**Victorian Certificate of Education
Year**

Letter

STUDENT NUMBER

VCE VET COMMUNITY SERVICES
Written examination

Day Date

Reading time: *. to *.** (15 minutes)
Writing time: *.** to *.** (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	18	18	60
C	6	6	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 18 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

AOD refers to

A.　alcohol and other drugs.

B.　assessment of other drugs.

C.　alcohol and other diseases.

D.　Alzheimer's and other diseases.

Question 2

Which one of the following best describes how a community development worker makes a referral?

A.　by summarising a client's history

B.　by identifying areas of concern for a client

C.　by reviewing services provided by another organisation

D.　by transitioning or exiting a client to another organisation

Question 3

Which one of the following identifies the most important reason for a community development worker to participate in a network?

A.　to look for another job

B.　to update and share knowledge and skills

C.　to save money on professional learning activities

D.　to redistribute case loads among similar organisations

Question 4

Which one of the following is an example of an interpersonal skill that is likely to be seen in community development work?

A.　initiative

B.　motivation

C.　teamwork

D.　self-management

Question 5

Community development workers must follow organisational policies.

In this context, a policy is a

A. law outlining an organisation's duty-of-care obligations.

B. statement of how an organisation intends to conduct its services.

C. collection of instructions, checklists and forms relevant to the organisation.

D. list of steps to achieve the organisation's values, approaches and commitments.

Question 6

Which one of the following best identifies how a community development worker could establish trust and respect with a client?

A. using effective communication skills

B. sharing confidential client information with friends

C. telling the client personal information about themselves

D. promising not to report a suspected case of child neglect

Question 7

Community development resources should be prioritised by local councils according to

A. areas of greatest need.

B. the opinions of local councillors.

C. requests by clients and their families.

D. the vision documented in an organisation's work plan.

Question 8

A community development worker can evaluate how successfully their work responds to community priorities by

A. implementing all actions in a work plan.

B. asking specific communities for feedback.

C. discussing their work with their manager.

D. completing their work on time and within budget.

Question 9

In community development work, identity theories are used to explain

A. the philosophy of an organisation.

B. the mental states and processes of the brain.

C. the best treatment plan for an individual.

D. an individual's sense of who they are, based on group membership.

Question 10

A collaborative approach in community development is best described as an organisation

A. setting priorities for the whole community.

B. restricting the access of other organisations to community resources.

C. developing strategies with community groups to meet community priorities.

D. telling other organisations what needs to be done to achieve community priorities.

Question 11

Which one of the following best describes a community development mission statement?

A.   an organisation's annual report

B.   a summary of an organisation's achievements

C.   a summary of the purpose of the organisation

D.   an organisation's work health and safety (WHS) policy

Question 12

With whom can a client's confidential information be shared?

A.   no-one

B.   family and friends

C.   work colleagues in the staffroom

D.   anyone, with the consent of the client

Question 13

A 'community action' model of society involves decision-making by

A.   members of the community.

B.   a community development worker.

C.   an individual client and their family.

D.   a team of senior managers at the local council.

Question 14

Community development work is often evaluated in collaboration with stakeholders in a community.

Which one of the following best identifies active stakeholder participation in the evaluation of a project?

A.   completing a survey with a set of fixed questions

B.   providing feedback on a draft of an evaluation report

C.   attending a focus group with a set of broad discussion points

D.   attending a presentation with question-and-answer time at the end

Question 15

Advocating for community-based outcomes involves

A.   providing clients with referrals to other services.

B.   assisting individuals with their particular needs.

C.   encouraging individuals to speak for themselves.

D.   working with other services to influence government policy.

END OF SECTION A

SECTION B

Instructions for Section B

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

Question 1 (5 marks)

Community development work involves an understanding of public issues and private issues.

a. Explain how public issues and private issues differ. 3 marks

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b. Outline an example of how a private issue could become a public issue. 2 marks

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Question 2 (3 marks)

a.   What is meant by the term 'duty of care' in community development work?   1 mark

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b.   Give a detailed example of how a community development worker reflects duty-of-care
responsibilities in their work with clients.   2 marks

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Question 3 (2 marks)

Explain how a community development workplace can maintain economic sustainability.

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Question 4 (3 marks)

Empowerment is a key principle of community development work.

a. Outline what is meant by the term 'empowerment' when working with clients. 1 mark

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b. Explain how a local community can empower its individual members. 2 marks

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Question 5 (4 marks)

Social justice principles underpin the work of community development organisations.

Identify two social justice principles and explain how they underpin community development work.

Principle 1 _____

Explanation _____

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Principle 2 _____

Explanation _____

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Question 6 (6 marks)

A local council is getting ready to open a new gym in one of its existing sports complexes. To determine what services should be provided in the new facility, the council undertakes a community development survey. Results from the survey identified the need for a variety of fitness programs targeted towards older people, people with disabilities, and new mothers and their babies.

Outline a community development work plan that addresses the needs identified in the survey. In your response, refer to the following:

- how to prioritise the needs
- strategies for addressing individual differences
- social, political, cultural or historical issues that may affect the project
- work health and safety (WHS) considerations

Question 7 (3 marks)

Community development work is undertaken using traditional and/or contemporary approaches.

a. Name **one** traditional community development approach. 1 mark

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b. Explain what distinguishes the approach named in **part a.** from contemporary community development approaches. 2 marks

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Question 8 (2 marks)

Historical issues can influence community development work.

Describe how a historical issue may affect how a community development worker engages with a specific community.

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Question 9 (2 marks)

Why is it important for a community development worker to involve a diverse range of stakeholders in their work?

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Question 10 (10 marks)

Mobile laundry and shower service

Orange Sky co-founders Nic Marchesi and Lucas Patchett were recipients of the 2016 Young Australian of the Year award for their work as social entrepreneurs. Orange Sky started by providing a free mobile laundry service for people experiencing homelessness in Brisbane. Having the washing machines and clothes dryers stored in the back of a converted van meant the service could be brought directly to clients in areas of greatest need. The service has been so successful that it has expanded to other cities across Australia.

Each Orange Sky van partners with another service from the local area, which provides food, housing or health support, in order to promote a collaborative approach that is in the best interests of the clients.

An important social aspect to the service provided by Orange Sky is the connections and conversations between homeless people and the volunteers who run the vans. As well as the machinery for washing and drying clothes, the mobile laundry vans contain orange chairs for clients and volunteers to sit on and have a chat while the clothes are being cleaned and dried.

Orange Sky has also partnered with the Shine On Foundation to introduce a free mobile hot shower service for homeless people as a backup to the often crowded facilities at drop-in centres. The mobile shower vans are equipped with water tanks, re-use greywater and heat the water using thermal power from the van's engine.

a. Provide an example of how Orange Sky is demonstrating environmental sustainability in the workplace. 1 mark

b. Describe how Orange Sky is using existing community structures and resources to maximise outcomes for clients. 2 marks

c. Outline the strategy used by Orange Sky to establish trust and respect between its clients and volunteers. 2 marks

d. Explain how Orange Sky addresses the interrelationship between homelessness and physical health. 2 marks

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e. Discuss whether access to free hot showers by homeless people is a private issue or a public issue. 3 marks

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Question 11 (3 marks)

Mandatory reporting is a legislative requirement for many people working in a community development organisation.

a. Who is mandated to report? 1 mark

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b. What must be reported? 1 mark

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c. Where are the reports lodged? 1 mark

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Question 12 (2 marks)

How can a community development worker apply the concept of 'dignity of risk' in their work with clients?

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Question 13 (4 marks)

A community development worker plans to evaluate the work undertaken with a specific community.

a. How could the worker involve the community's stakeholders in the evaluation? 2 marks

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b. How could the worker ensure that the work continually reflects the values of the specific community? 2 marks

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Question 14 (2 marks)

Explain what the term 'culture' means in community development.

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Question 15 (2 marks)

What are **two** ways in which a community development worker can define the priorities of a specific community?

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Question 16 (2 marks)

Why is advocating for community-based outcomes beneficial for society?

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Question 17 (1 mark)

Identify a limitation of socialisation theory in the context of community development work.

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Question 18 (4 marks)

a. Describe the interrelationship between unemployment and physical health issues. 2 marks

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b. Give **two** referral options for people with unemployment and physical health issues. 2 marks

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END OF SECTION B

SECTION C – Case study

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Instructions for Section C

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

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A local council undertook a community development research study to determine how to better address the needs of young people in the area. The study recommended the construction of a new skate park in the town centre. The council employed a community development worker to create a work plan in collaboration with interested stakeholders and to oversee the construction of the skate park.

Question 1 (4 marks)

The community development worker decided to run a consultation forum to create a collaborative work plan.

a. List **two** pieces of information that the worker would need to share during the consultation forum to enable informed decision-making by the stakeholders. 2 marks

b. Describe how the worker could effectively manage group dynamics during the consultation forum. 2 marks

Question 2 (6 marks)

The community development worker felt it was important to invite specific stakeholders to the consultation forum.

a.   Identify **one** stakeholder group that should be invited to the consultation forum and describe
      what type of input this group is likely to contribute.   2 marks

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b.   Detail an appropriate means of communication that the worker could use to engage the
      stakeholder group identified in **part a.**   2 marks

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c.   Outline **one** strategy the worker could use to encourage the stakeholder group identified in
      part a. to actively contribute during the consultation forum.   2 marks

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Question 3 (3 marks)

During the consultation forum, stakeholders considered three possible skate park locations: behind the train station, opposite the shopping centre and next to the police station.

Compare the suitability of **two** of these locations for the skate park, then choose the most suitable of the two locations for the skate park and justify your choice.

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Question 4 (5 marks)

During the consultation forum, stakeholders decided that a key objective of the skate park should be to promote cultural diversity.

Complete the work plan template below with details about one action that could be implemented to meet the objective.

What action should occur?	Who should lead the work?	When should the work start and end?	How will the work be resourced (i.e. staff and/or money)?	Which stakeholders should be involved?

Question 5 (5 marks)

Following the consultation forum, the community development worker considered the risks associated with the skate park.

a. Explain how the worker could ensure that the skate park does not discriminate against specific community groups. 　　2 marks

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b. Explain how the worker could minimise the risk associated with one duty-of-care consideration relating to the skate park. 　　3 marks

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Question 6 (2 marks)

Identify **one** suitable service or facility that could be co-located at the site of the skate park and justify the suitability of this service or facility.

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END OF QUESTION AND ANSWER BOOK

Answers to multiple-choice questions

Question	Answer
1	A
2	D
3	B
4	C
5	B
6	A
7	A
8	B
9	B
10	C
11	C
12	D
13	A
14	C
15	D