Victorian Curriculum and Assessment Authority

**Victorian Certificate of Education
2018**

STUDENT NUMBER

Letter

VCE VET COMMUNITY SERVICES
Written examination

Tuesday 20 November 2018

**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	8	8	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 15 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

Which one of the following is the best example of social disadvantage?

A. self-management

B. individualisation

C. homelessness

D. volunteerism

Question 2

Community development workers use reflection to

A. attend team meetings.

B. access their work files.

C. enter results into the system.

D. improve their own work performance.

Question 3

A socially inclusive society is best described as one in which people feel

A. valued.

B. isolated.

C. superior.

D. adored.

Question 4

Which one of the following best describes duty of care?

A. taking a client on a shopping excursion

B. taking all reasonable care to protect a client

C. managing paperwork for a disability support organisation

D. managing a client's participation in the National Disability Insurance Scheme (NDIS)

Question 5

Which one of the following is a community development principle?

A. addressing social disadvantage

B. addressing a community meeting

C. responding to youth crime with harsh penalties

D. taking over the meeting's agenda for your personal interest

Question 6

Which model of organisation best describes a community development organisation?

A. laissez faire

B. authoritarian

C. patriarchal

D. cooperative and collective

Question 7

Community development programs are based on community development values.

Community development programs are therefore designed to

A. increase private business profits.

B. increase road rage within a community.

C. isolate older citizens within a community.

D. improve the health and wellbeing of a community.

Question 8

CALD is the acronym for

A. Community and Language Diversity.

B. Culturally and Linguistically Diverse.

C. Cultural and Language Development.

D. Communication and Language Development.

Question 9

A community development worker must understand their work role boundaries.

Which one of the following breaches a work role boundary?

A. documenting a meeting with a client

B. driving a client home in the worker's own car

C. meeting a client with another worker at the client's request

D. inviting a client's family member to a meeting with the client's consent

Question 10

Which one of the following best describes the engagement process in community development work?

A. the ability of a community development worker to manage their files

B. a policy linking community development workers to other organisations

C. the ability of a client to actively participate in their plan

D. the ability of key stakeholders to be actively involved in a project

Question 11

Historical issues are an important consideration in community development work.

Knowledge of a project's historical issues can assist in the

A. building of a local swimming pool.

B. development of a policy for parking facilities.

C. planning of a policy for community development.

D. development of housing for a major sporting event.

Question 12

Which one of the following can become a legal problem for a community development worker?

A.   communicating client details and issues with the client's family

B.   distributing information to a client about a project

C.   interacting with other networks about a project

D.   providing lunch at a committee meeting

Question 13

Community development organisations have governance structures in place to maintain best practice.

Which one of the following is the best description of a governance structure used in community development organisations?

A.   a system of legal forms for the organisation

B.   an individual who oversees the management of an organisation

C.   lack of collaboration among all levels of management in running the organisation

D.   the establishment of rules, practices and processes that direct an organisation

Question 14

Community development work is best described as

A.   a continuous process for building capacity within a community.

B.   an authoritarian approach to building a community.

C.   a top-down approach within a community.

D.   a short-term intervention for a community.

Question 15

Local councils are committed to enhancing the involvement of their communities in their planning processes.

Which one of the following is an initial step in a planning process?

A.   evaluating a project

B.   making a public health statement

C.   demonstrating community leadership

D.   developing a community engagement strategy

END OF SECTION A

SECTION B

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                        Instructions for Section B

     Answer all questions in the spaces provided.
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Question 1 (4 marks)

a.   Explain the meaning of 'dignity of risk'.   1 mark

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_____

b.   Name **one** group that dignity of risk may apply to.   1 mark

_____

c.   Describe how dignity of risk could apply to the group named in **part b.**   2 marks

_____

_____

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_____

Question 2 (4 marks)

Community development organisations have a mission statement.

a.   What is a mission statement?   2 marks

_____

_____

_____

b.   Describe **two** things a mission statement does.   2 marks

_____

_____

_____

_____

Question 3 (6 marks)

a. Explain the terms 'privacy', 'confidentiality' and 'disclosure'. 3 marks

Privacy _____

_____

Confidentiality _____

_____

Disclosure _____

_____

b. Give an example of how each term applies to community development work. 3 marks

Privacy _____

_____

Confidentiality _____

_____

Disclosure _____

_____

Question 4 (3 marks)

a. What are interpersonal communication skills? 1 mark

_____

_____

b. Explain how interpersonal communication skills can be used in community development work. 2 marks

_____

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Question 5 (3 marks)

a.   What is a referral within a community services organisation and when is it required?   2 marks

_____

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_____

b.   How does a community services worker know when to refer a client?   1 mark

_____

_____

Question 6 (6 marks)

Many Victorian communities are taking alternative and renewable energies seriously. Efficient energy systems, such as solar power, solar hot water and heat pump hot water, have been installed in many homes, schools and community buildings.

Inspired by the success of these projects, members of a small Victorian community have decided to join together and develop a project to improve the energy efficiency of their community.

a.   List **two** communication strategies that this community could use to develop group interest in an alternative and renewable energy project in their community.   2 marks

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_____

b.   Name **one** community development principle and explain how this community's alternative and renewable energy project could follow this principle.   2 marks

_____

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c.   Describe **two** barriers that may affect the success of the community's alternative and renewable energy project.   2 marks

_____

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_____

Question 7 (3 marks)

The priorities of community development organisations can sometimes have a negative impact on the rights of an individual.

Provide an example of a negative impact on an individual's rights. Explain your response.

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Question 8 (10 marks)

You are a support worker in a mental health community services support program.

Two years ago, Mei (24 years old) and her husband, John, moved back to Australia after meeting, marrying and living in Japan. John suffered from a terminal illness and died soon after their second child was born. Consequently, Mei suffers from depression and her general practitioner (GP) has referred her to the mental health community services support program. She has two small children, Suzu (four years old), who attends the local kindergarten, and Kazuo (two years old). Suzu speaks English as a second language and has difficulty understanding the teachers and other children at the kindergarten. Kazuo speaks only Japanese.

Mei's parents live in Japan and she does not have a close relationship with John's parents. Mei is not coping well with looking after the children all the time. She is not managing the children's routines or implementing positive parenting skills. Suzu frequently misses kindergarten. Often they all oversleep.

As Mei's support worker, describe how you would work with Mei. In your answer, discuss the following:
- how you could build rapport with Mei
- the range of issues that are having an impact on Mei
- how you could support Mei to engage with other service providers and organisations
- whether any mandatory reporting by you, as the support worker, is required and explain why
- how you could assist Mei to set goals for herself
- how you could ensure Mei is able to make informed decisions

_____

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Question 9 (3 marks)

Describe how a community development worker's values may have an impact on how they

* understand and interpret a concern or an issue in a community

_____

_____

* interact with a stakeholder or community representative

_____

_____

* determine a course of action.

_____

_____

Question 10 (3 marks)

Every organisation has policies and procedures relating to work health and safety (WHS).

a. What is the purpose of a WHS policy? 1 mark

_____

_____

b. Provide an example of a WHS program that may arise from a WHS policy and explain what the program does for an organisation. 2 marks

_____

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_____

Question 11 (4 marks)

Every community services organisation has policies and procedures.

a. What is a procedure? 1 mark

_____

_____

b. Give **two** reasons why procedures can differ in different community services organisations. 2 marks

_____

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_____

c. Explain why a community services organisation requires referral procedures. 1 mark

_____

_____

_____

Question 12 (3 marks)

a. Why is it important for community development organisations and workers to adhere to their agreed job roles when working within a community? 1 mark

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_____

b. Identify **two** benefits for the community of workers adhering to their agreed job roles. 2 marks

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Question 13 (4 marks)

a. Explain what identity theory is. 2 marks

_____

_____

Social identity theory can inform legislation.

b. Name **one** piece of legislation that recognises a cultural shift related to the LGBTI community
in Australia in 2017. 1 mark

_____

c. Name **one** way this recognition may have an impact on the Australian community. 1 mark

_____

_____

Question 14 (4 marks)

Structural disadvantage is a focus area of community development.

a. In community development, what does structural disadvantage refer to? 1 mark

_____

_____

b. What are **two** examples of structural disadvantage in a rural area? 2 marks

_____

_____

_____

c. How might the examples in **part b.** have an impact on an individual? 1 mark

_____

_____

END OF SECTION B

SECTION C – Case study

Instructions for Section C
Answer **all** questions in the spaces provided.

In a remote community, the nearest hairdressing salon is 50 km away and the community has limited resources to access hairdressing services. In response to this identified need, the community has decided to set up a hairdressing salon as a social enterprise.

Question 1 (1 mark)
Explain what social change is.

_____

_____

_____

Question 2 (2 marks)
Describe how the hairdressing salon could contribute to social change within the remote community.

_____

_____

_____

_____

_____

Question 3 (4 marks)
a.   List **two** potential stakeholders in this social enterprise.   2 marks

_____

_____

b.   Identify **two** ways in which the social enterprise could be sustainable.   2 marks

_____

_____

_____

Question 4 (2 marks)

Explain how the hairdressing salon could empower the remote community.

_____

_____

_____

Question 5 (2 marks)

a. Identify **one** cohort within the remote community whose needs would have to be considered
when setting up the hairdressing salon. 1 mark

_____

b. How might these needs inform the setting up of the hairdressing salon? 1 mark

_____

_____

Question 6 (3 marks)

a. What is the ABCD strategy? 1 mark

_____

_____

b. Describe how the hairdressing salon meets the ABCD strategy. 2 marks

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Question 7 (8 marks)

A community development worker has been asked by the remote community to assist with the development of this social enterprise.

Complete the action plan template below for the community development worker.

How can the community development worker identify the community's needs?	Who should be on the steering group?	What resources will be required and how can they be accessed?	How will the project be evaluated?

Question 8 (3 marks)

An evaluation may identify some factors that will ensure the success of the social enterprise.

a.   Name **two** factors that may be identified.   2 marks

_____

_____

b.   Explain how the community development worker could improve **one** of the factors named in **part a.**   1 mark

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END OF QUESTION AND ANSWER BOOK