



# Victorian Certificate of Education 2008

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

## STUDENT NUMBER

Figures

Words


Letter

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# VCE VET COMMUNITY SERVICES

## Written examination

Wednesday 12 November 2008

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

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	13	13	28
B	11	11	40
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	<i>Number of marks</i>
C	2	1	28
			Total 96

- 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 white out liquid/tape.
- No calculator is allowed in this examination.

### Materials supplied

- Question and answer book of 13 pages.

### Instructions

- Write your **student number** in the space provided above on this page.
- All written responses must be in English.

**Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.**

**SECTION A – Short answer questions****Instructions for Section A**

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

**Question 1**

- a. Name a community service organisation which provides services to young people.

\_\_\_\_\_ 1 mark

- b. Name two services this organisation provides.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 2**

Describe two ways in which teamwork leads to better client outcomes.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 3**

Occupational Health and Safety is an important issue for community services. If safety relates mainly to preventing workplace accidents, list two workplace health issues.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 4**

List two responsibilities an individual worker has in relation to maintaining a healthy workplace.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 5**

Write your answer in the box provided.

Which one of the following statements best describes what duty of care means in community services?

- A. taking all reasonable measures to ensure your own safety
- B. doing everything possible to ensure safety of clients, colleagues and self
- C. taking all reasonable measures to ensure safety of clients, colleagues and self
- D. caring for people, equipment and buildings

1 mark

**Question 6**

Confidentiality is a key aspect of the client–worker relationship.

Give two examples of ways in which confidentiality can be maintained.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 7**

You are required by law to ensure client privacy in community services. List two ways an organisation can do this.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 8**

The principles of social justice are access, equity, participation and rights.

Describe two ways in which participation is part of social justice.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 9**

There are a number of Acts of Parliament which relate to community services work. Name one.

\_\_\_\_\_

1 mark

**Question 10**

Below are statements from a policy document and a procedure manual. Identify each statement as either a policy or a procedure by writing policy or procedure in the space provided.

Statement	Policy or procedure
i. When out of the office with clients, staff should maintain mobile phone contact.	
ii. All clients are treated fairly and with dignity and respect.	
iii. Cultural diversity is embraced as an essential aspect of our organisation.	
iv. When lifting items from the floor, remember to keep your back straight and bend your knees.	
v. All staff should familiarise themselves with the emergency exits and the location of fire alarms and extinguishers.	

5 marks

**Question 11**

The philosophy of your organisation embraces cultural diversity among staff.

Describe two ways in which a culturally diverse staff benefits clients.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 12**

Informed choice is one key aspect of empowerment.

State two other key aspects of empowerment.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 13**

Good communication is vital in community services work.

List two aspects of active listening.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

Total 28 marks

**END OF SECTION A**

**SECTION B – Scenario****Instructions for Section B**

Read the scenario and then answer **all** questions in the spaces provided.

A group of Indigenous artists has raised funds to improve their community in the Northern Territory. The focus of the improvement has been the building of a swimming pool. In a hot, dry climate with few other recreational opportunities, the pool has been credited with improving health and school attendance. Vandalism and juvenile offending have been reduced.

The pool is managed by a voluntary committee which is elected from the community. The local council has appointed a community worker to support the committee.

**Question 1**

- a. What leadership style would best suit this management committee?

\_\_\_\_\_

1 mark

- b. Describe three ways in which this leadership style could support effective communication.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

3 marks

**Question 2**

List two aspects of the role and responsibilities of

- a. the community worker

1. \_\_\_\_\_

2. \_\_\_\_\_

- b. the local council

1. \_\_\_\_\_

2. \_\_\_\_\_

- c. the local community

1. \_\_\_\_\_

2. \_\_\_\_\_

2 + 2 + 2 = 6 marks

**Question 3**

Give two reasons why young people should be represented on the management committee.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 4**

Identify two ways in which young people could be encouraged to use the pool.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 5**

Describe why building a community-owned pool might affect

a. levels of vandalism and juvenile offending

\_\_\_\_\_

\_\_\_\_\_

2 marks

b. school attendance

\_\_\_\_\_

\_\_\_\_\_

2 marks

c. community relationships

\_\_\_\_\_

\_\_\_\_\_

2 marks

**Question 6**

The pool has been located next to the Community Health and Welfare Centre.

a. Give two advantages of this arrangement.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

b. List one disadvantage of this arrangement.

\_\_\_\_\_

1 mark

**Question 7**

Swimming is both a sport and a leisure activity. Give one key difference between sport and leisure.

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1 mark

**Question 8**

A swimming pool can be used for multiple purposes and by many interest groups.

a. List three interest groups that may wish to use the pool.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

b. For each of the three interest groups you have identified, describe how they might use the pool and for what purpose.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

2 + 2 + 2 = 6 marks

A new family has moved into the community. While swimming at the pool with her children, the mother notices the Community Health and Welfare Centre and calls in to see the maternal health nurse.

**Question 9**

Name two other services a Community Health and Welfare Centre might offer.

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

**Question 10**

Why might the maternal health nurse need to **refer** the family to another service?

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2 marks

**Question 11**

Other than contact details, list three other steps a caseworker should take to identify a client's needs and provide help.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

Total 40 marks



**SECTION C – Electives****Instructions for Section C**

Section C consists of two electives. Answer **one** elective **only**. Answer **all** questions in the elective chosen.

**Elective 1 – Children’s Services Stream****Question 1**

Name two types of play.

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

**Question 2**

What are two benefits of play for children?

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

**Question 3**

Describe two features or characteristics of a running record.

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

**Question 4**

Other than a running record, identify one other method used to observe children’s development.

\_\_\_\_\_

1 mark

**Question 5**

List three things a childcare worker would be looking for when observing children.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

**Question 6**

- a. There are a number of routines that children follow during the day while in care. Name one routine.

\_\_\_\_\_

1 mark

- b. Describe two aspects of the adult role during this routine.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 7**

Physical development is one of the major areas of child development. List three other major areas of child development.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

3 marks

**Question 8**

Describe three characteristics of physical development typical of

**either**  a three-year-old child, **or**  an eight-year-old child.

Tick your selection.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

2 + 2 + 2 = 6 marks

**Question 9**

What three aspects would caregivers need to consider when setting up activities or play spaces outdoors?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

**Question 10**

Other than observations of a child's development, list three factors a caregiver should consider when planning for a child.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

3 marks

Total 28 marks

## Elective 2 – Community Services Stream

### Question 1

Other than children’s services, name two other community services sectors.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

### Question 2

Why might a client require a worker to advocate on their behalf?

\_\_\_\_\_

1 mark

### Question 3

Name two ways a worker can empower clients to advocate for themselves.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

### Question 4

Define the following terms.

mediation \_\_\_\_\_

\_\_\_\_\_

negotiation \_\_\_\_\_

\_\_\_\_\_

advocacy \_\_\_\_\_

\_\_\_\_\_

2 + 2 + 2 = 6 marks

### Question 5

Graffiti is an issue in many communities. One approach is to punish the individual. Explain how a community development approach could address the issue of graffiti.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4 marks

**Question 6**

Describe two roles that a community development worker may have in a community development process.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 + 2 = 4 marks

**Question 7**

A face to face interview is one method of gathering information from the community. Identify three other ways in which a community development worker can gather information from the community.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

3 marks

**Question 8**

Describe three ways in which a community development worker's personal biases can affect the way they conduct a face to face interview.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

2 + 2 + 2 = 6 marks

Total 28 marks