

## HUSE1001: Introduction to Human Services

Callaghan and Ourimbah  
Semester 1 - 2024



THE UNIVERSITY OF  
NEWCASTLE  
AUSTRALIA

*The School of Humanities, Creative Industries and Social Sciences is committed to providing an inclusive environment in which all cultures are accorded respect and all students and staff are expected to act with honesty, fairness, trustworthiness and accountability in dealings with others.*

*The School recognises and respects the unique histories and cultures of Aboriginal and Torres Strait Islander peoples, their unbroken relationship with the lands and the waters of Australia over millennia, and the validity of Aboriginal ways of knowing. We are dedicated to reconciliation and to offering opportunities for Aboriginal and Torres Strait Islander peoples to access and succeed in higher education.*

## OVERVIEW

<b>Course Description</b>	This course provides an overview of the human services sector and the role of the human service worker within it. It examines macro and micro level influences on the historical developments of the Australian Welfare State and service delivery models. It explores the knowledge, skills and values required of the human services worker in dealing with a range of complex social issues. It highlights the structural disadvantage of many service users and explores progressive approaches to human service practice. It covers the theories and knowledge that underpin different types of practice undertaken by human service workers and establishes the importance of ethical and professional standards in practice.
<b>Academic Progress Requirements</b>	Nil
<b>Requisites</b>	If you have successfully completed SPSW1001 you cannot enrol in this course.
<b>Contact Hours</b>	<b>Callaghan Lectorial</b> Face to Face On Campus 2 hour(s) per week(s) for 12 week(s) starting Week 1  <b>Ourimbah Lectorial</b> Face to Face On Campus 2 hour(s) per week(s) for 12 week(s) starting Week 1
<b>Unit Weighting Workload</b>	10 Students are required to spend on average 120-140 hours of effort (contact and non-contact) including assessments per 10 unit course.

# COURSE OUTLINE

---

# CONTACTS

<b>Course Coordinator</b>	<b>Callaghan and Ourimbah</b> Dr Chris Krogh Chris.Krogh@newcastle.edu.au (02) 4985 4497 Consultation: Appointments can be made in person or via email. I will be on Ourimbah campus on Mondays and on Callaghan campus on Wednesdays and Thursdays. These are good days to meet in person. Meetings via zoom can also be arranged as required.
<b>Teaching Staff</b>	Other teaching staff will be advised on the course Canvas site.
<b>School Office</b>	<b>School of Humanities Creative Industries and Social Sciences</b> Social Sciences Building Callaghan HCISS@newcastle.edu.au +61 4985 4500  <b>School of Humanities Creative Industries and Social Sciences</b> HO1.43 Humanities Building Ourimbah HCISS@newcastle.edu.au +61 4985 4500  <b>School of Humanities Creative Industries and Social Sciences</b> NU Space, Level 4 409 Hunter Street Newcastle HCISS@newcastle.edu.au +61 4985 4500  <b>School of Humanities Creative Industries and Social Sciences</b> Social Sciences Building Callaghan CHSF-PSB-Singapore@newcastle.edu.au +61 2 4985 4500

# SYLLABUS

<b>Course Content</b>	The course will include the following topics: <ul style="list-style-type: none"><li>• Historical Foundations of Australia's Social Welfare System and Human Services Industry</li><li>• Philosophical Perspectives</li><li>• Ethics and Values</li><li>• Roles and Domains of Practice</li><li>• Practice Standards</li><li>• Knowledge Base of Practice</li><li>• Practice Frameworks and Approaches</li><li>• Stages of intervention including engagement, assessment, intervention, termination and review</li><li>• Social Control and Human Services</li><li>• Specific Issues such as gender and racial inequality</li><li>• Difference, Diversity and Cultural Competence</li><li>• Tensions and Trends in the Human Services</li><li>• Critical and Reflective practice</li></ul>
-----------------------	---

---

**Course Learning  
Outcomes**

**On successful completion of this course, students will be able to:**

1. Identify key aspects of the human services sector including: its history and social context; forms of practice; the influence of beliefs, values, attitudes, ethics and practice standards.
2. Describe the social conditions experienced by one or more groups of people in Australia and human services responses to these groups.
3. Apply, at an introductory level, distinct practice approaches that might be used in human services with individuals, groups and communities.
4. Apply introductory level reflective strategies to their experiences in order to extend learning about human services and their personal response to the content.

**Course Materials    Required Reading:**

- Required and recommended readings will be provided via the Course Readings link in the course Canvas site. Please check this location for materials for each week.

# SCHEDULE

Week	Week Begins	Topic	Learning Activity	Assessment Due
1	26 Feb	Introduction to the course; introduction to human services.	Please review pre-class activities in the Week 1 module of Canvas.	
2	4 Mar	Human services: in place and on Country	Please review pre-class activities in the Week 2 module of Canvas.	
3	11 Mar	Human services history: continuity and change	Please review pre-class activities in the Week 3 module of Canvas.	<b>Ungraded practice quiz.</b> Open from Friday 15th <b>March</b> (9:00am) to Sunday 17th <b>March</b> (11:59pm)
4	18 Mar	Social arrangements and human services: policy, regulation and laws; power, care and control	Please review pre-class activities in the Week 4 module of Canvas.	<b>Quiz 1.</b> Open from Friday 22nd March (9:00am) to Sunday 24th March (11:59pm)
5	25 Mar	Human services: models and theories	Please review pre-class activities in the Week 5 module of Canvas.	
6	1 Apr	Human services: skills for practice  <b>Public holiday effects teaching this week. All classes online.</b>	Please review pre-class activities in the Week 6 module of Canvas.	
7	8 Apr	Human services: ethics, values and spirituality	Please review pre-class activities in the Week 7 module of Canvas.	<b>Quiz 2.</b> Open from Friday 12th April (9:00am) to Sunday 14th April (11:59pm)
<b>Mid-Semester Recess</b>				
<b>Mid-Semester Recess</b>				
8	29 Apr	Human services: self, culture and identity	Please review pre-class activities in the Week 8 module of Canvas.	<b>Presentation assignment</b> in-class practice 1
9	6 May	Human experiences of human services: emotions, bodies, impairments and abilities	Please review pre-class activities in the Week 9 module of Canvas.	<b>Presentation assignment</b> in-class practice 2.
10	13 May	Human services: relationships and intersubjectivity	Please review pre-class activities in the Week 10 module of Canvas.	<b>Presentation assignment</b> final submission. Sunday 19th May (11:59pm)
11	20 May	Human services in physical environments: human made and non-human made	Please review pre-class activities in the Week 11 module of Canvas.	
12	27 May	Closing the course: drawing it together	Please review pre-class activities in the Week 12 module of Canvas.	
13	3 Jun			<b>Case plan assignment</b> final submission. Friday 7th June (11:59pm)

**Examination Period**  
**Examination Period**

# ASSESSMENTS

This course has 3 assessments. Each assessment is described in more detail in the sections below.

	<b>Assessment Name</b>	<b>Due Date</b>	<b>Involvement</b>	<b>Weighting</b>	<b>Learning Outcomes</b>
<b>1</b>	Online Multiple Choice	<p>Ungraded practice quiz: opens 9:00am Friday 15th March; closes 11:55pm Sunday 17th March.</p> <p>Graded quiz 1: opens 9:00am Friday 22nd March; closes 11:59pm Sunday 24th March.</p> <p>Graded quiz 2: opens 9:00am Friday 12th April; closes 11:59pm Sunday 14th April</p>	Individual	30%	1
<b>2</b>	Research and Presentation	<p>In class practice presentation number 1: week 8.</p> <p>In class practice presentation number 2: week 9</p> <p>Submission of final version of presentation: Sunday 19th May at 11:59pm.</p>	Individual	30%	1, 2, 4
<b>3</b>	Mock Case Plan	All students: Friday 7th June at 11:59pm	Individual	40%	3, 4

**Late Submissions**      The mark for an assessment item submitted after the designated time on the due date, without an approved extension of time, will be reduced by 10% of the possible maximum mark for that assessment item for each day or part day that the assessment item is late. Note: this applies equally to week and weekend days.

## Assessment 1 - Online Multiple Choice

**Assessment Type**      Quiz

**Purpose**      This assessment provides students the opportunity to show their engagement with the course materials - lectures, readings and tutorials - and supports reinforcement of key concepts.

**Description**      During the semester there will be two online quizzes relating to content from a number of weeks from the course. Quizzes will be held after week 4 and week 6 classes. Each quiz will contain 15 questions and the quizzes, in total, will provide 30% of your course mark.

Each student is required to do the quiz themselves and will receive an individual mark. BUT, you can collaborate with others to work through the questions if you so choose.

There will be a practice quiz after week 3, covering content from weeks 1 & 2, for you to get familiar with the system and the types of questions.

**Weighting**      30%

---

<b>Length</b>	15 questions each graded quiz
<b>Due Date</b>	Ungraded practice quiz: opens 9:00am Friday 15th March; closes 11:55pm Sunday 17th March.  Graded quiz 1: opens 9:00am Friday 22nd March; closes 11:59pm Sunday 24th March.  Graded quiz 2: opens 9:00am Friday 12th April; closes 11:59pm Sunday 14th April.
<b>Submission Method</b>	Online Online
<b>Assessment Criteria</b>	The quiz will be accessed via the Quizzes menu link in the course Canvas site. Each given answer will be marked correct or incorrect.
<b>Return Method</b>	Online
<b>Feedback Provided</b>	No Feedback - . The quiz will provide a demonstration of correct or incorrect answers. Additional feedback can be provided from the tutor if requested.

## Assessment 2 - Research and Presentation

<b>Assessment Type</b>	Journal
<b>Purpose</b>	To have an opportunity to explore issues affecting different groups of people in the community through the use of theory, while also linking to local service providers and methods of practice.  This assessment also provides each person with the opportunity to learn from their peers and provide information that will help others' learning.
<b>Description</b>	<p>General Description</p> <p>For this assessment task, each student will create a 10 minute presentation (around 9 powerpoint slides including one for the title and one for references and one for showing what changes were made based on feedback from peers). This presentation will be practiced, twice, with small groups of peers during class time. Then the final presentation will be recorded and submitted online for marking. Students will not be presenting to the whole class at any point. Various approaches to the presentation are welcome (such as song, film or poem) so long as they are accompanied by a discussion of the content presented.</p> <p>10 of the possible 30 marks will be allocated for completing the two practice presentations. (5 marks for each practice) and including feedback about how these practices led to improvements in the presentation.</p> <p>Specific Instructions:</p> <p>Each student will choose an episode of the program "You can't ask that" (accessed via: the university library streaming service: KANOPY) to focus their assignment on. Students will then undertake individual research and create a brief presentation about the episode and the issue that it covers.</p> <p>[NOTE: You cannot do a presentation on the homelessness episode which will have been reviewed in class during lecture/tutorial times.]</p>

**Specific instructions for the presentation content will be provided on the course Canvas site in the Modules section of the course page.**

---

<b>Weighting</b>	30%
<b>Length</b>	9 powerpoint slides; 10 minute presentation (max)
<b>Due Date</b>	In class practice presentation number 1: week 8.  In class practice presentation number 2: week 9  Submission of final version of presentation: Sunday 19th May at 11:59pm.
<b>Submission Method</b>	Online  Upload to Canvas via the Assignments link.
<b>Assessment Criteria</b>	<ol style="list-style-type: none"><li>1. Being accurate with regard to the information presented</li><li>2. Thoroughness and quality of research, including the use of appropriate information sources. (5 academic references is enough for this assessment task).</li><li>3. Clearly presented information on slides and spoken.</li><li>4. Demonstration of self-reflection in relation working in the human services field, with this particular issue.</li><li>5. Application of content from the course, or other, equally relevant materials, to the topic.</li><li>6. Referencing of sources (academic and non-academic) used to develop the presentation.</li><li>7. Completing practice presentations and including information about how the feedback influenced the presentation.</li></ol>
<b>Return Method</b>	Online
<b>Feedback Provided</b>	Online – Feedback on work and grades will be provided approximately 3 weeks after submission of assignment.

## Assessment 3 - Mock Case Plan

<b>Assessment Type</b>	Written Assignment
<b>Purpose</b>	This assessment provides you with the opportunity to use and extend on the material in assessments 1 and 2. It requires drawing together concepts and information from across the semester. It is a chance to apply course content to a specific situation.
<b>Description</b>	<p>For this assessment you are to start with the 'You can't ask that' episode you watched for assessment 2. [You can chose a different episode if you would like but keeping the same one will be easier.] You can incorporate relevant information from assessment 2 and expand on that for this assessment.</p> <p>You are to choose one of the people from the 'you can't ask that' episode and complete the 'case plan' template which is provided for you in the course Canvas site, on the Modules page, within the Assessment 3 folder.</p>

**Specific instructions for the presentation content will be provided on the course Canvas site in the Modules section of the course page**

Your full material should come to around 1,500 words.

<b>Weighting</b>	40%
<b>Length</b>	1,500 words
<b>Due Date</b>	All students: Friday 7th June at 11:59pm
<b>Submission Method</b>	Online
<b>Assessment Criteria</b>	<ol style="list-style-type: none"><li>1. Accurate use of relevant research (having sought information where required and chosen relevant, academically suitable and reliable sources relating to the topic) (20%)</li><li>2. Use of evidence as the basis for, or to support, the claims you have made including evidence from the episode where relevant (15%)</li><li>3. Accurate use of concepts required for the case plan (20%)</li><li>4. Effective demonstration of skills including close listening and reflection (15%)</li><li>5. Clear, well structured and non-pathologising writing (15%)</li><li>6. Accurate referencing (15%)</li></ol>
<b>Return Method</b>	Online
<b>Feedback Provided</b>	Online - . Online - Approximately 3 weeks after submission. Feedback about the assessment and the way it was marked will be provided with the grade. If you would like additional feedback, please request this from the tutor.

## ADDITIONAL INFORMATION

### Grading Scheme

This course is graded as follows:

Range of Marks	Grade	Description
85-100	High Distinction (HD)	Outstanding standard indicating comprehensive knowledge and understanding of the relevant materials; demonstration of an outstanding level of academic achievement; mastery of skills*; and achievement of all assessment objectives.
75-84	Distinction (D)	Excellent standard indicating a very high level of knowledge and understanding of the relevant materials; demonstration of a very high level of academic ability; sound development of skills*; and achievement of all assessment objectives.
65-74	Credit (C)	Good standard indicating a high level of knowledge and understanding of the relevant materials; demonstration of a high level of academic achievement; reasonable development of skills*; and achievement of all learning outcomes.
50-64	Pass (P)	Satisfactory standard indicating an adequate knowledge and understanding of the relevant materials; demonstration of an adequate level of academic achievement; satisfactory development of skills*; and achievement of all learning outcomes.
0-49	Fail (FF)	Failure to satisfactorily achieve learning outcomes. If all compulsory course components are not completed the mark will be zero. A fail grade may also be awarded following disciplinary action.

\*Skills are those identified for the purposes of assessment task(s).

### Attendance

Attendance/participation will be recorded in the following components:

- Lectorial (Method of recording: in-class roll and class attendance app)



---

<b>Communication Methods</b>	<p>Communication methods used in this course include:</p> <ul style="list-style-type: none"><li>- Canvas Course Site: Students will receive communications via the posting of content or announcements on the Canvas course site.</li></ul> <p>Please look for and read announcements posted from this course. They will be important for the content and general knowledge about the running of the subject.</p>
<b>Course Evaluation</b>	<p>Each year feedback is sought from students and other stakeholders about the courses offered in the University for the purposes of identifying areas of excellence and potential improvement.</p>
<b>Oral Interviews (Vivas)</b>	<p>As part of the evaluation process of any assessment item in this course an oral examination (viva) may be conducted. The purpose of the oral examination is to verify the authorship of the material submitted in response to the assessment task. The oral examination will be conducted in accordance with the principles set out in the <a href="#">Oral Examination (viva) Procedure</a>. In cases where the oral examination reveals the assessment item may not be the student's own work the case will be dealt with under the <a href="#">Student Conduct Rule</a>.</p>
<b>Academic Misconduct</b>	<p>All students are required to meet the academic integrity standards of the University. These standards reinforce the importance of integrity and honesty in an academic environment. Academic Integrity policies apply to all students of the University in all modes of study and in all locations. For the Student Academic Integrity Policy, refer to <a href="https://policies.newcastle.edu.au/document/view-current.php?id=35">https://policies.newcastle.edu.au/document/view-current.php?id=35</a>.</p>
<b>Adverse Circumstances</b>	<p>The University acknowledges the right of students to seek consideration for the impact of allowable adverse circumstances that may affect their performance in assessment item(s). Applications for special consideration due to adverse circumstances will be made using the online Adverse Circumstances system where:</p> <ol style="list-style-type: none"><li>1. the assessment item is a major assessment item; or</li><li>2. the assessment item is a minor assessment item and the Course Co-ordinator has specified in the Course Outline that students may apply the online Adverse Circumstances system;</li><li>3. you are requesting a change of placement; or</li><li>4. the course has a compulsory attendance requirement.</li></ol> <p>Before applying you must refer to the Adverse Circumstance Affecting Assessment Items Procedure available at: <a href="https://policies.newcastle.edu.au/document/view-current.php?id=236">https://policies.newcastle.edu.au/document/view-current.php?id=236</a></p>
<b>Important Policy Information</b>	<p>The Help button in the Canvas Navigation menu contains helpful information for using the Learning Management System. Students should familiarise themselves with the policies and procedures at <a href="https://www.newcastle.edu.au/current-students/respect-at-uni/policies-and-procedures">https://www.newcastle.edu.au/current-students/respect-at-uni/policies-and-procedures</a> that support a safe and respectful environment at the University.</p>

*This course outline was approved by the Head of School. No alteration of this course outline is permitted without Head of School approval. If a change is approved, students will be notified and an amended course outline will be provided in the same manner as the original.*

© 2024 The University of Newcastle, Australia