Handout 10: Getting to know the Community Services Industry

The broad range of Community Services provide a wide range of direct face-to-face services by:

- filling the gap in programs not met through government intervention
- carrying out government social welfare policies and programs.

Services may be targeted to a particular group of people. Some of these groups are:

- women
- men
- people with disabilities
- aged
- young people
- children
- Aboriginal and Torres Strait Islanders
- people of culturally and linguistically diverse background
- people with HIV/AIDS related conditions
- homosexual men and women
- low income earners
- rural dwellers

They may be identified by the type of service they provide. There are six broad areas of service delivery:

- family/child support
- social/home support
- community action/development
- residential accommodation
- community health
- labour market programs.

Within each of these areas, a range of programs would include (but are not limited to):

- **Family/child support.** The areas in this category would include:
  - child protection
  - pre-school and day care centres
  - vacation care
  - early childhood projects
  - childcare assistance for working parents
  - family and individual support
  - post-adoptive service
  - recession assistance programs
• **Social/home support.** The areas included in this category are:
  o community-based residential care
  o rural counsellors
  o assistance to the disabled
  o home and community care
  o disaster welfare services
  o financial counselling services
  o prison inmates aftercare
  o community transport
  o material assistance
  o meal on wheels.

• **Community action/development.** The following services are included under this heading
  o community legal centres
  o community development
  o community youth projects and adolescent support programs
  o juvenile justice services
  o family and community development strategy
  o assistance to the disabled
  o self help organisations
  o ethnic and multicultural services
  o regional development
  o leisure and recreational services

• **Housing/residential accommodation.** Services here include:
  o refuges
  o homeless persons support
  o mortgage and rent relief scheme
  o rent rebates for pensioners
  o community tenancy schemes
  o supported accommodation
  o hostels

• **Community health.** Areas under community health include:
  o health promotion and education
  o drug and alcohol services
  o self-help groups
  o services for Aboriginals
  o community health centres
  o community services for the psychiatrically ill
  o nursing homes

• **Labour market programs.** Areas under labour market programs include the following:
  o Workskill Australia
  o Skillshare
  o migrant employment and training schemes
  o Start to Life
- vocational programs
- Aboriginal employment and training schemes
- out-placement and retraining assistance scheme
- employment services