



SOCX3040

Human Services in the 21st Century: Care, Gender and Institutions

Session 1, Online-flexible 2022

Macquarie School of Social Sciences

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General Information

Unit convenor and teaching staff

Unit Convenor

Tobia Fattore

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Contact via Email

Room C330 Building C, 25 Wallys Walk

By appointment

Credit points

10

Prerequisites

130cp at 1000 level or above

Corequisites

Co-badged status

Unit description

This unit explores the concept of care and its application in a range of different human service fields including mental health, childcare, child protection, disability services and aged care. We explore the links between informal supports, typically, although not exclusively, provided by women within families and households; and formal supports as provided by professional, trained and untrained staff, through organisations and other, often newly emergent, systems of support. Drawing together the fields of social theory and applied research, this unit provides an opportunity to examine responses to changing concepts of human need for interpersonal support. You will be able to learn from policy makers and practitioners working in this field, and analyse current research on care and human services in Australia and other comparable countries.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

Learning Outcomes

On successful completion of this unit, you will be able to:

ULO1: Exhibit a critical understanding of the different meanings attached to the concept of care and of changing patterns in the need for care across the life course.

ULO2: Analyse the characteristics of care in intimate interpersonal relationships, as well

as in contexts in which professional relationships require the provision of care to strangers. .

ULO3: Recognise the contribution of a range of sociological, economic and demographic and other perspectives to developments in care and human services.

ULO4: Work with a range of policy documents concerned with the planning, provision, regulation, and funding of human services.

ULO5: Apply a number of research perspectives to the study of human services.

ULO6: Work as part of a social research or policy development team in the field.

ULO7: Understand the key issues involved in undertaking social analyses of policies and programs for the development of human services.

General Assessment Information

Assignment Submission

All written assignments (essays and program design paper) need to be submitted using the turnitin link for each assignment. These can be accessed under the assessment tab on the iLearn page for the assignment. The presentation will be delivered in the Week 12 and 13 tutorials.

Academic Honesty

Academic honesty is an integral part of the core values and principles of Macquarie University. It is a fundamental principle that all staff and students act with integrity in the creation, development, application and use of ideas and information. This means that:

- All academic work claimed as original is the work of the author making the claim.
- All academic collaborations are acknowledged.
- Academic work is not falsified in any way
- When the ideas of others are used, these ideas are acknowledged appropriately

Late Penalty

Unless a Special Consideration request has been submitted and approved, (a) a penalty for lateness will apply – 10 marks out of 100 credit will be deducted per day for assignments submitted after the due date – and (b) no assignment will be accepted more than seven (7) days (incl. weekends) after the original submission deadline.

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Critical Analysis Essays</u>	45%	No	Essay 1 - Week 5 (March 27); Essay 2 - Week 13 (June 5)

Name	Weighting	Hurdle	Due
Program Design Task	20%	No	June 12
Program Design Presentation	35%	No	Weeks 12 and 13

Critical Analysis Essays

Assessment Type ¹: Essay

Indicative Time on Task ²: 40 hours

Due: **Essay 1 - Week 5 (March 27); Essay 2 - Week 13 (June 5)**

Weighting: **45%**

As the discussion forums will be devoted to the program design, the two reflection papers will assess student engagement with the core concepts and themes presented in the lectures and readings. Students will therefore be required to submit two reflection papers that must utilise a range of the readings set for the course supplemented by other academic scholarship relevant to the topic. Students will be advised of the essay topics at the commencement of semester.

On successful completion you will be able to:

- Exhibit a critical understanding of the different meanings attached to the concept of care and of changing patterns in the need for care across the life course.
- Analyse the characteristics of care in intimate interpersonal relationships, as well as in contexts in which professional relationships require the provision of care to strangers.
- Recognise the contribution of a range of sociological, economic and demographic and other perspectives to developments in care and human services.
- Work with a range of policy documents concerned with the planning, provision, regulation, and funding of human services.
- Apply a number of research perspectives to the study of human services.
- Understand the key issues involved in undertaking social analyses of policies and programs for the development of human services.

Program Design Task

Assessment Type ¹: Design Task

Indicative Time on Task ²: 15 hours

Due: **June 12**

Weighting: **20%**

In addition to the Program Design presentation, students must individually submit a paper describing one aspect of the program that has been designed as part of the Program Design activity.

If students have designed the program as a group, group members must submit the individual paper on different elements of the program. If students have designed the program individually, you will be required to submit a paper on one aspect of the program only.

On successful completion you will be able to:

- Analyse the characteristics of care in intimate interpersonal relationships, as well as in contexts in which professional relationships require the provision of care to strangers. .
- Recognise the contribution of a range of sociological, economic and demographic and other perspectives to developments in care and human services.
- Work with a range of policy documents concerned with the planning, provision, regulation, and funding of human services.
- Apply a number of research perspectives to the study of human services.
- Work as part of a social research or policy development team in the field.

Program Design Presentation

Assessment Type ¹: Presentation

Indicative Time on Task ²: 30 hours

Due: **Weeks 12 and 13**

Weighting: **35%**

Students will design a human services program. This work will culminate in an online/pre-recorded presentation of the program at the end of the semester.

This will be a guided activity with the weekly discussion forums devoted to tasks designed to assist in the cumulative process of developing a human services program. However, additional research will be required by students to obtain the resources they require to inform their program design.

To undertake this exercise effectively, you will initially need to identify a human services field within which you can develop a program (or human services innovation). Related to this is identifying a need that your program intends to address. These could be for example, a program for 'at-risk youth', an early-intervention and prevention program for children, a programs to address isolation among older people, or a service program to meet the needs of recently active military personnel.

The presentation should address the following components/questions (that will be used as a guide during the tutorials): 1) Program Overview 2) Statement of Outcomes 3) Environmental Context your program is working within 4) Potential demand for your program 5) Client group of the program 6) Detailed Program Description 7) Concrete resources for your program, including a budget

On successful completion you will be able to:

- Analyse the characteristics of care in intimate interpersonal relationships, as well as in

contexts in which professional relationships require the provision of care to strangers. .

- Recognise the contribution of a range of sociological, economic and demographic and other perspectives to developments in care and human services.
- Work with a range of policy documents concerned with the planning, provision, regulation, and funding of human services.
- Apply a number of research perspectives to the study of human services.
- Work as part of a social research or policy development team in the field.
- Understand the key issues involved in undertaking social analyses of policies and programs for the development of human services.

¹ If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

² Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

The teaching program consists of:

- **For all students.** A weekly lecture for Weeks 1-12. The lecture will be delivered on-campus Mondays 1:00-3:00, 25 Wallys Walk, Room A209. The lecture slides and a recording of the lectures will be available each week on the SOI3040/SOCX3040 iLearn site.
- **For OUA and External (Online Flexible) students,** these tutorials will be undertaken online during Weeks 2-11 via guided Discussion Forums. It is imperative that students post their program activities on a weekly basis to ensure satisfactory progress on the Program design activity and ensure timely completion of the assessments. These activities will culminate in the submission of a Program Design paper and submission of a Presentation via email. Engagement in the Discussion Forums is therefore a requirement for successful completion of the course. Further information about the assessments is available on the SOI3040/SOCX3040 iLearn site.
- **For Internal students,** during Weeks 2-11 tutorials will be held Mondays 4:00-5:00, 25 Wallys Walk, Room A114. These tutorials will be devoted to designing a human services program. These will culminate in the submission of a Program Design paper and Presentation in the Week 12 and 13 tutorials. Further information about the assessments

is available on the SOI3040/SOCX3040 iLearn site.

- Weekly readings which cover the key issues relating to the weekly topic. These also form the basis for the Critical Analysis Essays. These are available via the Leganto link in the SOI3040/SOCX3040 iLearn site.
- Related reading and research development tasks over the course of the unit.

As this is an advanced course in the uses and development of sociological analysis, it is vital for students to participate in all components of the unit. The lectures provide the conceptual basis of the course, examining the theory and much of the relevant evidence for each topic. The tutorials and online discussions are designed to complement this by providing an opportunity to apply ideas to a structured and guided program design task.

While there are no required textbooks for this unit, the following are useful texts for students undertaking this unit:

- Fine, M.D. (2007) *A Caring Society? Care and the Dilemmas of Human Service in the 21st Century*, Palgrave MacMillan, Houndmills and New York.
- Palmer, G and S. Short (2014) *Health Care and Public Policy. An Australian Analysis* (5th Ed), Palgrave MacMillan, South Yarra
- Australian Institute of Health and Welfare (2021) *Australia's Welfare: Data Insights, 2021*, Canberra. (This can be downloaded free from: <https://www.aihw.gov.au/reports-data/australias-welfare>)

Unit Schedule

Week	Lecture	Tutorial / Discussion Forum
Week 1	Introduction: Care and Human Services	No tutorials
Week 2	Understanding Care: Contested Definitions and Perspectives	Tutorials commence this week Introductions and Course Overview
Week 3	Formal and Informal Care: The Substitutability of Care	Identifying a Program Focus
Week 4	Human Services as Organisations	Developing a Program Theory of Change
Week 5	Total Institutions and the Critique of Institutional Models of Care	Environmental context and potential demand
Critical Analysis Essay 1 due - March 27		
Week 6	Reinventing Human Services: Alternatives to Institutional Models of Care	Identifying resources and program objectives

Week 7	The Political Economy of Human Service Provision	Identifying Inputs, funding sources and developing a budget
Week 8	Working in the Human Services	Identifying Inputs, funding sources and developing a budget
Week 9	Care Around the World	Specifying your client group and client intake, participation and exit processes
Week 10	The Future of Human Services	Program Delivery
Week 11	Conclusion: Multiple Perspectives on Human Services in the 21st Century	Finalising your program design and presentation
Weeks 12 and 13	Program Design Presentations	Program Design Presentations
Critical Analysis Essay 2 due - June 5		
Program Design Paper due - June 12		

Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Assessment Procedure](#)
- [Complaints Resolution Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#)

Students seeking more policy resources can visit [Student Policies \(https://students.mq.edu.au/support/study/policies\)](https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au) and use the [search tool](#).

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/admin/other-resources/student-conduct>

Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

Academic Integrity

At Macquarie, we believe [academic integrity](#) – honesty, respect, trust, responsibility, fairness and courage – is at the core of learning, teaching and research. We recognise that meeting the expectations required to complete your assessments can be challenging. So, we offer you a range of resources and services to help you reach your potential, including free [online writing and maths support](#), [academic skills development](#) and [wellbeing consultations](#).

Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

The Writing Centre

[The Writing Centre](#) provides resources to develop your English language proficiency, academic writing, and communication skills.

- [Workshops](#)
- [Chat with a WriteWISE peer writing leader](#)
- [Access StudyWISE](#)
- [Upload an assignment to Studiosity](#)
- [Complete the Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

Student Services and Support

Macquarie University offers a range of [Student Support Services](#) including:

- [IT Support](#)
- [Accessibility and disability support](#) with study
- Mental health [support](#)
- [Safety support](#) to respond to bullying, harassment, sexual harassment and sexual assault

- [Social support including information about finances, tenancy and legal issues](#)

Student Enquiries

Got a question? Ask us via [AskMQ](#), or contact [Service Connect](#).

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.