Victorian Curriculum and Assessment Authority

**Victorian Certificate of Education
2019**

STUDENT NUMBER

Letter

VCE VET COMMUNITY SERVICES
Written examination

Tuesday 19 November 2019

**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 16 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

Question 1

In community development work, the term 'advocacy' means to

A. document work meetings.

B. analyse community practices.

C. document community resources.

D. lobby for community-based outcomes.

Question 2

Professional reflection is a process used by community workers to

A. review and improve their own work practices.

B. organise a community development project.

C. protest against a council's plan of action.

D. manage community meetings.

Question 3

Which one of the following best describes social justice?

A. recognition of human rights and equality

B. engagement with a community group

C. skills demonstrated in the workplace

D. recognition of legal issues

Question 4

A client is enabled to make an informed decision when a community services worker

A. defines boundaries.

B. exceeds limitations.

C. shares all relevant facts.

D. meets legislative requirements.

Question 5

Which one of the following best defines empowerment in a community?

A. improvement of working conditions

B. a function of community development work

C. employment of suitable community development workers

D. development of stronger and more confident community members

Question 6

In community development, which one of the following best describes evaluation?

A. utilising community structures

B. developing social change policies

C. maximising outcomes for individuals and groups in the community

D. seeking feedback to ensure programs and policies best meet the needs of the community

Question 7

In community services work, an indicator is used to

A. exit a client from a service.

B. define behavioural boundaries.

C. identify risk of abuse, neglect and harm.

D. follow an organisation's policies and procedures.

Question 8

To analyse community priorities, it is important in community work to

A. work with groups in a community to identify problems and develop solutions.

B. survey, evaluate and assess feedback about community issues.

C. provide advice to community groups.

D. vote in council elections.

Question 9

Which one of the following best describes socialisation theory?

A. preparing snacktime for a council-run playgroup

B. designing an information hub for a tourism team

C. planning a new children's playground for a community

D. understanding the development of an individual's personality

Question 10

In community development, a sustainable community is best defined as a community that

A. is stable.

B. has a shared vision.

C. is able to adjust to changing social and economic needs.

D. regularly engages in discussion about sustainable development.

Question 11

Which one of the following best describes community engagement?

A. building on organisational structures in a community

B. involving a community in decisions that affect it

C. identifying a skills-based community

D. speaking about community issues

Question 12

In community development work, which one of the following best describes deviance?

A. behaviours that violate social norms

B. rejection of a community development framework

C. a young person rebelling against a parent's decision

D. a community member refusing to pay a local parking fine

Question 13

In community development, an example of valuing diversity is

A. understanding an individual's uniqueness and contribution to a community.

B. identifying the need for a new community sporting complex.

C. planning a review of the work health and safety policy.

D. recognising that each council worker is an individual.

Question 14

'We live in an era of great technological advances and increased technological usage.'

This statement refers to a model of

A. society.

B. religion.

C. a family.

D. healthcare.

Question 15

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

A. organising lunch meetings within a team

B. promoting social media, such as Facebook

C. surveying members of a community and collating their information

D. providing connection and support to groups working within a community

END OF SECTION A

SECTION B

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

Question 1 (3 marks)
Community development workers need to be aware of communication protocols.

a.   Explain what a communication protocol is.   1 mark

_____

_____

b.   Give **two** examples of when a community development worker would use a communication
        protocol.   2 marks

_____

_____

_____

_____

Question 2 (4 marks)
a.   Explain the process of mandatory reporting in relation to community development.   1 mark

_____

_____

b.   Give **three** examples of professionals who are mandated to report neglect.   3 marks

_____

_____

_____

Question 3 (4 marks)

In an aged-care residential facility, a worker needs to provide duty of care to clients.

a.   What does 'duty of care' mean?   1 mark

_____

_____

b.   Provide an example of a worker demonstrating duty of care towards a client.   1 mark

_____

_____

c.   Clients may be from various backgrounds.

Give **two** ethical considerations that an aged-care residential facility would take into account
when working with clients from various backgrounds.   2 marks

_____

_____

_____

_____

Question 4 (3 marks)

a.   List **two** boundaries a community services worker may discuss with their client at an initial
appointment.   2 marks

_____

_____

_____

_____

b.   Sometimes clients have difficulty identifying their concerns.

Describe how a community services worker might assist their client to do this.   1 mark

_____

_____

Question 5 (3 marks)

Needs-based community development is a traditional approach to community development.

a. Explain what a needs-based approach is. 1 mark

_____

_____

b. Describe how asset-based community development (ABCD) differs from needs-based community development. 2 marks

_____

_____

_____

_____

Question 6 (8 marks)

a. Explain the difference between community development work and community services work. 2 marks

_____

_____

_____

_____

b. Identify **two** characteristics of community development work. 2 marks

_____

_____

c. Identify **two** characteristics of community services work. 2 marks

_____

_____

d. Give two examples where the roles of a community services worker and a community development worker may differ. 2 marks

1. _____

_____

2. _____

_____

Question 7 (3 marks)

Community structures are a feature of community development work.

a. In this context, explain what a structure is.   1 mark

_____

_____

b. How might community structures have an impact on community development work?   2 marks

_____

_____

_____

_____

Question 8 (10 marks)

There have been a number of deaths and health incidents as a result of people taking illegal pills at many recent music festivals.

The argument for pill testing at festivals is prominent in many communities across Australia. Many people support pill testing because it may protect people and save lives. Others disagree, arguing that the rights of people are being infringed upon and that pill testing may lead to increased drug use.

A music festival is to be held in a coastal community. The music festival committee plans to pilot a pill testing program for festival-goers. The community development worker nominated to assist with the program has values that differ from those of the advocates of the pill testing program.

How could this situation be understood and addressed? In your answer, explain:

- what a rights-based approach is in community development
- how the pill testing program fits a rights-based approach
- who the stakeholders are in this scenario
- the community's possible concerns and how these concerns could be addressed
- how the community development worker's values may have an impact on their work in the pill testing program and how the conflict could be managed.

_____

_____

_____

_____

_____

_____

Question 9 (6 marks)

Community development workers constantly use community values, priorities and structures in their daily work. These values, priorities and structures may differ between communities.

Describe how each priority listed below may differ between a rural farming community experiencing drought and a public housing estate community in the inner city.

Adequate transport _____

_____

_____

Accessible education _____

_____

_____

Community connectedness _____

_____

_____

Question 10 (6 marks)

You are a community development worker running a program for parents of schoolchildren in relation to children's health and wellbeing. The program involves a weekly evening meeting over eight weeks. One of the parents regularly arrives about 40 minutes late, makes a loud entrance and dominates the discussion. You have noticed other attendees becoming increasingly frustrated and irritated by this particular parent's behaviour. In the fourth week, the parent is late again and makes a lot of noise while settling in. One of the other parents makes a loud comment to those sitting around them. The late parent makes an aggressive comment in reply.

a.   Suggest **three** ways in which you could manage this situation.   3 marks

_____

_____

_____

_____

_____

_____

b.   List **three** community development principles that would apply to this situation.   3 marks

_____

_____

_____

Question 11 (2 marks)

Describe **two** ways in which a community development worker could research issues within a community.

_____

_____

_____

_____

_____

Question 12 (3 marks)

It is recommended that community development workers engage effectively with individuals or groups in a community.

Name **three** ways in which a community development worker could effectively engage with individuals within a community.

_____

_____

_____

Question 13 (2 marks)

Stakeholders are important in community development.

a. What is a stakeholder? 1 mark

_____

_____

b. Explain why stakeholders are important in community development. 1 mark

_____

_____

_____

Question 14 (3 marks)

A commitment to people's participation is a principle of community development.

a. Explain what this principle means. 1 mark

_____

_____

b. Describe **two** strategies a community development worker may use to demonstrate this principle. 2 marks

_____

_____

_____

_____

END OF SECTION B

SECTION C – Case study

Instructions for Section C

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

A local council has noticed an increase in the number of homeless women living on the streets of its community. The council partnered with a charitable foundation to purchase a building that was previously occupied by a deregistered aged-care facility. The building was made habitable according to residential building regulations and converted into an accommodation service for homeless women.

Question 1 (8 marks)

The following table could be used when planning to set up the accommodation service.

Complete the required details.

Two possible organisations that may refer clients	Two possible funding opportunities	Four possible job roles or employment positions required for the accommodation service
1.	1.	1.
		2.
2.	2.	3.
		4.

Question 2 (2 marks)

Write a vision statement for the accommodation service.

_____

_____

Question 3 (4 marks)

Many older single women within the community are presenting as homeless because they cannot afford to pay rent.

a. Considering community development principles, what are **two** potential supports the accommodation service could offer to assist these women? 2 marks

_____

_____

_____

_____

b. Considering community development principles, outline **two** reasons why this group of women may be presenting as homeless. 2 marks

_____

_____

_____

_____

Question 4 (1 mark)

The accommodation service is required to collect personal information from clients.

Outline the legal duty of the accommodation service towards clients' personal information.

_____

_____

Question 5 (4 marks)

The accommodation service will have researched rules and regulations that could be implemented.

a. List **two** reasons why rules and regulations may be required.   2 marks

_____

_____

_____

_____

b. How might the accommodation service implement rules and regulations to meet the specific needs of this service?   2 marks

_____

_____

_____

_____

Question 6 (3 marks)

The accommodation service has decided to provide free health check-ups for all residents.

a. The residents may present to the accommodation service with health and wellbeing concerns.

List **two** health and wellbeing concerns that the residents may present with.   2 marks

_____

_____

_____

_____

b. In addition to free health check-ups, name **one** form of assistance that the accommodation service could provide to help the residents manage the concerns listed in **part a.**   1 mark

_____

_____

Question 7 (2 marks)

For this particular accommodation service, residents may be expected to assist with some daily activities, such as cleaning their room, assisting with laundry or cooking, and tidying common areas.

Considering community development principles, what are **two** benefits for the residents of assisting with daily activities?

_____

_____

_____

_____

Question 8 (1 mark)

Name **one** piece of legislation that may apply to the accommodation service.

_____

END OF QUESTION AND ANSWER BOOK