

STUDENT NUMBER Letter

VCE VET COMMUNITY SERVICES

Written examination

Wednesday 1 November 2023

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 pm (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	16	16	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 21 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

Stakeholders are important in community development projects because

- A. they are the funders.
- B. they will evaluate the project.
- C. they are the formal decision makers for all aspects of the project.
- D. they have an interest in the project and can provide valuable information and support.

Question 2

Which of the following best describes cultural awareness?

- A. knowing how to say ‘hello’ in different languages
- B. asking group members what their cultural background is
- C. ensuring group members participate in the same way regardless of differences or similarities
- D. being sensitive to the similarities and differences of individuals when communicating with a group

Question 3

Which of the following is the most appropriate strategy that community development workers could use to develop their knowledge of a community?

- A. Conduct research for current and historical information about the community.
- B. Follow some members of the community on social media.
- C. Speak to a friend who used to live in the community.
- D. Spend a day shopping in the main township.

Question 4

Ethical practice in community services is best described as

- A. using reflective practice to improve work performance.
- B. ensuring sustainable choices for the wellbeing of a community.
- C. ensuring that workers uphold the safety and rights of the people they work with.
- D. using recycled products wherever possible to reduce waste within the community.

Question 5

An example of project evaluation is

- A. gathering a list of attendees at an event.
- B. debriefing the volunteers at the end of an event.
- C. surveying participants and volunteers during an event.
- D. making a checklist of all the resources required for an event.

Question 6

Understanding a community's values is important because

- A. it will assist in ensuring that community development work is appropriate for the community.
- B. the community may need to learn other ways of doing things.
- C. they will need to be written in the meeting minutes.
- D. they need to align with the funding body's values.

Question 7

To facilitate appropriate referrals, a community services worker should

- A. research gaps in service provision and lobby for funding.
- B. only provide details of those services that do not have waiting lists.
- C. research and develop comprehensive knowledge of relevant services to help people.
- D. provide clients with various brochures so they can review these and make contact with organisations themselves.

Question 8

In community development work, socialisation theories are used to understand

- A. how an individual's values and beliefs impact their ability to maintain social connections.
- B. how interactions with other people impact the development of self-identity.
- C. how individuals within a community will help each other in times of need.
- D. how likely it is for community events to be successful.

Question 9

If a community services worker identifies actual risk of abuse or harm, the worker should

- A. use open-ended questions to set specific, realistic and timely goals to encourage change.
- B. follow organisational policies and procedures, duty-of-care requirements and relevant legislation.
- C. encourage the person to decide if they want to address high-risk needs.
- D. refer the person to an alternative service.

Question 10

What are four key principles of social justice?

- A. equality, access, participation, responsibilities
- B. freedom, action, pastoral care, risks
- C. equity, access, participation, rights
- D. freedom, ability, patience, risks

Question 11

Which statement best describes unconscious bias?

- A. stereotypes that individuals hold without being specifically aware of them
- B. subconsciously thinking about ideas and plans without writing them down
- C. people attending social gatherings based on their similarities
- D. the inability to outwardly express thoughts or feelings

Question 12

Which of the following best describes reflective practice?

- A. reviewing and evaluating actions and decisions, and learning from these to improve work performance
- B. writing a to-do list each week, reviewing it and then recording in detail the tasks that were completed
- C. taking time to do things that improve both physical and mental health, to avoid burnout
- D. adhering to standards of reasonable care, to avoid causing foreseeable harm to others

Question 13

At the first meeting of a newly established community group, which of the following is the most appropriate way to facilitate a positive experience for everyone involved?

- A. Assign roles at the outset, so everyone can understand what they are doing.
- B. Prepare group rules and email them to the group before the first meeting.
- C. Ask each group member to bring a plate of food to share at the first meeting.
- D. Collaborate with the group to create an agreement about how to work together effectively.

Question 14

Which of the following is an example of a problem-solving model used in a community services context?

- A. a process that enables people to consider all available options to meet their needs
- B. a process where the worker plans the best outcome for the person
- C. a legal process to fulfil a duty-of-care requirement
- D. an ethical process to avoid boundary violations

Question 15

If a community services worker suspects a colleague has breached professional boundaries with a client, they should

- A. call triple zero (000) and inform the supervisor.
- B. follow mandatory reporting requirements and inform carers.
- C. follow organisational policies and procedures and inform the supervisor.
- D. ask open-ended questions to establish the level of risk and call triple zero (000).

SECTION B**Instructions for Section B**

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

Question 1 (2 marks)

List **two** professional development activities that could be used to improve work practice in community services or community development work.

Question 2 (4 marks)

- a. Why is it important for community development workers to build trust with the communities they are working with? 2 marks

- b. What strategies can a community development worker use to build trust with the community they are working with? 2 marks

Question 3 (9 marks)

Community development projects move through a number of different stages.

- a. Using the stages in the list below, fill in the blanks on the diagram to show the correct order of stages that community development projects follow (3 of the stages have already been filled in for you).

5 marks

- monitor and review
- engage key stakeholders and establish a planning group
- evaluate the project
- make adjustments to the project
- implement the action plan



b. Choose **two** of the stages from **part a.** and describe what each stage involves and why it is important.

i. Stage _____

What does this stage involve and why is it important?

2 marks

ii. Stage _____

What does this stage involve and why is it important?

2 marks

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Question 4 (5 marks)

Rami is unemployed and lives in the caravan park at Sunnyville. Rami has been living at the caravan park for the last two years. There aren't many other options for renters as there are so few rental properties. Unemployment in Sunnyville is high and job vacancies are generally only for short-term, casual or low-paid work.

Rami does not have a car, and as there is very little public transport from Sunnyville to larger neighbouring towns where there are more job opportunities, Rami needs to find employment in the township of Sunnyville.

Transport has been an issue for the residents of Sunnyville ever since the main train line, which provided transport to the next big town, was closed down more than 10 years ago. The residents of Sunnyville strongly opposed the closing of the train line, because they predicted that it would isolate residents and cause unemployment rates to rise.

- a. Identify **one** social issue in this scenario. Explain your reasoning. 2 marks

- b. Identify **one** economic issue in this scenario. Explain your reasoning. 2 marks

- c. What is the historical issue described in this scenario? 1 mark

Question 5 (4 marks)

A key skill for community development workers is collaboration.

- a. In a community development context, what is collaboration? 1 mark

- b. Why is collaboration important? 1 mark

- c. Explain what might happen if appropriate collaboration is not undertaken. 2 marks

Question 6 (2 marks)

If faced with an ethical dilemma during the course of their work, how could a community services worker respond appropriately?

Question 8 (1 mark)

Explain why confidentiality is important in community services work.

Question 9 (3 marks)

List **three** of the specific situations when a community services worker is required to breach confidentiality.

Question 10 (2 marks)

In community services, what is the relationship between consent and sharing information with a third party?

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Question 11 (4 marks)

Chad is unemployed and has presented at a homelessness service seeking assistance. You are the housing worker who has been assigned to work with Chad. Chad explains to you that a few weeks ago they were kicked out of their share house for not paying rent.

- a. List **two** presenting issues that Chad is experiencing. 2 marks

- b. What additional information would you need to collect to holistically support Chad? 2 marks

Question 12 (4 marks)

Self-determination is a phrase often used in community services and is a human right for all people. The Australian Human Rights Commission (AHRC) describes self-determination as an “ongoing process of choice” to ensure that Indigenous communities are able to meet their social, cultural and economic needs’.

Source: adapted from AHRC, ‘Right to self determination’,
<humanrights.gov.au/our-work>

The right to self-determination has specific application to Aboriginal and Torres Strait Islander Peoples.

- a. List **two** reasons why self-determination regarding social, cultural and economic needs is important for Australia’s First Nations Peoples. 2 marks

- b. List **two** ways that community development organisations can show that they value and respect First Nations Peoples. 2 marks

Question 13 (2 marks)

The phrase ‘nothing about us without us’ has been adopted by many marginalised groups within the community (for example, disability advocacy groups).

Explain how this phrase applies to community development work.

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Question 14 (5 marks)

Central to community development work is the concept of power.

- a. It is important that organisations and community development workers are aware of power imbalances and are not working in ways that disempower individuals or communities.

Explain why.

2 marks

- b. Approaches to community development work can be described as being ‘done to’, ‘done for’, ‘done with’ and ‘done by’.

Complete the table below by writing, in the right-hand column, the approach that best matches the descriptions of power provided (‘done to’ is already completed).

3 marks

Description of power	This is an example of being ‘done to’, ‘done for’, ‘done with’ or ‘done by’
Collaborative approach: power is shared between community members and organisations.	
Top-down approach: organisations hold the power and decide what the community needs. The experts know best.	<i>done to</i>
Bottom-up approach: the community holds the power. Community members are active agents.	
Top-down approach: organisations hold the power. The community’s capacity to meet their own needs is devalued.	

Source: adapted from C Russell, 2017, ‘Rebooting democracy, restoring the Commons’, presentation, Power to the People conference MAV, Melbourne.

Question 15 (2 marks)

- a. Describe what an asset-based community development (ABCD) approach is. 1 mark

- b. What does 'mobilisation' mean in relation to an ABCD approach? 1 mark

Question 16 (1 mark)

Explain why it is important for a community services worker to understand their role boundaries.

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

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

Mikael (24 years of age) lives at home with his mother, Amira. They live about 45 minutes by car from the closest regional town. The family are devout Muslims. Mikael has a physical disability, uses a wheelchair and requires support with his personal care. Currently, Amira is Mikael's main carer.

Mikael has recently decided that he would like to move out of home to somewhere much closer to the town centre because he feels isolated and doesn't have many friends. Amira is concerned about Mikael living independently; however, she is supportive of his decision.

They contact the community health centre located in the town, where you work as a community services worker, for information about services, programs and support options available.

Question 1 (1 mark)

Mikael and Amira come to see you together. You identify that Mikael is the client. Explain why.

Question 2 (3 marks)

List **three** communication skills that you would use when you meet clients for the first time.

Question 3 (6 marks)

At the first meeting, Mikael states that one of his goals is to move out of home and live independently. His second goal is to participate in one of the programs offered at the community health centre.

- a.** Based on the information provided, identify **two** other goals that Mikael might have. 2 marks

- b.** Choose **one** of the goals identified in **part a.** and complete the table below for this goal. 4 marks

Goal _____

List two steps that Mikael could take to help reach his goal	List Mikael’s responsibilities	List your responsibilities as Mikael’s community services worker

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Question 4 (4 marks)

Before you make a referral into the program that Mikael wishes to participate in, you need to get Mikael's informed consent.

- a. Define informed consent. 1 mark

- b. Why is informed consent important? 1 mark

- c. Do you also need to get Amira's informed consent? Explain why or why not. 2 marks

Question 5 (2 marks)

Outline what information you would need to include in your referral to the program.

Question 6 (2 marks)

Describe **two** benefits for a person with disability attending one of the programs at the community health centre.

Question 7 (2 marks)

As part of your organisation’s policies and procedures, you need to conduct a work health and safety (WHS) assessment before Mikael attends the program.

Identify **two** things that will need to be considered to enable Mikael to safely attend the program.

Question 8 (3 marks)

The program runs three times per week between 9.00 am and 4.00 pm. As part of Mikael’s religious practices, he needs to pray five times a day, which means he would need to pray during the program.

- a. Explain how an individual’s involvement in cultural and spiritual activities can contribute to their wellbeing.

1 mark

- b. After Mikael has attended the program for a week, he comes to see you quite upset and tells you that there was nowhere for him to pray during the program. What could you do to respond to this situation?

2 marks

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Question 9 (2 marks)

Mikael and his family have really appreciated the support you have provided, and to show their appreciation they invite you around for dinner.

- a. Explain why you should not accept the dinner invitation. 1 mark

- b. What could you say to the family in this situation? 1 mark

DO NOT WRITE IN THIS AREA

