



SOCI3040

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

Session 1, In person-scheduled-weekday, North Ryde 2025

School of Communication, Society and Culture

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General Information

Unit convenor and teaching staff

Tobia Fattore

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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: Learn how to work as part of a social research or policy development team.

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 (program design paper) need to be submitted using the turnitin link for that assignment. This 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 and if required, the Week 13 lecture time. The quizzes will be available in Weeks, 3, 6, 9 and 12, on the unit iLearn page. Unless otherwise arranged, students will have that week to complete the quiz.

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 5% penalty (of the total possible mark) will be applied each day a written assessment is not submitted, up until the 7th day (including weekends). After the 7th day, a mark of '0' (zero) will be awarded even if the assessment is submitted. Submission time for all non-timed written assessments (incl essays, reports, posters, portfolios, journals, recordings etc) is set at 11.55pm. A 1-hour grace period is provided to students who experience a technical issue.

Late submission of time sensitive tasks (such as tests/exams/quizzes, performance assessments/presentations, scheduled practical assessments/labs etc) will only be addressed by the unit convenor in a Special consideration application. Special Consideration outcome may result in a new question or topic.

Assessment Tasks

Name	Weighting	Hurdle	Due
Program Design Presentation (on-campus)	40%	No	Week 12 and 13 class times
Quizzes	40%	No	Online, weeks 3, 6, 9 and 12.
Program Design Paper	20%	No	End of Week 13 (Sunday June 8)

Program Design Presentation (on-campus)

Assessment Type ¹: Practice-based task

Indicative Time on Task ²: 30 hours

Due: **Week 12 and 13 class times**

Weighting: **40%**

Students will work in small groups or individually to design a human services program. This work will culminate in a presentation of the program at the end of the semester. This will be a guided activity involving completion of specific tasks. These tasks are designed to assist in the cumulative development of a human services program. For Internal students, this will be undertaken through synchronous online tutorials, involving small groups working in virtual breakout rooms.

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.
- Learn how to work as part of a social research or policy development team.
- Understand the key issues involved in undertaking social analyses of policies and programs for the development of human services.

Quizzes

Assessment Type ¹: Quiz/Test

Indicative Time on Task ²: 40 hours

Due: **Online, weeks 3, 6, 9 and 12.**

Weighting: **40%**

As the tutorials (for on-campus enrolled students) / discussion forums (for online enrolled students) will be devoted to the program design, the four quizzes will assess student engagement with the core concepts and themes presented in the lectures and readings.

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 Paper

Assessment Type ¹: Design Task

Indicative Time on Task ²: 15 hours

Due: **End of Week 13 (Sunday June 8)**

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.

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.
- Learn how to work as part of a social research or policy development team.

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

Delivery

The teaching program consists of:

- **For all students.** A weekly lecture for Weeks 1-12. The lecture will be delivered on-campus Thursdays 9:00-11:00, 25 Wallys Walk, Room A114. The lecture slides and a recording of the lectures will be available each week on the SOI3040/SOCX3040 iLearn site.
- **For Internal students,** during Weeks 2-11 tutorials will be held Thursdays 12:00-13:00, in 14 Sir Christopher Ondaatje Ave (14 SCO) Room 163 Active Learning Space. These tutorials will be devoted to designing a human services program. This will culminate in the submission of a Program Design Paper (end of Week 13) Program Design Presentation in the Week 12 and 13 tutorials. Further information about the assessments is available on the SOI3040/SOCX3040 iLearn site.
- **For OUA and Online-Flexible / External students,** these tutorials will be undertaken online during Weeks 2-11 via guided Discussion Forums accessed via the iLearn site. 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 digital 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.

- The course weekly readings and lectures will be assessed via the Online quizzes, which will be available via the unit iLearn page in Weeks 3, 6, 9 and 12. Each quiz will be worth 10% of your final grade and will consist of a mix of multiple-choice and short answer questions.
- Related reading and research development tasks over the course of the unit.

Resources

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 these ideas to a structured and guided program design task.

All readings for the unit are available via the Leganto Reading resource, available on the iLearn site for the unit. The unit assessments will also require independent and group research of academic and grey literature (policy documents, parliamentary reports etc.) relevant to your program design. Students are strongly recommended to make use of the significant resources available through Waranara, the Macquarie University library (<https://www.mq.edu.au/about/facilities/library>).

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

- Australian Institute of Health and Welfare (2023) *Australia's Welfare* available at <https://www.aihw.gov.au/reports-data/australias-welfare>
- Meagher, G, Stebbing, A and Perche, D. (2022) *Designing Social Service Markets: Risk, Regulation and Rent-Seeking*, ANU Press (Open Access online: <https://press.anu.edu.au/publications/designing-social-service-markets>)
- Productivity Commission (2024) *Report on Government Services 2024* available at <https://www.pc.gov.au/ongoing/report-on-government-services/2024>

Unit Schedule

Week	Lecture	Tutorial / Discussion Forum
Week 1	Introduction: Care and Human Services.	No tutorials

Week 2	What is Care?	Tutorials commence this week Introductions and Course Overview
Week 3	Formal and Informal Care Quiz 1	Identifying a Program Focus
Week 4	Human Services as Organisations	Developing a Program Theory of Change
Week 5	Total Institutions: The Critique of Institutional Care	Environmental context and potential demand
Week 6	Alternatives To Institutional Models Quiz 2	Identifying resources and program objectives
Week 7	Human Service Markers	Identifying Inputs, funding sources and developing a budget
Week 8	Working and Managing Human Services	Identifying Inputs, funding sources and developing a budget
Week 9	Comparing Care Around the World Quiz 3	Specifying your client group and client intake, participation and exit processes
Week 10	The Future of Human Services	Program Delivery
Week 11	Theoretical Reflections on Care and Caring	Finalising your program design and presentation
Weeks 12 and 13	Program Design Presentations Quiz 4 For OUA, online-flexible and external students – Program Presentations due June 6. For all students - Program Design Paper due June 8	Program Design Presentations

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 connect.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 Advocacy](#) provides independent advice on MQ policies, procedures, and processes

Student Enquiries

Got a question? Ask us via the [Service Connect Portal](#), 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.

Unit information based on version 2025.01R of the [Handbook](#)