

THE CAREER ROADMAP



Your Path from Education to Employment in Community Services

Purpose, Passion, and
Professional Growth



EDUCATION

Build the knowledge
and skills you need.



DISCOVER YOUR PATH

Explore opportunities
that align with
your goals.



GAIN EXPERIENCE

Develop confidence
through practical
learning.



GET QUALIFIED

Achieve your
qualifications and
open doors.



BUILD YOUR CAREER

Make a difference.
Grow. Thrive.
Inspire others.



Training Consultancy
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A REWARDING CAREER. A STRONGER COMMUNITY. A **BRIGHTER FUTURE.**

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How This Guide Works

Starting a new career can feel overwhelming—but with the right guidance, the path becomes clear.

This guide has been designed to give you a practical, step-by-step understanding of how to move from where you are now into a rewarding role in the industry.

Inside, you'll find:

1. Pathway Maps

Simple visual breakdowns showing how you can progress from a Certificate III through to higher-level qualifications and leadership roles.

2. Career Cards

Clear insights into different roles, what they involve, and how your career can develop over time.

3. A Day in the Life

Real-world examples to help you understand what working in the industry actually looks like day-to-day.

4. The DP Training Advantage

How flexible, practical training can help you gain the skills and confidence to start working while you study.

Choosing a career in community services is about more than employment—it's about finding a path that aligns with your values and the kind of difference you want to make.

With the right training and support, you can build a career that is not only stable, but deeply meaningful.

Let's find the pathway that's right for you.



CHAPTER ONE

A Career that Makes a Difference

The Community Services industry is built around people who want their work to have real meaning and impact. It's a career where every day brings the opportunity to support others, build stronger communities, and help individuals live with greater independence, confidence, and dignity.

Whether you're interested in disability support, aged care, mental health, youth work, or community care, this industry offers more than just employment—it offers purpose, connection, and long-term career opportunities.

Community services professionals play an essential role in the lives of others. From supporting someone to achieve personal goals to helping vulnerable individuals access the care they need, the work is meaningful, rewarding, and genuinely life-changing.

Every interaction, every shift, and every small success contributes to improving someone's quality of life. That's what makes this career both powerful and deeply rewarding.

At the same time, the industry continues to grow across Australia, creating strong demand for skilled and compassionate workers. This means you can build a stable career with opportunities to specialise, progress into leadership roles, or expand your skills over time



Why Choose This Industry?

- ✔ **Make a Real Impact** by helping people build confidence, stay independent, achieve their goals, and thrive in their communities
- ✔ **A Career with Purpose** that is more than just a job - it's meaningful work that makes a real difference every day
- ✔ **Strong Industry Demand** created by Australia's growing and ageing population across disability support, aged-care, mental health and community care settings
- ✔ **Long-Term Career Stability** as community services is an essential industry and offers stable, in-demand careers with ongoing employment opportunities
- ✔ **Variety and Flexibility** as you can work in different settings, support a diverse range of people and often choose flexible work arrangements to fit your lifestyle
- ✔ **Clear Career Pathways** allowing you to start from entry-level roles and move into specialised, supervisory, coordination or leadership positions through study and experience
- ✔ **Develop Valuable Life Skills** such as communication, problem-solving, empathy, teamwork, and leadership skills that are relevant both personally and professionally



Is This The Right Path For You?

A career in Community Services is ideal for people who enjoy helping others and want their work to have real purpose.

This path may be right for you if you -



Find fulfilment in helping others feel supported, included, and valued



Want a career where your work has a visible and lasting impact



Naturally show empathy, patience, and understanding toward others



Enjoy connecting with people from different backgrounds and life experiences



Prefer meaningful human interaction over sitting behind a desk all day



Are looking for a career with strong job stability and future demand



Want work that offers variety, movement, and different experiences each day



Have experience caring for a family member or loved one and want to turn those skills into a rewarding career



Are seeking a career that aligns with your personal values and desire to give back to the community

Your 3-Step Career Roadmap

Starting something new can feel overwhelming, but with the right structure, it becomes simple and achievable.

Here's how your journey typically unfolds:

**01**

Choose Your Pathway

Select the area that aligns with your interests - Aged Care, Disability, or Community Support

Build Practical Skills

Gain a nationally recognised qualification through flexible training that fits around your life and commitments.

02**03**

Start and Grow Your Career

Step into the workforce with confidence and continue progressing into specialised or leadership roles over time.

This chapter is your starting point—but the next steps will show you exactly how to turn interest into action, and action into a meaningful career.

Let's map out your pathway.

CHAPTER TWO

Your Pathway To Purpose

Choosing a career in community services is about more than selecting a course—it's about investing in a future where you can make a meaningful difference while building a stable and rewarding profession. Whether you're passionate about supporting older Australians, empowering people with disability, improving mental health outcomes, or strengthening communities, there is a clear pathway to help you achieve your career goals.

One of the greatest advantages of the community services sector is the opportunity to continue growing throughout your career. You can begin with an entry-level qualification, gain practical experience in the workforce, and progress into specialised, supervisory, management, or leadership roles as your skills and confidence develop. Every qualification builds on the knowledge and experience you've already gained, opening the door to new opportunities, greater responsibility, and increased earning potential.

The following pathway maps have been designed to help you visualise that journey. The **Education Pathway** illustrates how each nationally recognised qualification builds on the next, from Certificate III through to Advanced Diploma. The **Career Pathway** then brings those qualifications to life by showing the types of roles you can pursue at each stage, along with indicative salary ranges and industry demand.

Whether you're taking your very first step into the industry or planning your long-term career progression, these pathways demonstrate that community services is not simply a job—it's a profession with endless opportunities to learn, grow, specialise, and create a lasting impact in the lives of others.

Education Pathways

Your Pathway in Community Services

Your journey. Your growth. Your impact. 

Build the skills, experience and confidence to create positive change and grow a rewarding career.

Lead. Inspire.
Make a lasting difference.

LEVEL 6

LEADERSHIP

Lead teams.
Shape services.
Drive meaningful change.



ADVANCED DIPLOMA

of Community Sector Management

Step into leadership and drive positive change across communities.

LEVEL 5

ADVANCED PRACTICE

Expand your skills.
Deepen your impact.
Support more people at a higher level.



DIPLOMA

of Community Services

Deepen your knowledge and skills to support individuals and communities at a higher level.

LEVEL 4

SPECIALISE & GROW

Choose your area of focus and build your expertise.



CERTIFICATE IV SPECIALISATIONS

Choose your area of focus



Cert IV in
Disability
Support



Cert IV in
Ageing
Support



Cert IV in
Mental
Health



Cert IV in
Leisure &
Health



Cert IV in
Community
Services

SKILL SETS

Grow your expertise



Medication Assistance



Case Management



Dementia Support



High Support and
Complex Care



Palliative Approach

LEVEL 3

BUILD YOUR FOUNDATION

Build essential skills and start your journey in community services.



CERTIFICATE III

in Individual Support

Build your foundation. Gain the essential skills to start your career in aged care and disability sector.

A CAREER THAT GROWS WITH YOU



Make a real
difference



Support individuals
and communities



Grow your skills
and career



Opportunities for
leadership



Stronger communities.
Brighter futures.



A lifetime of
impact

Career Pathways

Your Career Pathway Map in Community Services

Your journey. Your growth. Your impact. ♥

From building your foundation to leading change, explore the qualifications and career opportunities that can take you further.

Lead. Inspire.
Make a lasting difference.

LEVEL 6 LEADERSHIP

Lead teams.
Shape services.
Drive meaningful change.



ADVANCED DIPLOMA
of Community Sector Management
Step into leadership and drive positive change across communities.



CAREER OUTCOMES

Community Services Manager / Service Manager
\$95K – \$130K+
Very high demand
(Leadership roles growing across the sector)

LEVEL 5 ADVANCED PRACTICE

Expand your skills.
Deepen your impact.
Support more people at a higher level.



DIPLOMA
of Community Services
Deepen your knowledge and skills to support individuals and communities at a higher level.



CAREER OUTCOMES

Community Services Coordinator / Program Coordinator
\$75K – \$95K
High demand
(Growth in service coordination and planning)

LEVEL 4 SPECIALISE & GROW

Choose your area of focus and build your expertise.



CERTIFICATE IV SPECIALISATIONS – Choose your area of focus



Cert IV in Disability Support

CAREER OUTCOMES
Senior Disability Support Worker / Team Leader
\$60K – \$80K
Very high demand
(NDIS growth driving demand)



Cert IV in Ageing Support

CAREER OUTCOMES
Senior Aged Care Support Worker / Wellbeing Coordinator
\$55K – \$75K
High demand
(Ageing population driving demand)



Cert IV in Mental Health

CAREER OUTCOMES
Mental Health Support Worker / Peer Support Worker
\$55K – \$75K
High demand
(Rising mental health needs nationwide)



Cert IV in Leisure & Health

CAREER OUTCOMES
Lifestyle Program Officer / Health Promotion Officer
\$55K – \$70K
Growing demand
(Focus on health, wellbeing & inclusion)



Cert IV in Community Services

CAREER OUTCOMES
Community Support Worker / Community Development Officer
\$55K – \$75K
High demand
(Strong need in local communities)

SKILL SETS

Grow your expertise

- Medication Assistance
- Case Management
- Dementia Support
- High Support and Complex Care
- Palliative Approach

LEVEL 3 BUILD YOUR FOUNDATION

Build essential skills and start your journey in community services.



CERTIFICATE III in Individual Support

Build your foundation. Gain the essential skills to start your career in aged care and disability sector.



CAREER OUTCOMES

Support Worker / Personal Care Assistant
\$45K – \$60K
Very high demand
(Strong demand in aged care and disability support)

A CAREER THAT GROWS WITH YOU



Make a real difference



Support individuals and communities



Grow your skills and career



Opportunities for leadership



Stronger communities. Brighter futures.



A lifetime of impact



THE NEED IS GROWING, SO ARE THE OPPORTUNITIES.

Australia's community services sector is expanding. Skilled and compassionate professionals are needed now and into the future.



Be part of a sector that changes lives—every day.

Turning Your Pathway into a Career

Choosing your direction is the first step—but knowing how to move forward is what brings it to life.

With the right qualification and support, you can:

- Enter the workforce with confidence
- Build practical, job-ready skills
- Progress into more specialised or leadership roles over time

In the next chapter, we'll take a closer look at what working in these roles looks like—so you can see yourself in the career before you even begin.

Let's explore a day in the life.



CHAPTER THREE

A Day in the Life – Frontline Realities

Choosing a career is easier when you can picture yourself in it.

Community services careers are dynamic, people-focused, and incredibly rewarding. Every day brings new experiences, different challenges, and opportunities to make a genuine difference in someone's life. While no two shifts are ever exactly the same, each role centres on providing compassionate support, building meaningful relationships, and helping people achieve greater independence and wellbeing.

Whether you're assisting an older person to remain independent, supporting someone with a disability to achieve their goals, or helping individuals and families navigate difficult circumstances, your work has a real and lasting impact.

To help you understand what these careers are really like, we've outlined what a typical day may look like across a range of frontline community services roles.

While every workplace is different, these examples provide a realistic glimpse into the daily responsibilities, pace, and rewards of working in the sector.



A Day in the Life of a Disability Support Worker

At the heart of this role is one goal: helping people live as independently and confidently as possible.

You may work in a client's home, within the community, or in a supported living environment. Your day is structured around the individual's goals, routines, and level of support needed.

Morning – Building the Day Ahead

Your day often begins by supporting a client through their morning routine. This might include personal care, preparing meals together, and helping them plan their day.

More than just assistance, this is about creating a sense of independence, confidence, and routine.

Afternoon – Community and Connection

As the day progresses, the focus often shifts to community participation, skill development and therapy support. This part of the day can also involve helping individuals build everyday life skills such as budgeting, communication, using public transport, or home organization.

You might support a client to:

- Attend appointments
- Take part in social or recreational activities
- Engage with their local community
- Perform therapy activities as guided by their allied health professionals

This is where you help build confidence, social skills, and a sense of belonging.

Evening – Support and Reflection

Later in the day, you may assist with meal preparation, daily tasks, and documenting progress. You finish your shift knowing your support has helped someone live more independently and achieve their personal goals.



A Day in the Life of an Aged Care Worker

Every day in aged care is an opportunity to provide comfort, companionship, and support to older Australians. Aged care workers help individuals maintain their independence, dignity, and quality of life—whether in residential care, community care, or within a client’s own home.

Morning – Gentle Start and Personal Care

The day often begins by assisting clients with their morning routines and personal care needs. This may include helping with showering, dressing, grooming, mobility support, preparing breakfast, or ensuring medications are taken correctly. Morning shifts also involve creating a calm and positive start to the day while encouraging independence wherever possible.

Afternoon – Connection and Everyday Living

Afternoons are usually focused on social support, wellbeing, and daily living activities. Aged care workers may assist with meal preparation, accompany clients to appointments, support gentle exercise or recreational activities, and encourage social interaction and community participation. Some shifts may also involve monitoring health and wellbeing, updating care plans, or assisting with mobility and rehabilitation exercises.

Evening – Comfort, Safety and Wind Down

Evening responsibilities often include preparing clients for a comfortable night routine. This may involve assisting with dinner, providing companionship, helping with personal care, and ensuring clients feel safe and supported before bedtime. Workers also complete handovers and documentation to update the care team on any changes in wellbeing or support needs.

A career in aged care is compassionate, people-focused, and deeply rewarding. It offers the opportunity to build meaningful connections while making a genuine difference in the lives of older individuals and their families.



A Day in the Life of a Mental Health Support Worker

Mental health support workers play a vital role in helping individuals manage their wellbeing, build coping strategies, and stay connected to their community. Every day is focused on providing emotional, practical, and recovery-oriented support tailored to each person's needs.

Morning – Emotional Check-ins and Support Planning

The day begins with reviewing client support plans, shift notes, and any updates from the previous day. Support workers may complete wellbeing check-ins, assist clients with morning routines, and ensure medication prompts are followed where required. Planning for appointments, therapy sessions, or community activities is also part of the morning routine.

Afternoon – Therapeutic Support and Community Engagement

Afternoons often involve providing one-on-one emotional and practical support, attending appointments with clients, and assisting with coping strategies in real-life situations. This may include community engagement, skill-building activities, or supporting clients to manage daily challenges in a safe and structured way.

Evening – Reflection and Documentation

Evening duties focus on de-escalation, emotional support, and helping clients settle into calm routines. Workers complete detailed documentation, update care notes, and communicate any concerns or progress to the wider support team to ensure continuity of care.

No two days are the same in mental health support. It is a role built on trust, empathy, and consistency—where small moments of support can create meaningful progress in a person's recovery journey.



A Day in the Life of a Leisure and Lifestyle Officer

Leisure & Lifestyle Officers enhance quality of life by creating meaningful recreational and social experiences for clients and residents. The role focuses on engagement, enjoyment, and emotional wellbeing through structured and spontaneous activities.

Morning – Planning and Prepping

The day starts with planning recreational programs based on resident preferences, care needs, and engagement goals. This may include setting up activity spaces, preparing materials, and coordinating schedules for group or individual sessions.

Afternoon – Facilitating Recreation and Social Participation

Afternoons are focused on delivering meaningful activities such as arts and crafts, music sessions, exercise groups, games, or community outings. The goal is to encourage participation, social connection, and mental stimulation while adapting activities to different abilities.

Evening – Reviewing Engagement and Preparing Programs

Evenings involve evaluating participation levels, noting resident feedback, and adjusting future programs accordingly. Staff also prepare resources for the next day and document engagement outcomes for care teams and families.

This role is about bringing energy, joy, and connection into everyday life—helping individuals stay active, engaged, and socially included.



A Day in the Life of a Community Support Worker

Community Support Workers assist individuals to live independently and stay connected to their community. The role focuses on practical support, skill development, and helping clients achieve personal goals in everyday environments.

Morning – Supporting Daily Routines and Goal Setting

The day begins by reviewing client goals, support plans, and daily schedules. Workers may assist with morning routines, transport arrangements, and preparation for community-based activities or appointments.

Afternoon – Community Access and Skill Building

Afternoons are spent supporting clients in the community—this may include attending medical appointments, helping with shopping, supporting social outings, or assisting with skill development such as budgeting, communication, or travel training.

Evening – Progress Updates and Review

Evening tasks include ensuring clients are safely returned home, providing support with dinner or evening routines if required, and completing progress notes to track goals and outcomes.

This is a flexible and hands-on role that empowers individuals to live more independently while staying connected to their community.



A Day in the Life of a Disability Support Team Leader

Disability Support Team Leaders oversee care teams to ensure high-quality, person-centered support is delivered consistently. The role combines leadership, coordination, and hands-on support when needed.

Morning – Team Coordination and Shift Planning

The day begins with reviewing staffing allocations, client needs, and handovers from the previous shift. Team leaders coordinate staff assignments, ensure all care plans are understood, and address any urgent client or staffing issues.

Afternoon – Service Oversight and Client Support Monitoring

Afternoons involve monitoring service delivery, supporting staff in the field, and stepping into complex client situations if needed. Team leaders also ensure quality standards are being met and provide guidance or training to support workers.

Evening – Reporting, Handover and Team Support

Evenings focus on reviewing incident reports, completing administrative tasks, and ensuring all documentation and handovers are accurate. Team leaders also provide feedback to staff and prepare for the next day's operations.

This role is ideal for experienced support workers ready to step into leadership, guiding teams while ensuring clients receive safe and consistent care.



A Day in the Life of an Aged Care Team Leader

Aged Care Team Leaders oversee residential or community care teams, ensuring older individuals receive safe, dignified, and high-quality support. The role involves coordination, leadership, and quality assurance.

Morning – Staff Coordination and Care Prioritization

The day begins with staff coordination, reviewing resident care needs, and prioritising high-support clients. Team leaders ensure all shifts are staffed appropriately and that care plans are clearly communicated.

Afternoon – Service Quality and Resident Support Oversight

Afternoons focus on overseeing care delivery, monitoring resident wellbeing, and supporting staff with clinical or behavioural concerns. Team leaders also liaise with families, nurses, and allied health professionals.

Evening – Compliance Checks and Shift Review

Evening responsibilities include reviewing care documentation, ensuring compliance with aged care standards, and completing shift handovers. Any incidents or updates are escalated appropriately.

This role plays a key part in maintaining high standards of care while supporting both staff and residents in a structured and compassionate environment.



A Day in the Life of a Case Manager

As you progress into more advanced roles, your focus expands beyond individual support to coordination, planning, and leadership.

Morning – Planning and Advocacy

Your day may begin with reviewing client needs, responding to communications, and preparing for meetings.

You might work closely with families, healthcare providers, or funding bodies to ensure clients receive the right level of support.

Afternoon – Team Support and Oversight

You'll often spend time guiding and supporting your team.

This may include:

- Providing direction on complex cases
- Visiting service locations
- Ensuring quality and safety standards are met

Your role becomes about supporting both clients and the people delivering care.

Evening – Coordination and Forward Planning

The day typically ends with planning and administrative responsibilities—reviewing outcomes, updating reports, and preparing for the days ahead.

While less hands-on, your impact is broader—helping ensure systems, teams, and services work effectively together.



A Day in the Life of an Area Manager

Area Managers and Coordinators oversee multiple services or teams, ensuring smooth operations, quality outcomes, and compliance across programs. The role focuses on leadership, strategy, and service delivery.

Morning – Operational Planning and Service Coordination

The day begins with reviewing service performance, staffing levels across multiple sites, and operational priorities. Managers plan workloads, respond to urgent issues, and coordinate with team leaders.

Afternoon – Stakeholder Engagement and Service Monitoring

Afternoons are focused on stakeholder engagement, quality service monitoring, meetings with staff or external providers, and ensuring compliance with funding and regulatory requirements.

Evening – Reporting, Strategy Review and Performance Oversight

Evening work includes reviewing reports, analyzing service outcomes, and planning improvements. Managers also ensure all operational issues have been resolved and prepare strategic updates for leadership teams.

This is a senior leadership role focused on shaping services at scale, improving outcomes, and ensuring consistent quality across teams and programs.



CHAPTER FOUR

A Future-Proof Career

STRONG CAREERS.
STRONGER FUTURE.

High Demand. Meaningful Impact.

The Community Services industry is one of Australia's fastest growing sectors, with thousands of new jobs needed over the next 5 years.



Australia will need
~1.3 MILLION
care and support workers
by 2033.

Source: Jobs and Skills Australia (2023)



HIGH DEMAND. JOB SECURITY. REWARDING CAREERS.

All roles are essential.
All roles make a difference.

DISABILITY
SUPPORT WORKER

Support people with disability to live independently and achieve their goals.

DEMAND: VERY HIGH

Projected growth
2023 - 2033
+35.7%

New jobs by 2033
+124,000

AGED CARE
WORKER

Provide personal care and support to older Australians to live well and safely.

DEMAND: VERY HIGH

Projected growth
2023 - 2033
+36.1%

New jobs by 2033
+164,100

ASSISTANT
IN NURSING

Deliver routine nursing care and support under the supervision of a Registered Nurse.

DEMAND: VERY HIGH

Projected growth
2023 - 2033
+25.3%

New jobs by 2033
+47,700

MENTAL HEALTH
WORKER

Support people experiencing mental health challenges to improve their wellbeing.

DEMAND: VERY HIGH

Projected growth
2023 - 2033
+28.6%

New jobs by 2033
+34,200

LEISURE &
LIFESTYLE OFFICER

Plan and deliver activities that promote wellbeing, engagement and quality of life.

DEMAND: HIGH

Projected growth
2023 - 2033
+17.4%

New jobs by 2033
+12,900

COMMUNITY
SERVICES WORKER

Empower individuals and communities through support, advocacy and essential services.

DEMAND: HIGH

Projected growth
2023 - 2033
+19.5%

New jobs by 2033
+21,600

CASE
MANAGER

Assess needs, coordinate services and develop plans to support positive outcomes.

DEMAND: HIGH

Projected growth
2023 - 2033
+19.4%

New jobs by 2033
+15,400

AREA
COORDINATOR

Oversee services and teams to ensure quality support delivery in local communities.

DEMAND: HIGH

Projected growth
2023 - 2033
+17.1%

New jobs by 2033
+8,700



WHY THIS MATTERS

An ageing population, increased awareness, and a greater focus on wellbeing means community services will continue to grow – creating long-term career opportunities across Australia.

MAKE A DIFFERENCE.
BUILD YOUR FUTURE.

Choose a career where your skills, compassion and support create real change every day.

Source: Jobs and Skills Australia – Employment Projections for Community Services and Health Care (2023)

More Than Just a Paycheck

While financial stability is important, many people choose this industry for what it offers beyond income.



Flexible working conditions allowing work-life balance



Make a real difference by supporting people



Build genuine connections with clients, families and communities



See the impact first-hand and celebrate everyday wins



Give back to your community by helping create stronger, inclusive and supportive communities



Enjoy long-term career opportunities



Grow personally and professionally



Change lives while building your own future

CHAPTER FIVE

Study Your Way

Starting a new career often comes down to one question:

"How do I fit study into my life?"

Many people considering community services are already balancing work, family, or other commitments. That's why your education needs to be flexible, practical, and designed for real life—not built around rigid schedules.

At DP Training, the goal is simple: make it possible for you to move forward without putting everything else on hold.

Your learning experience is designed to give you control over when and how you study.

Online Learning, Anytime

Access your course materials, assessments, and resources 24/7 through an easy-to-use learning portal. Study when it suits you—whether that's during the day, evenings, or weekends.

Learn at Your Own Pace

Progress through your course in a way that fits your schedule, allowing you to balance study with your personal and professional life.

Study From Anywhere

Whether you're based in Brisbane, the Gold Coast, or studying remotely, your learning experience remains consistent and accessible.

Face to Face Study

We offer classroom-based delivery at our Brisbane and Gold Coast campuses, providing the opportunity to learn in a collaborative group environment. Through simulated activities, role plays, and group discussions, you'll gain practical, hands-on experience while learning alongside your peers.

Recognition of Prior Learning

If you are currently working in the industry, RPL gives you the opportunity to gain your qualification, without the need to study for the full qualification, based on your professional and industry experience that will meet the requirements of the qualification. The evaluation procedure reviews your skills, knowledge, professional & industry experience and matches them against the performance criteria for each unit of competency within the qualification and required industry standards.

To learn more about RPL, **download our [E-Book](#) today.**

CHAPTER SIX

Why DP Training?

Choosing where to study is an important step—it shapes not just your learning experience, but your future career. At DP Training, the focus goes beyond delivering qualifications. The goal is to help you move from where you are now to where you want to be—confident, capable, and ready to step into the workforce.

Why study with DP Training?
Your pathway. Our support. Your future.

- Industry-Focused Training**
 Learn from experienced trainers with real-world knowledge that meets current industry needs.
- Flexible Study Options**
 Study in a way that suits your lifestyle with flexible learning for work, family and personal commitments.
- Strong Student Support**
 Get ongoing support every step of the way, including one-on-one guidance to help you succeed.
- High Employability Focus**
 Practical, hands-on training that builds job-ready skills employers are looking for.
- Pathways to Career Progression**
 Progress from Certificate III through to Diploma and Advanced Diploma qualifications.
- Strong Industry Connections**
 Benefit from industry partnerships that support work placements, connections and career opportunities.
- Government Funding & Subsidies**
 Eligible students may access government funding and subsidies to reduce the cost of training.
- Nationally Recognised Qualifications**
 All courses are nationally accredited and meet Australian training and quality standards.

PROVEN STUDENT OUTCOMES

- OVER 90% STUDENT SATISFACTION**
 Our students rate their overall experience with DP Training over 90%.
- OVER 90% EMPLOYABILITY RATE**
 More than 90% of our graduates are job-ready and successfully secure employment.

Real skills. Real support. Real impact.

- Support When You Need It
- Learn at Your Own Pace
- Build Confidence & Skills
- Achieve Your Goals
- Make a Difference Every Day
- Build Your Future

CHAPTER SEVEN

Student Testimonials

Choosing where to study is an important step—it shapes not just your learning experience, but your future career. At DP Training, the focus goes beyond delivering qualifications. The goal is to help you move from where you are now to where you want to be—confident, capable, and ready to step into the workforce.

Sonia Byrnes

Community Services Course

"DP Training has been an amazing experience. The team is supportive and understanding, and my trainer, Phillip Simon, made the learning process clear and enjoyable. I felt guided every step of the way and truly appreciated the support I received."

Anthony Cairns

Community Services Course

"Phillip Simon delivered the training in a clear and professional way, making expectations easy to understand. He created a supportive environment that helped reduce my anxiety and allowed me to focus on completing the assessment with confidence. I'm extremely happy I chose DP Training."

Anne-Maree Fenwick

Medication Skill Set

"DP Training has given me the confidence to assist clients with their medication safely and professionally. I've really enjoyed learning new skills in a supportive environment. I wouldn't hesitate to complete further training with them."

James Wardle

Community Services Course

"I'd like to thank the entire team at DP Training for helping me achieve my Certificate III. At the time, I was working full-time and didn't have the flexibility to attend classes. The online learning option allowed me to continue working while studying, which made a huge difference. I'm grateful for the support and would highly recommend DP Training."

Tuscany Sproule

Community Services Course

"My experience with DP Training has been very positive. The team is responsive and always willing to help, and the course content is clear, detailed, and easy to follow. I'm currently studying Certificate IV in Mental Health and feel well supported throughout the entire process."

Nat Potae

Medication Skill Set

"My trainer made returning to study much easier than I expected. The guidance and support I received helped me understand what's required in this field. I'm especially grateful for the assistance in securing my placement, which gave me valuable real-world experience."

CHAPTER EIGHT

Ready to Start?

We have made the journey from "prospective student" to "enrolled learner" as simple and transparent as possible through a 4-Step Enrolment Process

Reach Out for a Career Chat

Not sure which course is right for you? Submit an [enquiry](#) on our website. One of our course advisors will reach out to discuss your career goals, any previous experience you have (for RPL), and which pathway aligns with your passion

Check Your Eligibility

Many of our students are eligible for [government subsidies](#) or funding programs. During your initial chat, we will help you navigate the available options to ensure you are accessing the most cost-effective training available

Complete Your Enrolment

Once you've selected your course, our team will guide you through the digital [enrolment process](#). Once the enrolment application is received and documentation is complete, we will issue the deposit invoice for you to pay and get started

Orientation and Beyond

You'll receive support to confidently navigate our online tools, Student Portal and E-Learning platform, with a dedicated trainer guiding you through your studies, assessments and practical placement.

The demand for community services professionals is at an all-time high. By starting your qualification today, you are securing your place in one of Australia's most stable and rewarding industries.

[Contact Us](#)

DISCLAIMER

The information contained in this guide, Education to Employment: A Guide to Community Services Careers, is for general informational and educational purposes only.

Course Accuracy: While every effort has been made to ensure the accuracy of course codes, titles, and descriptions at the time of publication, training packages and national requirements are subject to change. Please refer to the official DP Training website or the training.gov.au database for the most current qualification details.

Employment Outcomes: Completion of a qualification does not guarantee employment. Job roles, industry demand, and salary figures are based on 2026 industry projections and Australian government data; however, individual outcomes may vary based on location, previous experience, and employer requirements.

Financial Information: Salary ranges and funding eligibility mentioned in this guide are indicative only. Eligibility for government subsidies is subject to specific criteria set by state and federal bodies.



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