

2017 VCE VET Community Services examination report

General comments

The three compulsory units of competency assessed in the 2017 VCE VET Community Services examination were:

- CHCCCS016 – Respond to clients
- CHCCDE003 – Work within a community development framework
- CHCCDE004 – Implement participation and engagement strategies.

The three sections on the 2017 examination were:

- Section A – Multiple-choice questions
- Section B – Written responses
- Section C – Case study.

Students were encouraged to go into detail in their answers and provide examples to support their responses. High-scoring responses demonstrated students' knowledge and deep understanding of the subject material on several questions in all three sections.

Specific information

Note: Student responses reproduced in this report have not been corrected for grammar, spelling or factual information.

This report provides sample answers or an indication of what answers may have included. Unless otherwise stated, these are not intended to be exemplary or complete responses.

The statistics in this report may be subject to rounding resulting in a total more or less than 100 per cent.

Section A – Multiple-choice questions

The table below indicates the percentage of students who chose each option. The correct answer is indicated by shading.

Question	% A	% B	% C	% D
1	10	8	51	32
2	5	1	15	79
3	84	3	5	8
4	5	3	0	91
5	16	3	66	14
6	86	5	3	6
7	2	0	5	91
8	2	84	5	9
9	73	6	1	19
10	8	1	69	21
11	51	10	32	7
12	6	19	17	58
13	86	1	5	7
14	1	95	2	2
15	3	11	14	71

The multiple-choice section was generally well answered. It focused on key concepts, definitions and the underlying principles of working in a community development framework.

Section B

Responses needed to reflect an understanding of the context, identify key terms, demonstrate understanding and provide examples.

Question 1

Marks	0	1	2	Average
%	19	23	58	1.4

Responses could have included:

- consult or research with the group by questionnaire and surveys, interviews, feedback, meetings, etc.
- identify specific issue or goal
- identify relevant stakeholders
- identify resources/funding required.

This question was well answered.

Question 2a.

Marks	0	1	2	Average
%	13	33	54	1.4

Question 2a. was well answered.

The following is an example of a high-scoring response.

Privacy law through the Privacy Act 1988. This ensures that all clients information is kept confidential, and is only used for what it was obtained for.

Confidentiality: An ethical duty an organisation upholds to protect a client's information.

Question 2b.

Marks	0	1	Average
%	62	38	0.4

Any one of the National Privacy Principles:

- 1 – collection
- 2 – use and disclosure
- 3 and 4 – information quality and security
- 5 – openness
- 6 – access and correction
- 7 – identifiers
- 8 – anonymity
- 9 – transborder data flows
- 10 – sensitive information

This question was not well answered.

Question 2c.

Marks	0	1	2	3	Average
%	27	9	18	46	1.8

Mandatory reporting is not a requirement for community development workers; however, recording and reporting the incident to a superior is within the role of the worker, and the team leader or manager would be mandated to report.

Question 2c. was answered well. Most students understood and gave an example of when a community development worker is legally able to breach confidentiality.

Question 3a.

Marks	0	1	2	Average
%	52	9	39	0.9

Possible answers included:

- agenda, to provide the framework for the meeting; people can submit information, allowing time for stakeholders to have their say
- minutes from previous meetings, to refresh what was discussed in the last meeting
- discussion papers, highlighting what is to be discussed at this meeting
- attendance sheet, to record who attended the meeting.

Question 3b.

Marks	0	1	2	Average
%	5	26	69	1.7

A detailed explanation was required, such as 'to gather information and/or feedback from the community' or 'to create community collectiveness and empower the community'.

The following is an example of a high-scoring response.

Public meetings are important in community development work as it enables community members to share their opinion and ideas and contribute to the community development which empowers them allowing them to gain confidence and self-esteem which is good for wellbeing. It also allows the development work to address community needs and find priorities.

Question 4a.

Marks	0	1	Average
%	38	62	0.6

A process that can strengthen the wellbeing of a community, and assist it to identify and meet its own needs by building the capacity of members and the community

This question was answered poorly. It is important for students to have an understanding of community development terminology.

The following is an example of a high-scoring response.

Community development refers to building and enhancing the community by addressing its priorities with the participation of local volunteers as well as stakeholders.

Question 4b.

Marks	0	1	2	3	4	5	6	Average
%	55	1	6	6	7	10	15	2

Examples of principles included participation, rights, access, equity, structural disadvantage and inequality, social justice and human rights, empowerment, recognition of personal and public political process, commitments to people's participation and sustainability.

Question 5a.

Marks	0	1	2	Average
%	12	24	63	1.5

Possible answers included:

- explore the fitness programs currently available
- invite community groups and key stakeholders
- prepare an agenda to discuss the philosophy of the project, information available and programs available
- develop an action plan
- engage interested local businesses for support of community health centres
- explore funding.

The following is an example of a high-scoring response.

To commence the project the worker could first approach local community members to ask questions about their experiences with access to health and fitness opportunities. They could then come up with a list of long term and short term goals to ensure the project is kept on track.

Question 5b.

Marks	0	1	2	Average
%	11	27	62	1.5

It is a public issue. Everyone should have access to health and fitness programs regardless of their demographic and socio-economic status. Public health programs encourage people to maintain fitness levels and help manage many health issues, such as diabetes and obesity.

Full marks were given for detailed answers.

Question 5c.

Marks	0	1	2	Average
%	34	19	47	1.2

Possible answers included:

- active listening
- paraphrasing information
- positive body language
- sharing information
- clarifying questions
- conflict resolution
- building rapport with stakeholders.

This question was well answered.

The following is an example of a high-scoring response.

The worker could use active listening in order to fully understand what the stakeholders need and want.

The worker could use sign language to communicate with deaf stakeholders.

Question 6a.

Marks	0	1	2	Average
%	35	18	47	1.1

Examples could have included issues such as migration, settling refugees, international acts of terrorism, apology to the Stolen Generation or LGBTQIA issues. This issue needed to be from the last 10 years.

The following is an example of a high-scoring response.

(1) The advent of the Gay Rights Movement in Australia has forced many organisations to be more accepting and understanding of the people in the LBGTIQ community.

(2) Increase in Muslim society, this impacts community development organisations by the possible need of translators to be able to communicate and also the need in understanding their culture to assure their beliefs and procedures are respected.

Question 6b.

Marks	0	1	2	3	4	Average
%	30	9	21	19	21	2

Possible answers included:

- may provide information in respective languages and translators
- need to check members are understood and can understand
- need to understand the nuances of different cultures
- need to understand trauma caused to Aboriginal and Torres Strait Islander peoples, including loss of language and ownership of country.

The following is an example of a high-scoring response.

Interaction – cultural change can change the way we interact with specific groups and this can impact how we work with them. E.g A recent refugee estate with Sudanese residents have different cultural norms. In most cases the worker will need to get the husband or man’s permission before doing anything.

Cultural appropriate – language barriers may be an issue or religious views so interpreters may have to be used or different workers depending on the client group.

Question 7

Marks	0	1	2	3	4	5	6	7	8	Average
%	12	1	7	11	21	15	19	12	3	4.2

Some students used headings to organise their thoughts and ideas, and wrote some excellent answers.

The following is an extract from a high-scoring response.

Project vision

- *To promote community participation through involvement in the community gardens*
- *To utilise resources in a sustainable manner*
- *Implementing participation and engagement strategies.*
- *Issuing public meeting to announce the plan for the community garden and invite volunteers to join in.*
- *Distribute flyers, newsletter and for posters via mail to members of the community to raise awareness.*

Community Benefits

- *Social: provides a space for members to communicate with one another in a relaxing and positive environment.*
- *Health: The community will be able to harvest “edible herbs, spices, vegetables and fruits” which will promote healthy dietary practices that can be passed on towards children in the community.*
- *Environment benefits would include the sustainable practices of maintaining the community garden, hence raising awareness of environmental conservation.*

Potential risks

- *The long term sustainability of the project. This could be resolved by including plants that the community are interested in producing, to create a sense of ownership and pride in the community garden, to encourage the community to be self-sustaining and independently manage the gardens.*
- *The garden may need pollination and hence attract bees which could pose a risk of triggering allergies. Efforts towards incorporating “stingless” bees to safely pollinate the garden could be initiated.*

Question 8

Marks	0	1	2	3	Average
%	62	4	9	26	1

Possible answers included:

- Charter of Human Rights and Responsibilities Act
- Equal Opportunity Act
- Racial and Religious Tolerance Act
- Information Privacy Act
- Occupational Health and Safety Act
- Australian Human Rights Commission Act
- Racial Discrimination Act
- Disability Discrimination Act.

The correct title of the chosen Act needed to be given. The Acts could be federal or Victorian state government. Dates were not required.

Question 9a.

Marks	0	1	2	Average
%	23	35	42	1.2

Possible answers include housing, homelessness, poverty, violence and abuse, health issues including mental illness, lack of opportunities and lack of infrastructure/transport/medical facilities.

Question 9b.

Marks	0	1	2	Average
%	35	43	22	0.9

Possible answers included:

- everyone is a member of a community and has a right to speak about their concerns
- it is important to not overlook minority groups
- it is important to make sure appropriate resourcing is in place and provide safe housing areas
- it is important to ensure strategies offer access to all community members.

Question 10a.

Marks	0	1	2	Average
%	36	35	28	0.9

Networks are important for the community development worker. Answers could have included resource sharing, advocacy, building professional relationships, establish relationships or develop partnerships with projects.

This question was not well answered.

The following is an example of a high-scoring response.

It promotes the transfer of up to date relevant information between workplace networks.

A pool of resources, skills and services can be accessed via strong, workplace networks to facilitate a positive outcome.

Question 10b.

Marks	0	1	2	Average
%	46	31	23	0.8

Possible answers include collaborative approaches, less risk of duplication of services, connectedness, continuity of services, all on the same page, best practice, and more knowledge and skills available.

Question 10b. related to how the client benefited from the network. Some answers to this question tended not to cover what was being asked.

The following is an example of a high-scoring response.

Clients will have access to a range of potential services and individuals who may be more specialised to assist with the needs of the client.

Thereby, enabling appropriate referrals to occur more readily if necessary.

Question 11a.

Marks	0	1	Average
%	48	52	0.5

Need to acknowledge/identify/explore the issues to address the imbalance, so every voice is heard important to seek participation of all members of the group.

Question 11b.

Marks	0	1	2	Average
%	29	38	33	1.1

Answers could have included:

- have a session with young people to hear what they have to say
- allow young people time and space to speak their thoughts
- respect what young people have to say
- have an advocate to encourage young people to speak up/out
- get the young people to put their thoughts in writing for the main group to listen to
- specifically address young people for their contribution to the decision-making process.

Many students did not mention young people in their answer.

The following is an example of a high-scoring response.

Allowing young people in action groups to have a voice and share their views, by giving them a chance to share.

Allowing young people to suggest ideas by reasoning with others thus reducing the power imbalance.

Question 12

Marks	0	1	2	Average
%	15	41	44	1.3

Answers could have included:

- best practice
- adds structure to meetings
- roles and responsibilities are clear-cut and not blurred
- clients understand the purpose and goal direction of the support
- creates a professional relationship
- creates timelines and set objectives
- no blurring of professional and private roles.

Question 13

Marks	0	1	2	Average
%	26	41	32	1.1

Possible answers included:

- community development workers can record the incident and their actions during the appointment, to determine the client's safety level
- contact the supervisor who can report to police/contact Child Wise/contact DHHS.

Many students included mandatory reporting as part of the answer. Community development workers are not mandated to report.

Question 14a.

Marks	0	1	2	Average
%	56	17	27	0.7

Possible answers include heavy lifting, manual handling, physical pushing and pulling. This question asked about a WHS issue for a community development worker.

The following is an example of a high-scoring response.

A potential Work Health and Safety issue is manual handling, which can include the lifting of people that use a wheelchair.

Question 14b.

Marks	0	1	Average
%	57	43	0.5

Possible answers include make sure they have help, get lifting devices to assist worker, follow WHS policies and procedures, and use lifts and ramps.

The following is an example of a high-scoring response.

Workers can ask for assistance in lifting the clients from family members or carers.

Section C – Case study**Question 1**

Marks	0	1	2	Average
%	12	37	51	1.4

Possible answers include:

- demonstrates social inclusion
- provides choices for all members of the community
- people/children with disabilities can play in a safe space
- families can share play equipment with other family members
- aids holistic development of children and youth.

Question 2

Marks	0	1	2	Average
%	54	24	22	0.7

Possible answers include:

- signage in different languages
- artwork (painting, sculpture, decorating) relating to different cultures
- equipment/areas for teenager cultural activities, such as hoops, skate parks and flying foxes.

The following is an example of a high-scoring response.

The new space could include signs that have different languages on them so that people from different cultures can read the signs such as playground instructions and and therefore be aware of the rule, such as English, chinese and brail.

Question 3a.

Marks	0	1	2	Average
%	22	32	46	1.3

Possible answers include schools, kindergartens, Aboriginal communities, local businesses, local environmental groups, community members (carers), heritage council or health and fitness groups.

The following is an example of a high-scoring response.

Playground designers can help design the potential playground and help decide what equipment will be put in place.

Other children and young people from the community.

Question 3b.

Marks	0	1	2	Average
%	35	28	27	1

Marks were given for a suitable explanation.

The following is an example of a high-scoring response.

Playground designer are able to create potential designs and layouts of the playground and determine what equipment is needed so that clients are kept safe.

Question 4a.

Marks	0	1	2	Average
%	47	27	27	0.8

Possible answers include conflict resolution skills, active listening skills, paraphrasing, group facilitation skills and reflective practice skills.

Question 4b.

Marks	0	1	2	Average
%	32	39	29	1

Possible answers include lack of play space, improving infrastructure for the new housing estate, improving social inclusion and improving community access.

Question 5

Some answers were very detailed and received full marks.

Question 5a.

Marks	0	1	2	3	Average
%	15	7	10	68	2.3

Possible answers included circulate minutes of meeting, newsletter, social media, media releases, provide information line or additional meetings.

Question 5b.

Marks	0	1	2	Average
%	23	24	53	1.3

The following is an example of a high-scoring response.

A social media account can be used to track the live progress of the project and advertise the finished product when the project is fully completed.

Question 6a.

Marks	0	1	2	Average
%	42	22	36	1

Possible answers included: Working with Children Check, Criminal Record Check, Police Check, First Aid and OHS certificate.

Question 6b.

Marks	0	1	2	Average
%	19	36	45	1.3

Possible answers included put her in touch with maternal and child welfare centre, neighbourhood house, local council or childcare centres. Other acceptable answers included specific organisation names.

Question 7a.

Marks	0	1	2	Average
%	15	32	53	1.4

Possible answers included to ensure it has met the goals and objectives, to meet community needs, to identify challenges and to identify improvements.

Question 7b.

Marks	0	1	2	Average
%	24	19	57	1.3

Possible answers included surveys, interviews, comments box, focus groups, forums and discussion groups.