studying for:

- Advanced Diploma of Community Sector Management
- Graduate Certificate in Client Assessment and Case Management

ACCLM Online Course Delivery

This course is delivered primarily online and a sound level of computer literacy is recommended for students. Online delivery provides maximum flexibility, allowing you to study anywhere and anytime. As all training materials and assessments are delivered online, it is essential you have access to a good computer and internet services.

Workshops

Two mandatory live workshops provide students with face-to-face training in essential skills and form a vital part of the assessment and practical learning process for the Diploma of Community Services.

- **Workshop 1** – Case Management
- **Workshop 2** – Improving Professional Skills Through Reflective Practice

Workshops are held several times a year in Sydney, Melbourne and Brisbane. Students will be provided with available options via their Training Plan, issued upon enrolment.