Victorian Curriculum and Assessment Authority

Victorian Certificate of Education
2020

Letter

STUDENT NUMBER

VCE VET COMMUNITY SERVICES
Written examination

Wednesday 18 November 2020

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	13	13	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.

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SECTION A – Multiple-choice questions

Question 1

What is WHS an acronym for?

A. work health services

B. workers' health system

C. work health and safety

D. workers' health and support

Question 2

An example of duty of care is

A. offering free transport to all clients.

B. providing an outdoor environment for all clients to use.

C. providing healthy, nutritious meals for all clients and workers.

D. creating a safe environment, free of risks and hazards, for all clients and workers.

Question 3

A community development worker needs to be aware of communication protocols relevant to groups within their community.

Communication protocols are best described as

A. rules for engaging respectfully with all community groups.

B. casual communications with a community group.

C. documenting communications with a community group.

D. developing an awareness of a group's religious beliefs.

Question 4

An example of collaboration in community development work is

A. advertising and promoting services within a community.

B. giving a project plan to a community group.

C. providing funding for a community group.

D. working together with a community group.

Question 5

Engagement strategies in community service are best described as

A. meeting with co-workers.

B. planning a community event.

C. ways of working with a community.

D. responding to feedback from a community.

Question 6

An example of dignity of risk in disability work could include

A. informing a client that an excursion has been cancelled.

B. a client making their own way to an excursion.

C. telling a client that they cannot attend an excursion.

D. advising a client that a disability carer will take them to an excursion.

Question 7

Which one of the following is an example of individual differences being recognised in community development work?

A. having senior councillors in local government

B. making a commitment to value all individuals

C. creating a community that includes a variety of groups

D. having a community that includes individuals from various backgrounds

Question 8

Community development workers work within a community development framework.

What is a community development framework?

A. guidelines for mandatory reporting

B. policies and procedures for a community services organisation

C. the National Disability Insurance Scheme (NDIS)

D. a range of methods designed to strengthen and improve community cohesion

Question 9

Which one of the following is a benefit of having a diverse community?

A. exposure to a broad range of cultures and people

B. commuting to a larger town for work

C. improved infrastructure in a community

D. a greater number of charity events to raise funds

Question 10

Which one of the following best describes group dynamics?

A. the diversity of the members of a group

B. the interactions between members of a group

C. gender balance in a group

D. the seating arrangements for members of a group

Question 11

The aim of a rights-based approach in community development is

A. to develop an economically sustainable environment.

B. that all individuals and groups in a community know their entitlements.

C. to strengthen the capacity of a community and empower its members.

D. to encourage all members of a community to provide input regarding its economic development.

Question 12

In Victoria, human rights are regulated by the

A. International Covenant on Civil and Political Rights.

B. *Charter of Human Rights and Responsibilities Act*.

C. United Nations Declaration of Human Rights.

D. *Age Discrimination Act*.

Question 13

The best example of a person-centred approach is

A. changing appointment times to meet a case manager's needs.

B. a worker managing the unruly behaviour of a client.

C. a client directing the focus of their support needs.

D. a worker identifying a client's issues.

Question 14

Group composition is about

A. individual roles that support a group's purpose.

B. the sharing of a common goal within a group.

C. a stable structure of individuals.

D. the achievements of a group.

Question 15

An example of an inappropriate use of power in a community services setting is a

A. client who is being aggressive being refused entry into a group activity.

B. worker and a client working together on the client's goals.

C. minority group being informed about a community meeting.

D. worker choosing a movie for a group activity without consulting the group.

SECTION B

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

Question 1 (2 marks)

Community services organisations have policies to guide their work practices.

a. What is a policy?   1 mark

_____

_____

b. What is the name for the set of steps used to carry out a policy?   1 mark

_____

Question 2 (2 marks)

In community services work, it is important for workers to understand and operate within their work role boundaries.

List two purposes of work role boundaries.

1. _____

_____

2. _____

_____

Question 3 (3 marks)

a.   Explain what 'respond holistically' means when working with a client.   1 mark

_____

_____

b.   Select two issues from the list below and provide one example of a client being impacted by both issues at the same time.   2 marks

     disability   unemployment   financial difficulties   mental illness

Issue 1 _____   Issue 2 _____

Example _____

_____

_____

_____

Question 4 (5 marks)

a. List **three** interpersonal skills. 3 marks

_____

_____

_____

b. Select two of the interpersonal skills listed in **part a.** and provide an example of how each skill could be used in a community services context. 2 marks

Skill 1 _____

Example _____

_____

Skill 2 _____

Example _____

_____

Question 5 (4 marks)

It is important for community development workers to understand social, political and economic issues in order to help community development and bring about policy change.

a. Give one example of a social change and identify one government policy that resulted from this social change. 2 marks

Social change _____

Government policy _____

b. List **two** groups of people who have been affected by the social change given in **part a.** 2 marks

_____

_____

Question 6 (5 marks)

Youth workers facilitate a weekly youth group through a local council. The youth group is having a brainstorming session about projects its members could work on. One of the members tells the group about bullying messages that he has received on social media from students at his school (who are not members of the youth group). He asks what the youth group could do about this.

a.   In this case, is the bullying a private issue or public issue?   1 mark

_____

b.   How could a youth worker manage this situation within the group? Give **two** steps the youth worker could take.   2 marks

_____

_____

_____

c.   Give **two** positive actions the youth group could take to raise awareness about bullying.   2 marks

_____

_____

_____

Question 7 (4 marks)

a.   Give **two** reasons why a community development worker should review and modify their own work practices.   2 marks

_____

_____

_____

b.   List **two** benefits of conducting individual worker performance reviews.   2 marks

_____

_____

_____

Question 8 (10 marks)

A community services worker is providing disability services through the National Disability Insurance Scheme (NDIS). The job role involves assisting Sara (a 75-year-old woman with a physical disability who lives alone) with her weekly grocery shopping and then helping Sara prepare some meals for the following week. There are other support workers from the organisation who arrive at different times of the day to assist Sara with personal care tasks, such as washing and dressing.

Sara has two adult children who rarely visit. However, Sara has told the community services worker that her older daughter has visited her a few times recently. In the last couple of weeks, the community services worker has noticed that Sara's mobile phone has been replaced with a much older phone and her television is no longer in the living room. Today, Sara's debit card was declined at the supermarket register when they were shopping and Sara had to return some of her groceries. The community services worker is very concerned.

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

- who the community services worker should talk to
- Sara's rights in this scenario
- **two** important ethical and/or legal principles that the community services worker needs to consider
- what the community services worker's role is in this scenario
- what actions the community services worker can take to help Sara manage this situation.

_____

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Question 9 (4 marks)

Socialisation theories can help to explain an individual's development.

a. Explain what socialisation theory is. 2 marks

_____

_____

b. Suggest **two** benefits of socialisation for individuals and groups. 2 marks

_____

_____

Question 10 (3 marks)

Networking is important for a community services worker.

a. Explain what a network is. 1 mark

_____

_____

b. Give **two** ways in which a community services worker benefits from belonging to a network. 2 marks

_____

_____

_____

_____

Question 11 (7 marks)

Australia Day, which falls on 26 January, is the focus of controversy and debate.

On 26 January 1788, Governor Arthur Phillip raised the British flag at Sydney Cove, beginning European colonisation of Australia. The date is not a happy one for many of Australia's Aboriginal and Torres Strait Islander people. Many people take part in 'Invasion Day' rallies and memorial services on Australia Day.

In recent years there has been a call by groups to move Australia Day to a less controversial date.

a. List two possible reasons why some people want to change the date.   2 marks

1. _____

2. _____

b. List two possible reasons why some people want to keep the date.   2 marks

1. _____

2. _____

c. List two examples of how workers and organisations can support Aboriginal and Torres Strait Islander communities in general.   2 marks

Example 1 _____

_____

Example 2 _____

_____

d. Select one example from **part c.** and explain how this example benefits Aboriginal and Torres Strait Islander communities.   1 mark

Example _____

Explanation _____

_____

_____

Question 12 (7 marks)

a. Explain the difference between social issues and health issues in a community services context.

2 marks

_____

_____

_____

_____

b. Give one example of each type of issue.

2 marks

Social issue _____

Health issue _____

c. Give one current example that is both a social issue and a health issue, and explain your answer.

3 marks

Current example _____

Explanation _____

_____

_____

_____

Question 13 (4 marks)

A community development project requires a community action plan.

a. Explain what a community action plan is.

2 marks

_____

_____

b. There are a number of stages in a community action plan.

List **two** of these stages.

2 marks

_____

_____

_____

END OF SECTION B

SECTION C – Case study

Instructions for Section C

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

A local primary school association has asked a community services organisation to develop a program for primary school students in order to raise awareness of homelessness in the community.

The brief is to develop a one-hour information session that can be delivered by a teacher. The resource pack is to include a storybook to prompt discussion and a homework activity. As part of the activity, students are to tell their families about the information session and donate a can of food to build an emergency food resource for the community services organisation. The aims of the activity are to raise awareness and to assist people in need.

Question 1 (2 marks)

When developing this program, where could information about homelessness in Australia be sourced? List **two** sources.

_____

_____

Question 2 (3 marks)

Apart from the sources listed in Question 1, name **three** organisations that can assist people who are homeless.

_____

_____

_____

Question 3 (2 marks)

The teacher and primary school students are key stakeholders in this program.

Name two other stakeholders in this program.

1. _____

2. _____

Question 4 (2 marks)

List **two** ways in which the delivery of this program in schools raises awareness of the rights of people who are homeless.

_____

_____

_____

Question 5 (2 marks)

Give **one** example of an open-ended question that could be posed to the primary school students to encourage discussion about homelessness.

_____

_____

Question 6 (5 marks)

a. List **two** ways in which a community services worker could collect feedback from participants in the program.   2 marks

_____

_____

b. In the table below, explain why it is important to collect feedback on the program, the presenter (teacher) and the community services worker.   3 marks

	Explanation
Program	
Presenter (teacher)	
Community services worker	

Question 7 (3 marks)

The students and their families donated 100 cans of food to the organisation. This was considered an overwhelming response and helped to build up the organisation's food resources for people experiencing homelessness.

a. What action could the community services worker now take in regard to the program?   1 mark

_____

_____

b. Explain two ways in which the community services worker can continue to foster the interest of the students and their families in supporting people who are homeless in their community.   2 marks

1. _____

_____

2. _____

_____

Question 8 (3 marks)

The secondary schools in the community would like a similar program about homelessness to be developed for their students.

List three changes that could be made to the program to make it suitable and engaging for secondary school students.

1. _____

_____

2. _____

_____

3. _____

_____

Question 9 (3 marks)

The students learnt about causes of homelessness, such as mental illness and unemployment, from the program.

List three other possible causes of homelessness.

1. _____

2. _____

3. _____

END OF QUESTION AND ANSWER BOOK