

STUDENT NUMBER           Letter

## VCE VET COMMUNITY SERVICES

### Written examination

Wednesday 16 November 2022

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 23 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 statements describes ‘duty of care’ in the community services sector?

- A. an organisational policy describing employee entitlements
- B. a list of the roles and responsibilities within a community services worker’s job description
- C. a community services worker’s legal requirement to take all reasonable steps to ensure clients are not harmed
- D. an expectation that a community services worker assists clients to attend medical or health-related appointments

**Question 2**

In community services, which one of the following best describes the difference between privacy and confidentiality?

- A. Privacy is a legal requirement; confidentiality refers to not sharing a client’s information without their consent.
- B. Confidentiality is a legal requirement; privacy refers to not sharing a client’s information without their consent.
- C. Privacy is a client’s responsibility; confidentiality is a community services worker’s responsibility.
- D. Confidentiality is a client’s responsibility; privacy is a community services worker’s responsibility.

**Question 3**

Stakeholder participation is important in community development projects because

- A. everyone in the community must be involved.
- B. it enables all funding to be accounted for.
- C. it helps a community development worker to develop their social network.
- D. it ensures ownership of decisions and commitment to outcomes.

**Question 4**

Mobilisation is a concept used in community development.

An example of mobilisation is

- A. the introduction of a local bus service.
- B. assisting a community to access resources.
- C. the installation of a mobile phone tower in a town.
- D. helping an elderly community member to attend a senior citizens’ event.

**Question 5**

What should a community services worker do before sharing information about a client?

- A. get permission from the client's family
- B. gain consent from the client
- C. print all the client's documents and make photocopies of them
- D. write clearly on the client's referral form and check all spelling and grammar

**Question 6**

In which one of the following situations might a client be exited from a community services organisation?

- A. when they do not get along with their worker
- B. if the community services worker suspects that they are intoxicated during an appointment
- C. when their needs cannot be met by the organisation
- D. if they repeatedly use offensive language during appointments with their worker

**Question 7**

A community services client may be experiencing more than one issue when seeking support.

An example of interrelationships between issues is

- A. an unemployed woman who is given a small weekly allowance by her partner but does not have enough money to catch the train to attend a job interview.
- B. an elderly man who is living on a Centrelink payment (Age Pension) but is unable to afford to take his sick dog to a vet for treatment.
- C. a single parent who has to take a day off work to look after their children when the primary school is closed for a curriculum day.
- D. a young person whose phone has been stolen and is feeling isolated because they do not have access to their social media platforms and networks.

**Question 8**

Which one of the following is an example of a public action?

- A. a group of parents meeting to exchange second-hand schoolbooks
- B. a group of people meeting at a community centre to discuss community safety
- C. an individual complaining to the local council about a neighbour's noisy dog
- D. an individual posting an invitation to their party on social media

**Question 9**

An example of advocating for a community outcome is

- A. attending a protest on climate change.
- B. lobbying a local council for a late-night bus service.
- C. purchasing tablet computers for a Neighbourhood House.
- D. submitting an article in a local newspaper to advertise an upcoming music festival.

**Question 10**

Evaluation of a community development program is important.

The purpose of an evaluation is to ensure

- A. people have done their jobs correctly, the number of attendees has been recorded and a celebration can be planned.
- B. objectives have been met, funding has been spent as planned and recommendations can be made for future programs.
- C. individuals receive feedback on their performance, workers are paid correctly and all the equipment has been packed away appropriately.
- D. everyone is clear about what did not work well, the photographs taken at an event can be used on social media and unspent funds can be divided up among stakeholders.

**Question 11**

In community development work, a group of stakeholders and organisations working together towards a shared goal is usually known as

- A. a club.
- B. an agency.
- C. a network.
- D. a community.

**Question 12**

Community development is best characterised by

- A. individual interests, a finite timeline and a one-off event.
- B. group decisions, a finite timeline and organisation capacity building.
- C. individual decisions, long-term outcomes and individual capacity building.
- D. group interests, long-term outcomes and community capacity building.

**Question 13**

Unemployment in a community is an example of

- A. a health issue.
- B. a family issue.
- C. a social issue.
- D. an individual issue.

**Question 14**

Understanding the concept of 'power' is important in community development work because

- A. it is good to know who can make decisions.
- B. community events often require heavy equipment to be moved.
- C. it can assist a worker to get people to agree to their ideas.
- D. it can have an impact on a community member's willingness to speak out or get involved.

**Question 15**

In community development, 'ABCD' stands for

- A. asset-based community development.
- B. agency-based community development.
- C. access-based and community driven.
- D. assessment-based and community driven.

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**END OF SECTION A  
TURN OVER**

**SECTION B**

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

**Question 1** (2 marks)

Community services workers regularly collect information from clients.

List **two** factors a community services worker must consider when collecting information from clients.

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**Question 2** (4 marks)

Clients seek support for a variety of needs.

**a.** Give **two** examples of client needs. 2 marks

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**b.** Describe **two** reasons why it is important for a community services worker to understand a client’s needs. 2 marks

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**Question 3** (4 marks)

It is important for community development workers to establish appropriate interpersonal relationships with the individuals they are working with.

- a. Describe the difference between a personal relationship and a professional relationship. 1 mark

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- b. The list below gives examples of interpersonal skills that a community development worker may use:

negotiation      building rapport      active listening

Select one skill from the list above, define the skill and explain how the skill could be beneficial when facilitating a community group meeting.

3 marks

Skill selected \_\_\_\_\_

Definition \_\_\_\_\_

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Explanation \_\_\_\_\_

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**Question 4** (6 marks)

You are a community services worker and you have been rostered to provide emergency relief services this morning. This involves meeting with clients to determine their needs and assessing their eligibility for emergency relief support, such as supermarket vouchers or rent assistance. You recognise the next client as a parent of a child who is in the same primary school class as your son.

- a. Explain the concerns you may have as a community services worker in this situation. 2 marks

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- b. As a community services worker, explain how you would respond in this situation. 2 marks

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- c. Describe **one** ethical consideration that you, as a community services worker, would need to take into account in this situation. 2 marks

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**Question 5** (6 marks)

A community development worker at a Neighbourhood House assists with planning next term's activities. A recent survey of current attendees of the Neighbourhood House and members of the local community has identified a list of interests and what these individuals expected the Neighbourhood House to offer.

For each community group listed in the table below, identify one potential interest, one activity to address that interest and the resources that would be required for that activity to take place. An example has been provided.

<b>Community group</b>	<b>Community group's interest</b>	<b>Activity to address the interest</b>	<b>Resources required for the activity</b>
children aged 3–5 years	<i>exploring movement</i>	<i>circus skills</i>	<ul style="list-style-type: none"> <li>• <i>instructor</i></li> <li>• <i>equipment, e.g. mats, hula hoops, ribbons, cones and balls</i></li> <li>• <i>funding to pay for an instructor</i></li> </ul>
adults from culturally and linguistically diverse (CALD) backgrounds			
LGBTIQ+ young people			

**Question 6 (2 marks)**

The statement ‘Start with what is strong, not with what is wrong’ can be applied to community development work.

Source: adapted from C Russell, ‘Sustainable community development: from what’s wrong to what’s strong | Cormac Russell | TEDxExeter’, 16 May 2016, <[www.youtube.com/watch?v=a5xR4QB1ADw](http://www.youtube.com/watch?v=a5xR4QB1ADw)>

Explain why.

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**Question 7 (4 marks)**

Explain each of the following terms in relation to community development work.

- Inequality \_\_\_\_\_

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- Social justice \_\_\_\_\_

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**Question 8** (5 marks)

Members of the Spoonbill community are not happy with the lack of youth services in the area. In the last three months, the Spoonbill Council has withdrawn funding for the local youth centre, which has consequently had to close. The youth centre provided services to young people, including youth workers, counsellors, and drug and alcohol workers. Members of the community have approached a small, not-for-profit organisation for support to lobby for funding for the community's youth services.

- a. Would this issue be considered a personal issue or a public issue? Explain your response. 2 marks

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The community development worker at the small, not-for-profit organisation convenes a meeting with concerned members of the community.

- b. What is **one** document that the community development worker should prepare before the meeting? 1 mark

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- c. Describe the role of the community development worker in this meeting. 2 marks

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**Question 9** (4 marks)

It is important for community development workers to understand the community that they are working with.

- a. Surveys are one method a community development worker can use to gather information about a community’s needs and priorities.

List **two** other methods that could be used to identify a community’s needs and priorities. 2 marks

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- b. After the community’s needs and priorities have been identified, identify **two** actions a community development worker should take.

2 marks

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**Question 10** (6 marks)

There are various ways in which a community development worker can share information with different groups of people within the community.

In the table below:

- a.** Identify one way in which information can be shared with each community group listed. Your response for each group **must** be different. 2 marks
- b.** Give two reasons why your response to **part a.** is an effective approach for the community group. 4 marks

Community group	One way in which information can be shared	Two reasons why this is an effective approach for the community group
people with disability		
migrants and refugees		

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**Question 12** (3 marks)

Cultural awareness is important in community development work.

- a. Explain what is meant by ‘cultural awareness’. 1 mark

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- b. Explain how having cultural awareness is important for a community development worker and give **one** example of how they can demonstrate this in their work. 2 marks

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**Question 13** (2 marks)

- a. What is meant by ‘mandatory reporting’? 1 mark

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- b. What process should a community services worker follow if they are concerned for the wellbeing of a child they are working with? 1 mark

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**Question 14** (2 marks)

What is the relationship between consent and informed choices?

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**END OF SECTION B  
TURN OVER**

**SECTION C – Case study**

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

In Australia, thousands of people experience homelessness. Sleeping rough, couch surfing, sleeping in a car and residing in temporary or inappropriate housing are examples of homelessness.

As an outreach community development worker at a not-for-profit organisation in a large regional city, you regularly meet and chat with many members of the homeless population in the city. During such conversations, some individuals identified the need to be able to express themselves and find their ‘voice’ through creativity and art. You have spent time listening to their stories and admiring their skilful street art. In one conversation, the name and artwork of a respected local artist were raised.

You have started discussions with your manager about a project to support the street art of the homeless population in the city. The project will involve engaging the respected local artist to mentor the street artists experiencing homelessness.

**Question 1** (2 marks)

List **two** reasons why people may experience homelessness.

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**Question 2** (3 marks)

List **three** community services organisations that can support people experiencing homelessness.

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**Question 3** (4 marks)

Engaging with the street artists experiencing homelessness to get them to participate in this project may be challenging.

- a. Explain **two** methods of engaging the street artists experiencing homelessness to get them to participate in this project. 2 marks

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- b. Describe **one** challenge of **one** of the methods explained in **part a.** and how you could address this challenge as a community development worker. 2 marks

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**Question 4** (4 marks)

Community development projects involve different stakeholders who have different roles and responsibilities. The key stakeholders in this project are the street artists who are experiencing homelessness, the community development worker and the local artist who has been engaged to mentor the street artists. All these stakeholders will need to work collaboratively to achieve the project’s goals.

- a. Explain the rights of the street artists experiencing homelessness in this project. 2 marks

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- b. Describe the role and responsibilities of the street artists who are experiencing homelessness. 2 marks

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**Question 5** (3 marks)

During the project, the street artists developed trust in you as their community development worker. The street artists have identified some current needs that they would like support with.

- a. Other than ‘the need to be able to express themselves and find their “voice” through creativity and art’, list **two** current needs that the street artists may like support with. 2 marks

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- b. As their community development worker, describe your role in supporting the street artists with the needs listed in **part a**. 1 mark

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**Question 6** (3 marks)

In this project, as the community development worker, you will collaborate with the street artists experiencing homelessness and the local artist to set the project’s goals.

- a. Why are goals important in a community development project? 1 mark

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- b. What are **two** goals that this project could have? 2 marks

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**Question 7** (4 marks)

Sustainability and empowerment are two principles of community development.

Describe how this project could adhere to each of these principles.

Sustainability \_\_\_\_\_

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Empowerment \_\_\_\_\_

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**Question 8** (2 marks)

The project has now been implemented and it is time to perform a final evaluation.

Describe what an evaluation for a community development project is and what it involves.

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