

STUDENT NUMBER           Letter

## VCE VET COMMUNITY SERVICES

### Written examination

Friday 11 November 2016

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)

### QUESTION AND ANSWER BOOK

#### Structure of book

Section	Number of questions	Number of questions to be answered	Number of marks
A	15	15	15
B	14	14	60
C	9	9	25
			Total 100

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or correction fluid/tape.
- No calculator is allowed in this examination.

#### Materials supplied

- Question and answer book of 17 pages.
- Answer sheet for multiple-choice questions.

#### Instructions

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

#### At the end of the examination

- Place the answer sheet for multiple-choice questions inside the front cover of this book.

**Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.**

**SECTION A – Multiple-choice questions****Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1; an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

**Question 1**

Community services organisations identify potential barriers to access and equity using

- A. sustainability principles.
- B. health and social statistics.
- C. the *Freedom of Information Act*.
- D. legislative and statutory requirements.

**Question 2**

What type of goals are best included in a case plan?

- A. complex
- B. interesting
- C. achievable
- D. aspirational

**Question 3**

The purpose of a community services organisation is communicated through its

- A. legislation.
- B. range statement.
- C. mission statement.
- D. policies and procedures.

**Question 4**

‘Cultural safety’ refers to

- A. safe accommodation for refugees.
- B. work health and safety (WHS) regulations.
- C. the promotion of effective communication skills.
- D. ensuring acceptance of cultures in daily work practices.

**Question 5**

In the community services sector, a protocol is a

- A. barrier to access and participation.
- B. special set of rules and actions.
- C. service delivery model.
- D. counselling technique.

**Question 6**

Which one of the following statements is **not** true about leisure and recreation?

- A. A healthy body is empowering.
- B. Fitness is best achieved in a gym.
- C. A healthy body helps you live a longer life.
- D. The leisure industry practises WHS principles.

**Question 7**

A client-centred approach is best described as

- A. support directed by the client.
- B. caseworkers deciding what is best for the client.
- C. community services organisations deciding on a plan for the client.
- D. government departments ensuring every client receives the same service.

**Question 8**

A treatment manual kept by a community services organisation must include

- A. a list of phone numbers for emergency services.
- B. an instruction guide to treat an individual.
- C. a hospital location guide.
- D. a first-aid fact sheet.

**Question 9**

Which one of the following accurately describes leisure?

- A. education and learning
- B. participation in football games
- C. volunteering as a surf lifesaver
- D. free-choice activity fostering wellbeing

**Question 10**

A caseworker could try to establish a trusting and close working relationship with their client by

- A. researching information about the client on the internet.
- B. sharing information with the client's friends and family.
- C. using effective communication skills and strategies.
- D. telling the client about their own experiences.

**Question 11**

A requirement in advocacy is demonstrating a non-judgmental approach when working with clients.

Which one of the following best describes being non-judgmental?

- A. accepting values similar to your own
- B. making assumptions about others in your care
- C. being accepting of different values and beliefs
- D. being critical of a client when their actions are illegal

**Question 12**

Holistic care is best described as

- A. focusing on the care of the client.
- B. addressing the client's spiritual wellbeing.
- C. making the client comfortable during the day.
- D. caring for the overall development of the client.

**Question 13**

Confidentiality is best described as protection of the client's

- A. personal information.
- B. personal interests.
- C. daily routine.
- D. health.

**Question 14**

Human rights are upheld by community services organisations through

- A. access and equity considerations.
- B. public liability insurance.
- C. counselling techniques.
- D. WorkSafe Victoria.

**Question 15**

Which one of the following best describes autonomy?

- A. working automatically
- B. making your own decisions
- C. being supported to make a decision
- D. being a part of group decision-making

**SECTION B – Written responses****Instructions for Section B**

Answer **all** questions in the spaces provided.

**Question 1** (2 marks)

List **two** ways a community services worker can demonstrate respect for the client when working in a diverse community.

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**Question 2** (4 marks)

Name two social justice principles and explain how each principle applies to community services organisations.

Principle 1 \_\_\_\_\_

Explanation \_\_\_\_\_

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Principle 2 \_\_\_\_\_

Explanation \_\_\_\_\_

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**Question 3** (4 marks)

Networking with relevant agencies and associated services supports individuals and communities.

- a. What is a workplace network? 1 mark

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- b. How can community services workers establish and maintain relevant workplace networks? 2 marks

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- c. Why should workplace networks be continually revised? 1 mark

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**Question 4** (3 marks)

In community services there are many types of support for clients.

- a. A worker meets their client at home or in the community rather than at the organisation.  
What is this type of support called? 1 mark

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- b. What are **two** benefits of this type of support to the client? 2 marks

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**Question 5** (4 marks)

Some clients require assistance advocating for rights such as freedom of choice, access to services, and personal safety and security.

- a.** Explain how the United Nations Convention on the Rights of Persons with Disabilities could be used by an advocate to bring about change. 2 marks

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- b.** Explain how the United Nations Declaration on the Rights of Indigenous Peoples could be used by community services organisations to promote self-advocacy. 2 marks

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**Question 6** (6 marks)**Top five issues of personal concern to young people by gender**

<b>Females</b>	<b>Extremely concerned (%)</b>	<b>Very concerned (%)</b>	<b>Somewhat concerned (%)</b>	<b>Slightly concerned (%)</b>	<b>Not at all concerned (%)</b>
coping with stress	22.6	28.9	25.2	14.5	8.7
school or study problems	17.6	24.6	26.4	19.3	12.1
body image	14.8	22.6	27.4	21.3	14.0
depression	11.2	14.1	17.5	18.9	38.3
family conflict	9.2	13.7	18.8	21.5	36.8
<b>Males</b>	<b>Extremely concerned (%)</b>	<b>Very concerned (%)</b>	<b>Somewhat concerned (%)</b>	<b>Slightly concerned (%)</b>	<b>Not at all concerned (%)</b>
coping with stress	7.6	14.6	24.3	22.5	31.0
school or study problems	8.4	14.6	25.8	23.0	28.3
body image	4.7	8.4	21.0	25.8	40.2
depression	5.8	7.4	12.9	16.7	57.1
family conflict	4.9	7.3	13.0	19.0	55.9

Source: L Cave, J Fildes, G Lockett and A Wearing, *Mission Australia's 2015 Youth Survey Report*, Mission Australia, 2015, p. 19

a. Which gender is most concerned about coping with stress?

1 mark

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b. Suggest **two** strategies a school counsellor could recommend to young people to manage stress.

2 marks

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- c. The percentage of females who are 'extremely concerned' about school or study problems is more than double the percentage of males.

What could be **two** explanations for this large discrepancy?

2 marks

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- d. Besides a school counsellor, who can young people go to for help and support if they are trying to cope with stress at school?

1 mark

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**Question 7** (4 marks)

A community services organisation could bring in a mediator to manage interpersonal conflict in the workplace.

- a. Explain the role of a mediator.

2 marks

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- b. Explain how the role of a mediator differs from the role of a negotiator.

2 marks

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**Question 9** (4 marks)

**a.** What is the correct name of the certificate also known as a ‘police check’? 1 mark

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**b.** Give **two** reasons why leisure and health workers must have this certificate. 2 marks

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**c.** What is the name of another compulsory Department of Justice document that a worker in children’s services and disability services is required to have? 1 mark

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**Question 10** (6 marks)

- a.** Give **two** reasons why it is important for community services workers to be aware of the cultural, historical and current issues that have an impact on Aboriginal and Torres Strait Islander peoples. 2 marks

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- b.** List **two** benefits of having specific services for Aboriginal and Torres Strait Islander communities. 2 marks

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- c.** Explain why an Aboriginal or Torres Strait Islander person may refuse support from an Aboriginal- or Torres Strait Islander-specific service. 2 marks

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**Question 11** (4 marks)

Ethics and values are important to all workers in the community services sector and leisure and health industry.

- a. Identify **one** value that workers should demonstrate in the workplace. 1 mark

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- b. Describe how workers can demonstrate this value. 1 mark

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- c. Explain **two** differences between ethics and values. 2 marks

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**Question 12** (2 marks)

In case management, how a worker dresses (their attire) can be considered a work health and safety (WHS) issue.

Describe how a worker's attire can be a WHS issue.

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**Question 13** (4 marks)

Community services organisations practise environmental, economic, workforce and social sustainability.

Explain how a community services organisation could demonstrate **two** sustainability practices.

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**Question 14** (6 marks)

Staff in the leisure and health industry are required to work as a team.

List three key elements of working in a successful team and explain why each element is important.

Element 1 \_\_\_\_\_

Explanation \_\_\_\_\_

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Element 2 \_\_\_\_\_

Explanation \_\_\_\_\_

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Element 3 \_\_\_\_\_

Explanation \_\_\_\_\_

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**SECTION C – Case study****Instructions for Section C**

Answer **all** questions in the spaces provided.

You are a young community support worker at a community health centre. An 84-year-old Italian-born woman called Maria makes contact with the centre. Maria states that she feels unsafe in her home at night as her street is very dark and does not have any streetlights. Maria has already been to her local council, where she was told by a customer services officer that she should consider moving to an aged-care facility. You are directed to act as Maria's case manager.

**Question 1** (2 marks)

What are two communication strategies you could use to assess Maria's support needs?

1. \_\_\_\_\_

2. \_\_\_\_\_

**Question 2** (1 mark)

Apart from the *Equal Opportunity Act 2010* (Vic), identify another Act that could be relevant to this case.

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**Question 3** (4 marks)

**a.** List **two** examples of how you might build rapport with Maria. 2 marks

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\_\_\_\_\_

\_\_\_\_\_

**b.** List **two** possible barriers to building rapport. 2 marks

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**Question 4** (3 marks)

Maria has requested that you advocate on her behalf.

Identify **three** ways you could support Maria.

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**Question 5** (3 marks)

Describe ‘duty of care’ and explain how it relates to your work with Maria.

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**Question 6** (4 marks)

Discuss the relevance of **two** social justice principles that may relate to this case.

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**Question 7** (4 marks)

Name two community services organisations that could provide assistance to Maria and describe the services each could provide.

Organisation 1 \_\_\_\_\_

Services provided \_\_\_\_\_

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Organisation 2 \_\_\_\_\_

Services provided \_\_\_\_\_

\_\_\_\_\_

**Question 8** (2 marks)

The council informed Maria that it would not be installing lighting in her street.

Describe how you could assist Maria with evaluating her options for improving her personal safety.

\_\_\_\_\_

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**Question 9** (2 marks)

Describe how you could ensure Maria's cultural and linguistic needs would be met.

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