



# Victorian Certificate of Education 2011

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

## STUDENT NUMBER

Figures

Words


Letter

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# VCE VET COMMUNITY SERVICES

## Written examination

Wednesday 9 November 2011

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

<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	11	11	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 14 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**

Which is the most empowering term for a community services caseworker to use?

- A. client
- B. patient
- C. dependant
- D. welfare recipient

**Question 2**

Negotiation involves a

- A. legal body making a judgment.
- B. third party making the decision.
- C. third party appointed to facilitate an outcome.
- D. consensus reached by two parties working together.

**Question 3**

Which document guides professional and ethical behaviour?

- A. *Equal Opportunity Act 2010*
- B. Code of Practice
- C. Human Rights Conventions
- D. Children's Services Regulations 2009

**Question 4**

Which of the following statements does **not** represent the philosophies that underlie work in the health and leisure sector?

- A. Leisure is a form of therapy.
- B. Leisure should be nondiscriminatory.
- C. Clients have a say in the planning process.
- D. Services should meet individual and community needs.

**Question 5**

Which term best describes the action of showing bias about a subject/person?

- A. flexibility
- B. stereotype
- C. assertiveness
- D. discrimination

**Question 6**

A case study is best described as a

- A. detailed study over time.
- B. study of a family's history.
- C. collection of papers on an issue.
- D. collection of research documents.

**Question 7**

What is a procedure?

- A. a section in a mission statement
- B. a series of steps to implement a policy
- C. a statement adopted by an organisation
- D. a series of protocols prepared by an organisation

**Question 8**

Workers can improve their level of knowledge and application of skills by

- A. working independently.
- B. bringing a positive and energetic attitude to their work.
- C. reflecting on their work practices and implementing changes.
- D. getting enough rest, eating healthy food and exercising each day.

**Question 9**

Recreation can best be described as

- A. an unstructured activity.
- B. what we are told to do in our free time.
- C. the means by which we maintain a lifestyle.
- D. something we do to challenge and stimulate ourselves.

**Question 10**

When an advocate addresses a client's needs they use a process.

The most appropriate order for the process is

- A. implement, initiate, negotiate.
- B. initiate, negotiate, implement.
- C. negotiate, implement, initiate.
- D. initiate, implement, negotiate.

**Question 11**

A neighbourhood house provides transportation for people with a disability to and from their facility.

This service demonstrates

- A. providing a duty of care.
- B. responding to disability regulations.
- C. implementing principles of access and equity.
- D. meeting occupational health and safety guidelines.

**Question 12**

Confidentiality is best practised by

- A. talking to professional colleagues.
- B. keeping information in a locked file.
- C. storing information in the staff room.
- D. keeping documentation filed alphabetically.

**Question 13**

A person works in a paid position in a community services organisation located in their own community.

Which one of the following is most likely to cause them stress?

- A. The person's level of education is not as high as other workers.
- B. There is an uneven number of paid and unpaid community services workers.
- C. There is a conflict between their personal responsibilities and their work-role obligations.
- D. The staff are all members of the community and feel they have ownership of the organisation.

**Question 14**

Many teams working in the leisure and health industry are described as interdisciplinary.

An interdisciplinary team is a team of people from

- A. local council.
- B. different districts.
- C. different cultures.
- D. specialist professions.

**Question 15**

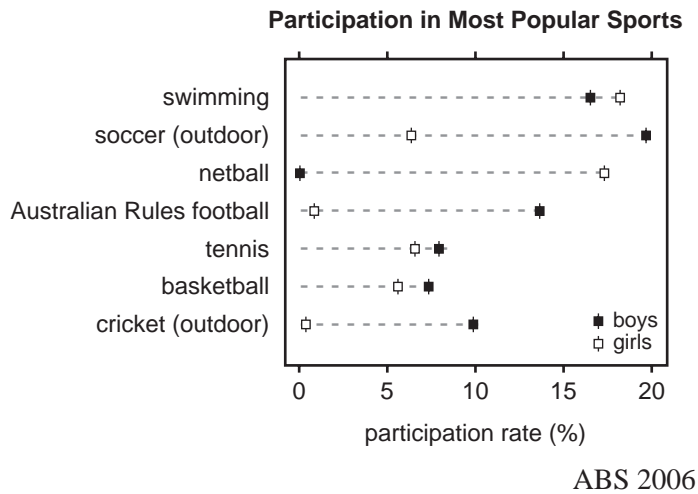
Self-advocacy can best be described as

- A. making decisions without consultation with the client.
- B. working on policies and practices of an organisation.
- C. supporting individuals to stand up for their rights.
- D. knowing what is best for a specific group in a community services organisation.

**SECTION B – Written responses**

**Question 1**

The graph below shows participation in the most popular sports by gender.



a. According to the graph, which sport is the least popular with boys?

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1 mark

b. Give **two** reasons why it is very important in Australia to have as many people swimming and as water safe as possible.

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2 marks

c. Learning to swim can have some cultural implications. Some cultures have strict beliefs about females swimming in the same area as males at the same time.

What would be a good and fair resolution to this situation?

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2 marks

**Question 2**

- a. What does empathy mean?

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1 mark

- b. Explain how empathy differs from sympathy.

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2 marks

**Question 3**

List **two** choices for staff wishing to train in the health and leisure sector.

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2 marks

**Question 4**

- a. Name a community services organisation.

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1 mark

- b. What are **three** roles this organisation carries out in your local community?

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3 marks

**Question 5**

Outline **three** key principles of advocacy.

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3 marks

**Question 6**

In all community services and health and leisure organisations, managing occupational health and safety requires constant attention.

- a. What are **three** potential hazards, common during the **warm summer months**, that may affect clients and staff alike?

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3 marks

- b. What are **three** measures an organisation can implement to manage these potential hazards?

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3 marks

**Question 7**

In a care facility, the diversional therapist organises a visit by animals from the local pet shop.

- a. What are **two** health risks that need to be considered?

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2 marks

- b. Explain **two** positive benefits of the visit for the wellbeing of the residents.

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2 marks

**Question 8**

Under the *Equal Opportunity Act 2010*, it is against the law to treat someone unfairly in employment. The *Equal Opportunity Act 2010* includes some exceptions that mean discrimination may not be against the law in particular circumstances.

Community services organisations sometimes get an exemption from the Equal Opportunity Commission to advertise for staff from a specific cultural background or gender.

- a. Give **two** reasons why a community services organisation may want to only advertise for a male worker.

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2 marks

- b. Give **two** reasons why a community services organisation may want to only advertise for a worker of Aboriginal descent.

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2 marks

**Question 9**

Many local councils offer a variety of home-based care services.

- a. Name **two** home-based care services.

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2 marks

- b. Explain a service that they each provide.

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2 marks



**Question 10**

A caseworker's role involves helping clients to understand and apply their rights and undertake their responsibilities.

- a. Define what a right is.

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1 mark

- b. Give **two** examples of a client's rights in the community services sector.

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2 marks

- c. Explain the difference between a right and a responsibility.

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2 marks

**Question 11**

a. With regard to casework, what is a case plan?

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1 mark

b. List **three** key pieces of information that could be collected for a case plan.

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3 marks

c. List **two** techniques a caseworker may use to collect this information.

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2 marks

**Question 12**

Active listening is a communication skill. Explain what active listening is and why it is important.

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2 marks

**Question 13**

The philosophy of the health and leisure sector is underpinned by a number of values.  
List **two** of these values.

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2 marks

**Question 14**

Explain what is meant by a holistic approach within the health and leisure sector.

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2 marks



**SECTION C – Case study**

The local council is running a community arts festival.

You are the community worker who has been approached by the council to coordinate the event.

The aim is to bring in tourists to their city and provide employment for the local community.

A number of local groups have been approached to become involved and form a committee to lead and help plan the event.

**Question 1**

List **two** possible stakeholders or networking groups who may be approached to be on the committee that runs the festival.

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2 marks

**Question 2**

What are **two** possible barriers that may exist for the members of the committee?

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2 marks

**Question 3**

Suggest **three** strategies you, as a community worker, may use to assist the committee to work effectively together.

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3 marks

**Question 4**

Access and equity are two social justice principles.

List **two** services you could put in place to help all community members access the festival.

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2 marks

**Question 5**

The community arts festival plans to be inclusive of all the cultures and abilities of people living in the local area. What are **three** communication strategies you, as the community worker, can use for the festival to be inclusive?

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3 marks

**Question 6**

You will have a duty of care for the wellbeing of all the people attending the festival. What are **two** essential services required to monitor the wellbeing of the attendees?

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2 marks

**Question 7**

What are **two** strategies you, as the community worker, may use to minimise your own stress?

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2 marks

**Question 8**

The food component of the festival is planned to be diverse and exciting, with every local cultural group invited to organise and run a food stall/tent.

Explain **two** cultural considerations you need to be aware of when setting up a food stall/tent.

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2 marks

**Question 9**

The festival will be partly funded by the local council.

What are **two** other possible sources of funding to assist in setting up the festival?

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2 marks

**Question 10**

As the community worker, you are committed to making the community arts festival a success.

Explain what strategies you would use to promote the festival.

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3 marks

**Question 11**

The festival will be held in the local park.

As the community worker, your role is to inform the neighbourhood about the festival in the park, the noise that could be generated and the problem of parking in the local area on the day.

How would you deal with the following **two** problems?

Noise

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Parking

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2 marks

Total 25 marks