

STUDENT NUMBER           Letter

## VCE VET COMMUNITY SERVICES

### Written examination

Thursday 6 November 2014

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	16	16	60
C	11	11	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 white out liquid/tape.
- No calculator is allowed in this examination.

#### Materials supplied

- Question and answer book of 15 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 is a legislative requirement in casework management?

- A. *Privacy Act*
- B. *Duty of Care Act*
- C. *Empowerment Act*
- D. *Consumer Complaints Act*

**Question 2**

Which one of the following could best be described as a marginalised group of people?

- A. office workers
- B. tertiary students
- C. kindergarten children
- D. Aboriginal and Torres Strait Islanders

**Question 3**

The best way for a worker in the leisure and health industry to further their career is by

- A. enhancing their personal wellbeing.
- B. studying at a TAFE or university.
- C. attending all team meetings.
- D. working longer hours.

**Question 4**

The United Nations Convention on the Rights of the Child is a recognised

- A. state convention.
- B. national convention.
- C. municipal convention.
- D. international convention.

**Question 5**

A community services organisation has policies and procedures in place to manage the smooth operation of the organisation.

What is a policy?

- A. a current issue
- B. a series of steps
- C. a guiding statement
- D. a piece of legislation

**Question 6**

In the community services sector, Quality of Care Principles recognise the importance of

- A. polite staff.
- B. cleanliness in the bathrooms.
- C. respectful interactions and relationships with clients.
- D. providing transport for clients to access the local shopping centre.

**Question 7**

The main aim of the initial meeting between an advocate and their client should be to

- A. communicate effectively and establish a relationship of trust.
- B. determine potential relationship issues and their effects on the client.
- C. discuss the promotion of a healthy lifestyle and principles of wellbeing.
- D. meet workplace requirements and identify occupational health and safety (OH&S) regulations.

**Question 8**

Which one of the following is the correct sequence of the casework model?

- A. gather information, build rapport, take action, set goals
- B. set goals, take action, build rapport, gather information
- C. take action, set goals, gather information, build rapport
- D. build rapport, gather information, set goals, take action

**Question 9**

Information provided to clients about their rights and responsibilities during advocacy needs to

- A. be shared with relevant others.
- B. be researched, suitable and timely.
- C. provide information about employment.
- D. identify options for a variety of services.

**Question 10**

It is important for community services workers to understand the historical context of the sector.

What does the term 'historical context' refer to?

- A. current issues within the community services sector
- B. future issues relating to the community services sector
- C. the impact of current legislation on the community services sector
- D. changing perceptions of issues within the community services sector

**Question 11**

It is important to develop and establish strong networks when working in the community services sector. What is networking?

- A. regular liaison with a group of agencies and services
- B. a change to meet political legislative requirements
- C. a series of training programs in a workplace
- D. regular discussions about potential issues

**Question 12**

An integrated community is one that

- A. caters for the needs of the whole community.
- B. has ethnic groups living in their own community.
- C. includes children with ball skills on the football team.
- D. provides a specialised school for children with disabilities.

**Question 13**

Which one of the following best describes recreation?

- A. a structured activity that provides a purposeful pursuit
- B. something that helps maintain a balance in life
- C. an activity that has no rules or boundaries
- D. an activity that maintains a lifestyle

**Question 14**

Many community services organisations have a treatment manual.

A treatment manual

- A. documents acceptable cleaning routines, and safe chemical use and storage.
- B. outlines organised medical responses that all workers should comply with.
- C. teaches staff effective and positive communication skills.
- D. explains how to keep the facility clean and tidy.

**Question 15**

The client's right to choose and participate in a preferred leisure activity is an example of a

- A. law that governs the leisure and health industry.
- B. mission statement of the leisure and health provider.
- C. philosophy that underpins the leisure and health industry.
- D. belief held by a worker in the leisure and health industry.

**SECTION B – Written responses****Question 1** (2 marks)

In community services, networking is considered very important.

Explain **two** benefits of networking for a community services worker.

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**Question 2** (3 marks)

a. What is a mission statement?

1 mark

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b. Explain why it is important that employees understand an organisation's mission statement.

2 marks

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**Question 3** (2 marks)

a. What is a community?

1 mark

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b. Why is a community important?

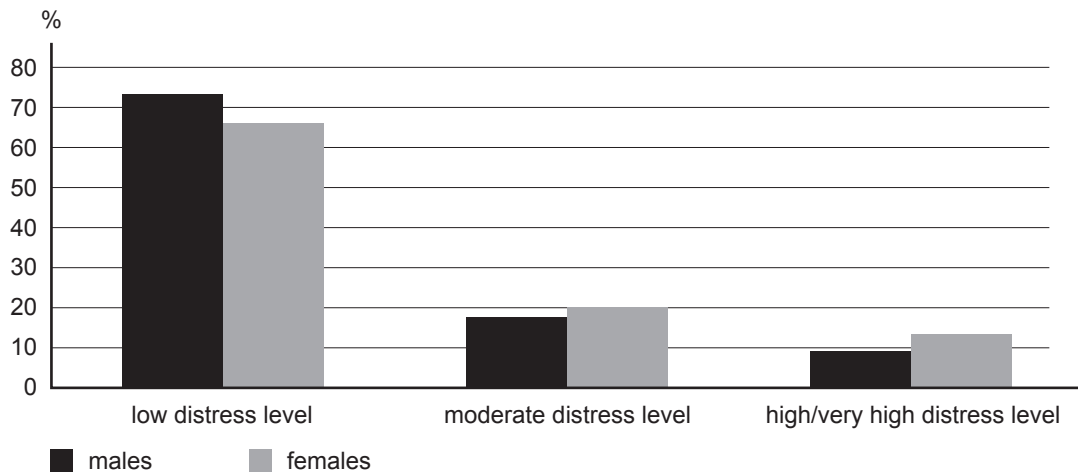
1 mark

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**Question 4** (6 marks)

**Level of psychological distress, 2011–2012 (persons aged 18 years and over)**



Source: Australian Bureau of Statistics, *Australian Health Survey: First Results, 2011–12*, Commonwealth of Australia, 2011, p. 13

a. According to the graph, what percentage of Australian males aged 18 and over experience a **low level** of psychological distress? 1 mark

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b. Which gender experienced the highest levels of psychological distress? 1 mark

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c. Suggest **two** factors that may cause stress when working in a community services organisation. 2 marks

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d. Identify **two** ways in which the community services organisation could attempt to reduce stress in the workplace. 2 marks

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**Question 5** (4 marks)

In community services, there are sometimes barriers to accessing services.

Identify **one** barrier a client could experience when accessing a service and explain how this barrier could be overcome.

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**Question 6** (3 marks)

Workers in the leisure and health industry work within a statutory framework.

- a. In this context, what does statutory mean? 1 mark

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- b. Give **two** examples of statutory requirements that an advocate must meet. 2 marks

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**Question 7** (6 marks)

A current issue in a small town is the closure of a caravan park by the local council. Many permanent residents in the caravan park are on social security benefits and cannot afford to rent local properties. There are three clients who require support and assistance with finding and moving to suitable accommodation.

As the council’s community development worker, you have been given the task of finding suitable accommodation for, and managing the relocation of, your three clients. Discuss the steps and processes that you will use. In your answer, refer to:

- the rights of the clients in relation to relocation
- how you would find suitable accommodation for, and manage the relocation of, the clients
- the financial support that could be available to the clients.

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**Question 8** (4 marks)

An employment agency is offering gardening traineeships for local, unemployed, Indigenous youth.

- a.** Give **two** reasons why the agency can legally specify a group to offer the traineeships to. 2 marks

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- b.** Explain why you think this employment offer may be beneficial to the individual. 2 marks

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**Question 9** (7 marks)

- a.** Name a leisure provider and identify three services it offers. 4 marks

Leisure provider \_\_\_\_\_

Services offered by this provider

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

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

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

- b.** Choose **one** of the services identified in **part a.** and suggest how this service could enhance a client's wellbeing. 2 marks

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- c.** How would the leisure provider named in **part a.** benefit from having an inclusive and participatory approach? 1 mark

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**Question 10** (2 marks)

In advocacy, the skills of negotiation, mediation and conciliation are important.

a. What does conciliation mean?

1 mark

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b. Why is conciliation important?

1 mark

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**Question 11** (3 marks)

As an advocate, you need to liaise with organisations or groups on behalf of your client.

List **three** examples of organisations that you may need to liaise with.

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**Question 12** (3 marks)

In community services organisations, there is an emphasis on ‘cultural safety’ being practised in the workplace.

Give **three** examples of what cultural safety protects in both the community and the workplace.

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**Question 13** (4 marks)

A local council is meeting with representatives of industrial factories and manufacturing plants in its area to discuss researching the effects of pollutants being released into the air near residential zones.

- a. What are **two** reasons for researching the effects of pollutants on local residents? 2 marks

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- b. Suggest why there might be an ethical dilemma for the council. 2 marks

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**Question 14** (3 marks)

In community services, the statement ‘engaging the client in self-management principles and practices’ is commonly used.

- a. What does this statement mean? 2 marks

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- b. Give **one** example of how self management would work. 1 mark

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**Question 15** (4 marks)

- a. What are **two** types of communication that community services workers use in case management? 2 marks

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- b. Identify **two** communication techniques that are used to establish an appropriate working relationship with a client. 2 marks

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**Question 16** (4 marks)

Communication is very important in the termination process of the client–worker relationship.

- a. Give **two** reasons for terminating a working relationship with a client. 2 marks

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- b. What are **two** responsibilities that community services workers have to their clients during the termination process? 2 marks

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## SECTION C – Case study

A local neighbourhood house is running a community cooking program for people who are unemployed. The cooking program enables clients to learn cooking skills to assist them and their families with improving their nutrition and to enjoy a social experience based on eating together.

### Question 1 (2 marks)

What are **two** policies that the neighbourhood house needs to implement in order to deliver a successful cooking program?

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### Question 2 (4 marks)

- a. Identify **one** example of compulsory training that the staff should undertake in order to work in the cooking program. 1 mark

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- b. What are **two** skills that the staff would learn from the compulsory training? 2 marks

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- c. Why is this training important for the success of the cooking program? 1 mark

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### Question 3 (2 marks)

List **two** resources that the neighbourhood house requires in order to successfully deliver the cooking program.

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**Question 4** (2 marks)

Identify one issue of access and one issue of equity that the clients may encounter.

Access issue \_\_\_\_\_

Equity issue \_\_\_\_\_

**Question 5** (2 marks)

Funding is required to run the program.

List **two** possible sources of funding.

\_\_\_\_\_  
\_\_\_\_\_

**Question 6** (3 marks)

What are **three** factors that need to be considered when planning a culturally inclusive menu?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Question 7** (3 marks)

**a.** Outline **two** ways in which the program can empower clients and their families. 2 marks

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**b.** How would the program promote good health and wellbeing in the community? 1 mark

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\_\_\_\_\_

**Question 8** (1 mark)

Volunteers are essential for the smooth running of this type of program.

Name **one** piece of legislation that governs the recruitment of volunteers for the cooking program.

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**Question 9** (2 marks)

List **two** skills a volunteer may bring to the cooking program.

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**Question 10** (2 marks)

What are **two** ways in which the success of the cooking program can be assessed?

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**Question 11** (2 marks)

What are **two** ways of continuing the development of the cooking program?

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