



**Victorian Certificate of Education  
2013**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Letter

Figures									
Words									

**VET COMMUNITY SERVICES  
Written examination**

**Monday 4 November 2013**

**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	15	15	15
B	16	16	60
C	10	10	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 16 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**

FOI in the *FOI Act* stands for

- A. Freedom of Industry.
- B. Freedom of Information.
- C. Freedom of Identification.
- D. Freedom of Independence.

**Question 2**

Which one of the following is **not** a communication technique?

- A. sign language
- B. body language
- C. sharing student rooms
- D. sharing of information electronically

**Question 3**

In casework management, clinical assessment and behaviour observation are important.

Which one of the following best describes behaviour observation?

- A. identifying personal values
- B. recording an unusual behaviour
- C. watching and documenting a client's actions
- D. applying knowledge that is related to legislative requirements

**Question 4**

Which one of the following best describes mediation?

- A. a reflection on a personal outcome
- B. a discussion about advocacy support
- C. an agreement to access personal services
- D. a process undertaken to resolve a disagreement

**Question 5**

A code of ethics is best described as

- A. a list of personal values.
- B. a set of rules of behaviour for a profession.
- C. an outline of protocols for the community services sector.
- D. a plan for a behaviour program in the leisure and health sector.

**Question 6**

Which one of the following best describes an access and equity approach?

- A. exclusive
- B. authoritative
- C. discriminatory
- D. non-discriminatory

**Question 7**

Which one of the following practices best encourages a client to develop self-management skills?

- A. explaining the solution to the client
- B. telling the client how to manage their life
- C. protecting the client from their family's decisions
- D. encouraging the client to make an informed decision

**Question 8**

The Guardianship Board, as set up under the *Guardianship and Administration Act*, is

- A. a safety committee.
- B. a workplace board.
- C. an independent board.
- D. an administrative committee.

**Question 9**

PEAR is often used as an acronym for the principles of social justice.

What does PEAR stand for?

- A. participation, equity, access, rights
- B. participation, equity, access, reflection
- C. participation, equality, ability, reflection
- D. participation, employment, access, rights

**Question 10**

Duty of care is best described as

- A. caring for clients and co-workers to the best of your ability.
- B. caring for the elderly within an aged-care organisation.
- C. safely preparing meals for the community.
- D. reading the policies of the organisation.

**Question 11**

Which one of the following could be described as an environmental factor that may impact on a client?

- A. having a low socio-economic background
- B. having achieved tertiary qualifications
- C. living in a highly industrialised area
- D. coming from a migrant background

**Question 12**

In community services, cultural safety refers to

- A. protecting human rights and resources in the community.
- B. advocating for clients with their credit providers.
- C. providing childcare services to the community.
- D. accessing legal services.

**Question 13**

OHS is an acronym for

- A. Occupational Health System.
- B. Occupational Health and Safety.
- C. Occupational Health Sector.
- D. Occupational Health Service.

**Question 14**

A positive client–worker relationship is a

- A. limitation of client–worker roles.
- B. responsibility of the client’s family.
- C. requirement of a formalised setting.
- D. basic element of a casework management model.

**Question 15**

Which one of the following is an example of a culturally inclusive environment?

- A. a range of employees from other countries
- B. set working hours and days during the week
- C. a set of well-defined work roles for all genders
- D. appropriate facilities for employees with a range of abilities

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

Residential aged-care facilities must be accredited.

What are the consequences for the aged-care facility if it does not meet all the accreditation standards?

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**Question 2** (2 marks)

Explain the difference between equity and equality.

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**Question 3** (2 marks)

In the leisure and health industry, there is considerable interest in minimising workplace waste, being environmentally responsible and developing sustainable practices.

List **two** ways in which a leisure and health organisation can minimise workplace waste.

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**Question 4** (6 marks)

Infection control is important in the community services sector.

- a. What is infection control? Why is it important? 2 marks

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- b. Give **two** examples of infection control and explain the steps that are used to manage each example. 4 marks

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**Question 5** (4 marks)

- a. Which Act governs the management of personal information of both workers and clients? 1 mark

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- b. What are **two** practices that an organisation can use to ensure that it complies with the Act? 2 marks

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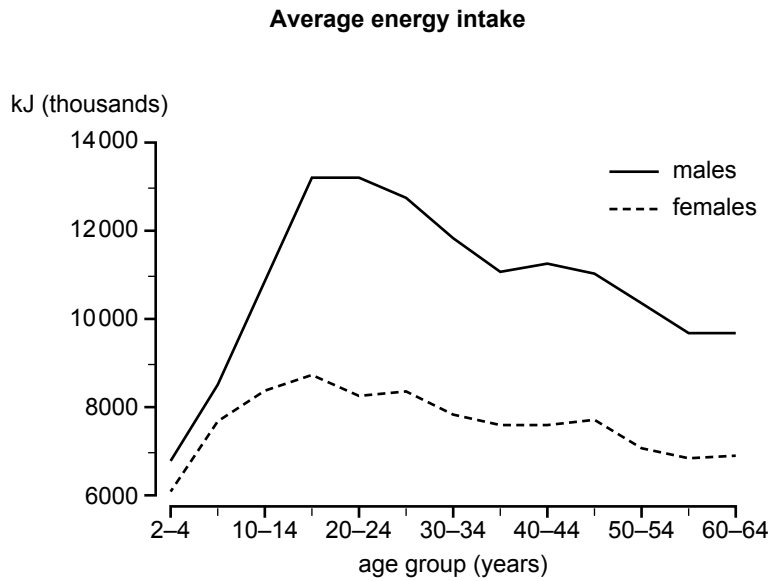
- c. Under what circumstances can a client's information be shared? 1 mark

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**Question 6** (8 marks)

Read the graph below and answer the questions that follow.



Source: ABS, '4802.0 – National Nutrition Survey: Selected Highlights', Australia, 1995

- a. In what age range do males have the highest level of energy intake? 1 mark

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- b. What are **three** reasons why males require this high level of energy intake at the age range that was stated in **part a.**? 3 marks

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- c. In what age range do females have the lowest energy intake? 1 mark

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- d. During the teenage years, energy intake for females declines and continues to do so throughout their life span.  
Give **two** possible reasons for the decline of energy intake for females from the mid-40s. 2 marks

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- e. Current data indicates that energy intake for females aged 17–21 has increased in the last 20 years.

Why?

1 mark

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**Question 7** (5 marks)

In the community services sector, values and beliefs are considered very important.

- a. Define the term ‘value’.

1 mark

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- b. What are **two** values that underpin the community services sector?

2 marks

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- c. Choose **one** of the values that was identified in **part b.** and explain how it would apply in a community services workplace.

2 marks

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**Question 8** (6 marks)

The local neighbourhood house plans to run a Harmony Week for the community, celebrating cultural diversity. Mary is the coordinator and, with a committee of local people, is organising the celebration.

As the coordinator of Harmony Week, what steps can Mary take to help make the celebration a success?

In your answer, refer to

- the philosophical approach to Harmony Week
- the strategies that are required to engage the community in the week-long celebration
- the types of activities that Mary and the committee could plan in order to celebrate cultural diversity.

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**Question 9** (2 marks)

In advocacy, the term ‘client-centred’ is often used.

a. Define the term ‘client-centred’.

1 mark

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b. Give an example of a client-centred program.

1 mark

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**Question 10** (2 marks)

Sometimes there can be conflicting issues related to the work role when working in your own community.

Provide **one** example of an issue that could reflect this conflict and explain why the conflict occurs.

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**Question 11** (3 marks)

It is important that all workers in community services reflect on their skills and experiences.

a. Why is the ability to practise personal reflection important?

1 mark

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b. What are **two** ways in which a worker can practise personal reflection?

2 marks

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**Question 12** (5 marks)

a. Describe casework management.

1 mark

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b. Identify **two** guiding principles of casework management.

2 marks

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c. Identify **one** form of abuse and explain how a caseworker may intervene.

2 marks

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**Question 13** (3 marks)

- a.** In terms of a casework framework, what is meant by a client's social history? 1 mark

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- b.** How is a client's personal history recorded and how is it used to assist a client? 2 marks

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**Question 14** (5 marks)

There are many models of work in the leisure and health industry.

- a.** List **three** models of work in the leisure and health industry. 3 marks

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- b.** Give an example of **one** of the models that was listed in **part a.** and explain how it benefits the wellbeing of community members. 2 marks

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**Question 15** (3 marks)

Below are three considerations when planning effective leisure and health activities for aged-care clients. Explain how each consideration increases a client's wellbeing and self-esteem.

activities appropriate to the client's ability

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allowing the client to make their own decisions

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delivering appropriate nutritional services

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**Question 16** (2 marks)

List **two** safety checks that are required for a person working for a children's services organisation.

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**SECTION C – Case study**

A local council has offered the opportunity for young people with a disability to perform in a community theatre show. In accordance with the National Arts and Disability Strategy, the council plans to provide an inclusive, quality arts experience for all participants.

Josh is the caseworker of a client who is in a wheelchair. His client wants to perform and be involved in the community theatre show.

**Question 1** (1 mark)

What is the role of an advocate?

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**Question 2** (2 marks)

As an advocate, state **two** responsibilities that Josh needs to consider in order to assist his client with participating in the community theatre show.

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**Question 3** (4 marks)

Listening is an important skill for an advocate.  
Describe active listening and reflective listening.

Active listening is \_\_\_\_\_

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Reflective listening is \_\_\_\_\_

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**Question 4** (4 marks)

Other than listening to a client’s story, list **four** steps that Josh should consider to determine his client’s ability to be their own advocate.

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**Question 5** (5 marks)

After consideration, it is clear that the client needs Josh’s assistance in order to actively participate in the community theatre show.

- a.** Identify **three** possible barriers to the client’s participation in the community theatre show. 3 marks

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- b.** Choose **one** of the barriers that was identified in **part a.** and explain how Josh could support his client in overcoming the barrier. 2 marks

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**Question 6** (1 mark)

Identify **one** piece of legislation that regulates the participation of people with a disability in community activities.

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**Question 7** (2 marks)

What are **two** requests that Josh could make on behalf of his client to enable his client's participation in the community theatre show?

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**Question 8** (2 marks)

a. Identify **one** person in the client's support network who could assist with their participation in the community theatre show.

1 mark

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b. How could Josh communicate with this support person while maintaining a client-centred approach?

1 mark

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**Question 9** (3 marks)

Describe **three** ways in which the client might benefit from being involved in the community theatre show.

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**Question 10** (1 mark)

What is **one** benefit of a project like this to the wider community?

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