



**Victorian Certificate of Education
2003**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures									
Words									

VCE VET COMMUNITY SERVICES

Written examination

Friday 31 October 2003

Reading time: 3.00 pm to 3.15 pm (15 minutes)

Writing time: 3.15 pm to 4.45 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	7	7	33
B	13	13	39
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	
C	3	2	30
			Total 102

- 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 17 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 electronic communication devices into the examination room.

SECTION A – Short-answer (Core units of competence only)**Instructions for Section A**

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

Question 1

Name **two** pieces of legislation (Federal or State) relating to discrimination.

2 marks

Question 2

Occupational Health and Safety (OH&S) is a major concern in the workplace. Identify **two** likely causes for each of the following OH&S problems.

i. Back injury

ii. Stress

2 + 2 = 4 marks

Question 3

Empowerment of individuals is difficult when a community does not put into practice the social justice principles of 'access', 'equity' and 'participation'.

Briefly explain how respecting each of these principles contributes to empowerment.

i. Access

ii. Equity

iii. Participation

2 + 2 + 2 = 6 marks

SECTION A – continued

Question 4

In the client–worker relationship, list **four** ethical responsibilities of the worker.

4 marks

Question 5

Select **one** of the ethical responsibilities you have identified in answering Question 4 and explain the meaning of the responsibility within the context of Community Services. Use a workplace example in your answer.

4 marks

Question 7

Match each document from the list below with a related statement in the table. Write the document number in the appropriate box next to the statement.

Documents

1. Mission Statement
2. Occupational Health & Safety Policy
3. Privacy Legislation
4. Job Description
5. Policy on Challenging Behaviours
6. Equal Opportunity Legislation
7. Volunteers Policy
8. Administration Procedures

Statements	Related document number
Information which is gained about the client must remain confidential.	
Petty Cash Claims must be approved by your manager.	
We intend to provide a supportive environment that will enable all our staff members, paid and unpaid, to develop to their full potential.	
Used sharps are normally contaminated with blood, and so are classified as contaminated waste. They must be treated as a potential health hazard and disposed of as follows . . .	
We will use and disclose personal information only for the stated purpose for which it was collected or for a secondary purpose which the person would reasonably expect. Should we want to use the information for any other purposes, we will seek your consent.	
Our aim in providing services is to exceed clients' expectations.	
All other duties as required.	
In addition to the alleged harasser, the employer, manager or supervisor may be held legally liable for the alleged harassment.	

8 marks

Total 33 marks

**END OF SECTION A
TURN OVER**

SECTION B – Scenario (Core units of competence only)**Instructions for Section B**

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

You are a direct care worker with a community-based and locally managed care organisation. You have a manager to whom you report, and the organisation is run by a Committee of Management.

You have a small group of people for whom you are the carer. Whenever the weather is fine, you go with your group down to the local park. This park is very popular. There is good access to the park from the main street for people in wheelchairs. The children's playground is in a safe corner. There are areas where the parents, frail elderly people and people in wheelchairs can all sit, chat and enjoy one another's company and watch the children.

One day your care group sees a large yellow notice which indicates that some changes are proposed in the park and that objections can be made with the local council within 14 days. The proposal is to enlarge the car park because the neighbours are complaining about cars in the street whenever there is a cricket or football match. The car park is to be doubled in size, so some trees will have to be cut down. The children's playground will be too close to the new car park so it will have to be moved further away from the convenient area where people can sit and chat and watch.

Question 1

As a person who works with members of the local community, you are concerned about this proposal. Explain your concerns in relation to each of the following.

- i.** Impact on the community

- ii.** The decision-making process

2 + 2 = 4 marks

Question 2

The people in your care group express concern about the possible changes and ask you what they can do. You wish to have some influence on the decision-making process.

Using principles of community development, list **three** options for action.

3 marks

Question 3

You are a direct care worker and need to decide whether you become involved in community action. Specify **four** issues you need to consider.

4 marks

You decide that you should offer support to your care group. Your manager recommends that any involvement be approved by the Committee of Management, since it is not strictly within the mission of your organisation. The local council representative on that committee suggests that you ask council to call a meeting of interested people.

Question 4

Using principles of Community Development, give **two** reasons why it is appropriate to have a meeting of concerned people.

2 marks

Council organises a meeting and many people attend. The Cricket Club members attend because they have a direct interest in the proposal and the park. You notice that other users of the park are there too, but they are not organised. You come up with the idea of helping to form a group of community members called *Friends of the Park* who want to improve consultation. Since the changes affect the people you work with, your manager gives you half a day a week to support this group. Your job has been broadened to include support for the *Friends of the Park*. This means you will be away from the office and sometimes working at night and weekends.

Question 5

You are accountable to your manager and to the Committee of Management. List **four** practical ways you can keep people in the office and on the committee informed about your activities and that can demonstrate that you are doing your job.

4 marks

Question 6

Identify **three** ways in which these accountability procedures protect you as a worker.

3 marks

Question 7

You have access to the resources of your workplace. Identify **two** forms of practical support you could give to the *Friends of the Park* group.

2 marks

Question 8

Describe **two** advantages that an organised group has when relating to organisations such as a local council and local media.

2 marks

Question 9

The council has admitted that they do not know who uses the park and how it is being used. Identify **three** pieces of information that would help the council understand the usage of the park.

3 marks

Question 10

There are many users of the park: individuals, and informal and organised groups. List **three** ways the *Friends of the Park* could keep them all informed.

- i. _____
- ii. _____
- iii. _____

3 marks

Question 11

The decision is made by the *Friends of the Park* to distribute information about their activities.

- a. What legislation covers the personal information in a list of members and other people?

1 mark

- b. Identify **two** important restrictions which are imposed by the legislation.

2 marks

Question 12

The *Friends of the Park* has a small membership fee to cover costs. However, funding is limited and some people can afford very little money. There are tasks of the group (such as mailing) that require money. Identify **two** possible sources of funds.

2 marks

Question 13

Some members of the *Friends of the Park* are eager to set up a web site to get their message out to people. List **two** advantages and **two** disadvantages of this proposal.

Advantages

Disadvantages

4 marks

Total 39 marks

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**END OF SECTION B
TURN OVER**

SECTION C – Electives

Instructions for Section C

Section C consists of three electives. Answer **two** electives **only**. Answer **all** questions in both electives chosen. You may need to refer to the scenario at the start of Section B.

Elective 1 – Advocate for clients

The *Friends of the Park* are keen for you to be their advocate in their dealings with the council.

Question 1

a. Give **two** reasons why people seek an advocate.

i. _____

ii. _____

2 marks

b. In their role, advocates are guided by some key principles. Identify **three** of these principles.

3 marks

c. Advocacy is a process. Specify **four** steps you would take in this process.

4 marks

d. A good advocate wants to empower people. List **three** ways the advocacy process can be empowering.

3 marks

e. The public meeting will be held in a week. Suggest **three** ways you would prepare people to speak for themselves at the meeting.

3 marks

Total 15 marks

Elective 2 – Support group activities

The *Friends of the Park* started as an informal group with the purpose of negotiating an acceptable outcome for the proposed changes in their local park. As time goes on, they see the need to become a formal group. Some members of the *Friends of the Park* want a strong authoritarian leader.

Question 2

a. Name **two** characteristics of a formal group. Explain the significance of each.

4 marks

b. Identify **one** advantage of an authoritarian leader.

1 mark

c. From your knowledge of the way groups work, list **three** reasons why an authoritarian leader would be inappropriate in the long term.

6 marks

- d. As a key person in this group, you anticipate that some problems may arise. Using your knowledge of group theory, list **two** causes of dissatisfaction and explain the effect each may have within groups.

2 + 2 = 4 marks

Total 15 marks

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Elective 3 – Participate in policy development

Your involvement in the *Friends of the Park* is outside the policy of the organisation you work for. The Committee of Management has been supportive but needs to establish a policy on the involvement of the organisation in community action campaigns in case of similar requests in the future.

Question 3

- a. What is a policy?

1 mark

- b. Why are policies considered important to organisations?

4 marks

- c. You are a relatively junior member in the organisation you work for. Explain the role you should have in the development of this new policy.

2 marks

- d. What key ideas would you contribute to this new policy as a result of your experience in this community action campaign?

2 marks

- e. The manager has developed a list of questions to gain the view of your clients about this new policy. You are asked to review the questions before they are used. What criteria will you use to evaluate whether the questions are suitable for use in a questionnaire for your clients?

4 marks

- f. In putting together the results of a questionnaire, how do we maintain the privacy of clients while conveying their opinions?

2 marks

Total 15 marks