Letter

STUDENT NUMBER

VCE VET COMMUNITY SERVICES
Written examination

Wednesday 17 November 2021

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	13	13	60
C	9	9	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 correction fluid/tape.
- No calculator is allowed in this examination.

Materials supplied
- Question and answer book of 19 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

Interpersonal skills are used by community development workers to

A.   write a plan for an upcoming project.

B.   assess a recent community youth project.

C.   collaborate with and advocate for the inclusion of a group in a community activity.

D.   follow the sporting achievements of the members of a local family on social media.

Question 2

Which one of the following best describes 'transitioning a client'?

A.   planning a support session with a client

B.   conducting an audit of another client-based organisation

C.   checking that a client is happy with the community services organisation

D.   supporting a client to move from one service to a service that is more suited to their needs

Question 3

Community development workers need to research a community's priorities.

Research in community development is best described as

A.   deciding on a new product to develop.

B.   deciding which program is best suited to a local school.

C.   exploring and consulting on an issue to help plan a program.

D.   exploring an area to find out what sports are being offered at its schools.

Question 4

What does 'community' refer to in community development?

A.   a group of people with a shared interest, characteristic or location

B.   individuals in a community who want to remain anonymous

C.   the social interactions of individuals in a community

D.   the phenomenon of the nuclear family

Question 5

In community services organisations, a 'code of practice' provides detailed

A.   incident report forms.

B.   policies for work health and safety.

C.   health requirements for visiting aged-care facilities.

D.   standards and safe operating information for specific work tasks.

Question 6

In community services work, 'disclosure' is when a client

A.   stops communicating with close friends.

B.   discusses their appointment details with their family.

C.   shares council planning information with the local community.

D.   shares personal information with a community services worker.

Question 7

Which one of the following best describes 'community structures'?

A.   the variety of natural habitats for the preservation of wildlife in an area

B.   the relationship between population, housing and employment in an area

C.   the number of community buildings in an area

D.   the variety of shopping centres in an area

Question 8

Which one of the following describes a 'mission statement'?

A.   a statement about the decision-making process within an organisation

B.   a folder containing the policies and procedures of an organisation

C.   a formal statement about the values and ethics of an organisation

D.   an organisational requirement for weekly team meetings

Question 9

Community services workers are required to collect and analyse information about a client.

To analyse a client's information is to

A.   carefully examine, understand and interpret information with the client.

B.   openly discuss collected information with other staff.

C.   share information with the client's family.

D.   securely store information in a locked file.

Question 10

Knowledge of identity theory is helpful in community development.

What is identity theory?

A.   the goals and values a person shares with their family

B.   the goals and values a person uses to engage with a community group

C.   the concept a person develops about themselves that evolves over their lifetime

D.   the concept a person develops about themselves by being the president of a community club

Question 11

Which one of the following is an example of mandatory reporting?

A.   a legislative requirement that specific workers and members of a community report suspected abuse or neglect of children

B.   a legislative requirement that the general public report the abuse of pets to a local council

C.   the requirement that the general public report conflict in a neighbourhood

D.   the requirement that the general public report vandalism in a local park

Question 12

In community development work, workers can review and modify their work practices by

A.   consenting to a structured review process.

B.   sharing their morning tea with co-workers.

C.   choosing their friends to review their work practices.

D.   consenting to exercise with their co-workers during breaks.

Question 13

Which one of the following best describes a community development framework?

A.   planning to run more cultural events within a community

B.   designing new health clinics to improve the services available to a community

C.   developing a positive attitude within a community by discussing plans for a new sporting complex

D.   empowering communities to design and deliver initiatives to meet their needs, based on social justice principles

Question 14

In a community services organisation, standards are best described as a guide to

A.   human resources.

B.   best practice.

C.   activities.

D.   profit.

Question 15

Networks are important in community development work.

In community development, a network broadly refers to

A.   an agency that watches its members closely.

B.   an individual who wants their ideas used to develop a community hub.

C.   an agency that works to ensure it maintains its government funding model.

D.   a group of individuals or organisations who work collaboratively to achieve a common goal.

END OF SECTION A

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SECTION B

Instructions for Section B
Answer **all** questions in the spaces provided.

Question 1 (3 marks)

a.　What is community services work?　　　　　　　　　　　　　　　　　　　1 mark

_____

_____

b.　List **two** community services organisations that provide mental health services to clients.　　2 marks

_____

_____

Question 2 (7 marks)

Many community development workers organise meetings that involve community groups, local councils and other stakeholders. To effectively facilitate meetings between these groups of stakeholders, the community development worker needs to understand group dynamics.

a.　Describe what is meant by 'group dynamics'.　　　　　　　　　　　　　　1 mark

_____

_____

b.　What are the **four** key stages of group dynamics?　　　　　　　　　　　4 marks

_____

_____

_____

_____

c.　Each member of a group has a role.

　　List **two** roles that would be found in a group.　　　　　　　　　　　　2 marks

_____

_____

Question 3 (5 marks)

Upholding human rights is a basic principle of community development.

a. What is the name of the document that sets out rights and freedoms for all? 1 mark

_____

b. Identify one different human right for each member of the community listed in the table below. 4 marks

Member of the community	Human right
individual/client	
family/children	
student	
community development worker	

Question 4 (5 marks)

In community services work, the term 'dignity of risk' is often used.

a. What does 'dignity of risk' mean?   1 mark

_____

_____

b. Give **one** example of dignity of risk in a disability setting.   2 marks

_____

_____

c. Explain the link between duty of care and dignity of risk.   2 marks

_____

_____

_____

_____

Question 5 (6 marks)

For the past two years, you have been working as a community services worker, providing youth work support at a local youth drop-in centre. Youth work support involves providing young people with emotional support, arranging social events for young people at the drop-in centre, supporting young people with writing a résumé and referring young people to specialist services when needed. Many young people attend the drop-in centre frequently and this allows you to follow up with them. Although most young people who visit the drop-in centre have mobile phones, many do not have credit, so they cannot make phone calls or send text messages.

To reach more young people, the services are now being extended to the surrounding rural community. Many of the young people live 40 km or more away from the drop-in centre and cannot physically access the services. To ensure access for these young people, services will now also be delivered online through the use of video conferencing, mobile phones, emails and instant chat functions. You have never used video conferencing on your phone or computer before.

a. Name **two** challenges you, as a community services worker, may experience when delivering services online. 2 marks

_____

_____

_____

b. Name **two** positive outcomes for your work with the young people that may result from delivering services online. 2 marks

_____

_____

_____

c. Name **two** challenges that the young people may experience when accessing services online. 2 marks

_____

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_____

Question 6 (4 marks)

When working with a diverse community, a community development worker should be aware of the communication protocols specific to that community.

a. In this context, what is a communication protocol?   2 marks

_____

_____

b. A community development worker is chairing a meeting for a local community.

List **two** communication protocols that the community development worker could use at the start of the meeting.   2 marks

_____

_____

Question 7 (2 marks)

Community development workers engage with the community on a regular basis.

List two reasons why community engagement is important.

1. _____

_____

2. _____

_____

Question 8 (10 marks)

A special developmental school has requested that the local sailing club explore the possibility of setting up the Sailability program for the school. Sailability is a nationwide program that introduces sailing to people of all abilities and ages, and encourages them to have fun and enjoy the experience of sailing in an inexpensive and supportive way. The school's Sailability program would also be open to others within the community who may wish to participate.

Sailability offers a high level of support to participants. Volunteer instructors, who are experienced sailors, will assist with the delivery of the program. The program provides boats and equipment that are appropriate to participants' needs, including wheelchair ramps and modified docks for access.

Through participation in the Sailability program it is anticipated that participants will develop sailing, teamwork and communication skills, learn how to read weather patterns, develop an understanding of sailing terms, learn water safety and learn how to care for and store a boat. The program also aims to build participants' self-esteem and confidence.

The volunteer instructors will have the ability to adapt their teaching methods to suit each participant and an understanding of how to appropriately support participants with varying abilities.

Each participant can continue to develop their sailing skills and interest through club membership and take part in competitions, possibly at state and national levels.

You have been appointed by the local sailing club to develop the program.

Explain how you would develop the program, taking into consideration the following points:

- What is the first action you will take to start setting up the program?
- How will you promote the program?
- Describe **three** communication considerations that the volunteer instructors will need to identify when working with participants with different learning styles and abilities. Explain why each consideration is necessary.
- How will you keep all participants fully informed about all aspects of the program?
- What strategies will you use to evaluate the success of the program?

Question 9 (2 marks)

Social inequality can be linked to many factors, including age, family structure, gender, religion and cultural background. These factors can have an impact on an individual's access to employment, education and healthcare, among other things.

Describe **two** ways in which a single-parent family might experience social inequality.

_____

_____

_____

_____

Question 10 (2 marks)

Explain the difference between asset-based community development (ABCD) and rights-based community development.

_____

_____

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_____

Question 11 (6 marks)

In your role as a community development worker, you have been consulting a local community about a plan to run a summer program of activities for teenage mothers and their children. You have invited the community to participate in an online survey, you have attended playgroups to chat with mothers directly and, last night, you ran a community consultation group meeting at the local community centre. Today your team leader called you into their office to let you know that one of the attendees at last night's meeting has made a complaint about you, which claims that you ignored them and did not listen to their ideas.

a. Although you are upset that a complaint has been made, you know that it is still possible to find the positives in this situation.

Describe **two** positives in relation to your personal practice as a community development worker. 2 marks

_____

_____

b. Describe **two** actions that you can take to resolve or address this complaint. 2 marks

_____

_____

_____

At the conclusion of the summer program, an evaluation was carried out.

c. Why is evaluation important for a community development program? 1 mark

_____

_____

d. With whom should the results of the evaluation be shared? 1 mark

_____

_____

Question 12 (4 marks)

a. In community services work, what is a 'presenting issue'? 1 mark

_____

_____

b. Why is it important to identify and understand what a client's presenting issue is? 2 marks

_____

_____

_____

c. If a client cannot be assisted by their community services organisation, what should their worker's next step be? 1 mark

_____

_____

Question 13 (4 marks)

Community services workers receive support and guidance from their team leader/supervisor/manager when carrying out their work.

a. Give **two** examples of when a community services worker may need additional support from their team leader/supervisor/manager. 2 marks

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_____

_____

_____

b. List **two** possible benefits for a community services worker of receiving additional support from their team leader/supervisor/manager. 2 marks

_____

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END OF SECTION B

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SECTION C – Case study

Instructions for Section C

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

A community group in a small country town was concerned about the number of families in the area who are struggling financially and decided to set up a weekly free dinner for members of the community. The community group includes a supermarket owner and some retired couples. The group has asked the football club to assist with the logistics of setting up the project.

Question 1 (2 marks)

a. Suggest a name for the project. 1 mark

_____

b. Write a mission statement for the project. 1 mark

_____

_____

_____

Question 2 (2 marks)

The project will require a community development plan.

Name two components of a community development plan.

1. _____

2. _____

Question 3 (3 marks)

When researching suitable locations for the project, what are three community assets the group needs to consider?

1. _____

2. _____

3. _____

Question 4 (2 marks)

The community group needs to advertise the project to those who may wish to access the new service.

Name two community services organisations that may be able to assist in getting the information out to the groups or individuals in need.

1. _____

2. _____

Question 5 (3 marks)

List three certificates that members of the community group should have, or checks that they should pass, before they start the project.

1. _____

2. _____

3. _____

Question 6 (4 marks)

The first dinner has 50 people of various ages, needs and abilities in attendance.

Given the diversity of the attendees, list two health considerations that the community group must take into account and explain why each of these considerations is essential.

1. _____

_____

2. _____

_____

Question 7 (2 marks)

Although the first dinner was a great success, the community group realised that the attendees were only those who were currently using other support services in the area. The community group thought that perhaps there are other families who would benefit from the free dinners too.

Give two ways in which the project could be promoted to others in need in the community.

1. _____

2. _____

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Question 8 (3 marks)

The community group hired a local photographer to take photographs at the first dinner for promotional purposes, including publicising the success of the dinner.

Identify **one** legal consideration that the community group must comply with before publishing any of the photographs. Explain why.

_____

_____

_____

Question 9 (4 marks)

To evaluate the success of the first dinner, the community group plans to seek feedback from the four groups listed in the table below.

Why is it necessary to seek feedback from each group? Write your responses in the table.

Group	Reason for feedback
cooks	
community members who attended the dinner	
volunteer staff	
the football club	

END OF QUESTION AND ANSWER BOOK