



**Victorian Certificate of Education  
2006**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Figures  
Words


Letter

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**VCE VET COMMUNITY SERVICES  
Written examination**

**Wednesday 8 November 2006**

**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	8	8	27
B	16	16	42
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	<i>Number of marks</i>
C	2	1	28
			Total 97

- 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 19 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**

The Community Services sector covers a wide range of services and client groups. List **two** areas of community services work.

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

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

2 marks

**Question 2**

Case work is a major way of working in the Community Services sector. A common model of case work uses the following five stages: referral, assessment, implementation, review and closure.

a. List **two** pieces of information that should be gathered at the **assessment** stage.

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

2 marks

b. One aspect of the review stage of case work is client satisfaction. List **two** other aspects to consider in the **review** stage.

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

2 marks

**Question 3**

Client rights are an important aspect of case management. Two of these rights are confidentiality and privacy.

a. Explain the meaning of each.

i. Confidentiality \_\_\_\_\_

\_\_\_\_\_

ii. Privacy \_\_\_\_\_

\_\_\_\_\_

2 marks

b. List **two** other rights of the client.

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

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

2 marks

**Question 4**

As a worker you have a duty of care to your clients. Identify **two** principles of 'duty of care'.

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

\_\_\_\_\_

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

\_\_\_\_\_

2 marks

**Question 5**

Occupational Health and Safety is a significant workplace issue. Explain how government legislation, organisational policies and workplace procedures contribute to a safe workplace.

**i.** Government legislation

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**ii.** Organisational policies

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**iii.** Workplace procedures

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6 marks

**Question 6**

Effective communication is an essential part of working in community services. List **two** characteristics of effective communication.

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

2 marks

**Question 7**

You take a telephone message in your workplace. You record the date and time of the call and the name of the the caller. List **three** other key pieces of information you need from the caller in order to deliver the message effectively.

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

3 marks

**Question 8**

In the transition from school to work there are a number of personal challenges for young people. Identify and use examples to explain **two** personal challenges for young people.

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

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

4 marks

Total 27 marks

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

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

An established community centre, which provides community and maternal health programs, wants to increase its range of services for young people. The centre has traditionally dealt well with physical needs, but is having to respond to an increasing range of social, emotional and relationship issues as the demographic structure of the community changes.

New housing developments have increased the size of the population and new families have arrived, many with older children and teenagers. There is poor public transport to the new housing developments. The lack of transport and isolation of the families are growing problems.

You are an assistant community worker under the direction of the Chief Executive Officer of the community centre.

Many residents are not using the services of the centre but the reasons for this are not clear.

**Question 1**

Name **two** methods you could use to gather information about what the new residents know about your services.

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

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

2 marks

**Question 2**

Choose one of these methods and explain one advantage and one disadvantage in using it to gather information from residents.

Method \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

2 marks

As a result of gathering this information, you identify a distinct group of young people with unmet personal, social and relationship needs.

Your manager asks you to assist the Community Access Officer to work with a group of young people to improve the relevance and accessibility of services for them.

**Question 3**

Identify **two** personal needs of young people.

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

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

2 marks

**Question 4**

Identify **two** social needs of young people.

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

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

2 marks

**Question 5**

Identify **two** relationship needs of young people.

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

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

2 marks

You form a Youth Reference Group. It identifies barriers to young people accessing the community centre and aims to address them.

**Question 6**

How does creating a Youth Reference Group empower young people?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

The identified barriers to young people accessing the community centre are

1. a belief that a health centre is where you go if you are sick
2. a fear that someone will find out
3. a requirement that people make appointments in advance.

**Question 7**

Based on your understanding of social and personal development, explain how each of these is a barrier.

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

6 marks

**Question 8**

Select **one** of these barriers and explain how you might address the issue.

Barrier No. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks



The Youth Reference Group suggests that introducing leisure programs to the community centre would make it more attractive to young people and have a positive impact on their health. There are already many sporting activities in the community.

**Question 9**

Describe **two** ways in which leisure activities can differ from sporting activities.

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

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

2 marks

**Question 10**

List **two** ways that leisure benefits health.

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

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

2 marks

**Question 11**

With reference to social, personal and relationship needs, describe how leisure can benefit a person's wellbeing.

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

3 marks

Some months later, the Youth Reference Group has overcome many barriers. The number of young people accessing the centre's services has significantly increased. A problem has emerged: those who smoke gather just outside the front doors of the community centre.

The following concerns have been raised about this behaviour.

- It limits access to older people who report being intimidated by so many young people.
- Young people are presenting more often with respiratory illnesses.
- Some young people are not respecting the smoke-free zone of the centre.
- Young people under legal age may be given cigarettes and nonsmokers may be influenced to smoke through 'peer pressure'.
- It is creating litter.

### Question 12

What is 'peer pressure'?

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1 mark

### Question 13

Name **two** things the community centre could do to assist young people to stop smoking.

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

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

2 marks

The Chief Executive Officer's response to the problems is to 'tell off' the young people.

### Question 14

Give **two** reasons why this is not the most appropriate course of action.

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

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

2 marks

Management wants to ban smoking in front of the centre. This will alienate a number of young people. You suggest the Youth Reference Group (which includes smokers and nonsmokers) should develop appropriate strategies to create a positive and safe environment for all users of the centre.

A meeting with Centre Management, the Youth Reference Group and users of the centre is scheduled. You know that there will be disagreement within the group at the meeting.

**Question 15**

Identify the steps you would take to promote each of the following.

- i. The meeting being run in an orderly manner

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- ii. All views being heard

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- iii. A decision being reached

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6 marks

The meeting ended without a decision being made. A number of those in attendance continued to disagree with one another.

**Question 16**

Outline a process for resolving this conflict.

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4 marks

Total 42 marks

**END OF SECTION B  
TURN OVER**

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

Section C consists of two electives. Answer **one** elective **only**. Answer **all** questions in the elective chosen. The scenario continues from Section B.

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

Some of the women who have been part of the Youth Reference Group are young single mothers. They have to bring their children to meetings. This disrupts the group and is dangerous for the children. It is proposed that a safe area be set up for the children. This space will include age-appropriate toys for their use and for the children of others using the community centre’s services.

**Question 1**

List **four** aspects (areas) of a child’s development you would need to consider in designing such a space.

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

4 marks

**Question 2**

Why is play a significant part of a child’s development?

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3 marks

**Question 3**

A box of new and second-hand toys has been donated to the centre. Propose **three** different criteria you could use to select appropriate toys for either

children aged 0–6 years

**or**

children aged 6–12 years  (Tick the group you have selected.)

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3 marks

**Question 4**

List the **four** developmental stages of play in the correct developmental sequence (1–4).

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

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

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

4. \_\_\_\_\_

4 marks

Observation of children's play is a key way of determining their interests and needs.

**Question 5**

What are **two** ways you could record your observations?

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

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

2 marks

**Question 6**

Outline **one** ethical issue that may arise when collecting data on children.

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2 marks

**Question 7**

Give **two** examples of the types of information you might gather about a child from observing their play.

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

2 marks

**Question 8**

Identify **two** strategies to assist children to appreciate cultural diversity.

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

2 marks

Research indicates that the early childhood years are the most formative in a person’s development. Community opinion is divided about how children’s development can best be encouraged and supported. Some believe

- 1. parents should be entirely responsible for their own children’s development
- 2. all children should be exposed to socialisation with other children through informal play groups
- 3. professional childcare is a great start for young children.

**Question 9**

Choose **one** of the statements above and discuss the evidence for and against the position.

Statement No. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4 marks

**Question 10**

List **two** rights of children and briefly explain how each contributes to children's wellbeing.

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

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

2 marks

Total 28 marks

## Elective 2 – Community Services Stream

Lack of transport to and from the centre has been identified as a significant barrier to people from the new housing areas using the community centre's services.

You believe that the lack of public transport is not just an issue of inconvenience, but one of social justice.

### Question 1

What are the **four** principles of social justice?

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

4 marks

### Question 2

Choose **one** of these four principles and explain why lack of public transport is a social justice issue.

Principle \_\_\_\_\_

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2 marks

### Question 3

Poor public transport is a general problem for residents of the new housing areas in accessing services. Identify **two** aspects you would need to research to better understand the extent of the transport problems in the area.

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

2 marks



Your research highlights that transport is a major problem for under 18 year olds, people who do not have a car, people who use wheelchairs and/or prams, and people for whom the cost of petrol is too high.

**Question 4**

Advocacy is a process which can assist in getting the transport problems of these various groups heard. What might such an advocacy process involve?

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2 marks

**Question 5**

Lack of transport results in these groups not being able to access community services. List **two** other social or personal consequences of such disempowerment.

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

2 marks

**Question 6**

The Australian community is described as **culturally and linguistically diverse**. What does this mean?

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2 marks

**Question 7**

How can the community centre take into account each of the following.

- i. Linguistic diversity

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- ii. Cultural diversity

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2 marks

**Question 8**

Community development is an appropriate response to the public transport issue. Why?

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3 marks

**Question 9**

A high profile celebrity has offered to advocate for your community in relation to the transport issue. List **two** disadvantages and **two** advantages of accepting their offer.

Disadvantages

1. 

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2. 

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Advantages

1. 

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2. 

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4 marks

Three possible responses to the transport problem are

- 1. people have to learn to cope for themselves
- 2. creating networks, sharing cars, relying on neighbours and friends
- 3. using the council bus.

Each of these responses could solve the transport problem.

**Question 10**

Which of these responses do you consider is most consistent with community development principles and practices? Justify your choice.

Response No. \_\_\_\_\_

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5 marks

Total 28 marks