



Victorian Certificate of Education 2012

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures

Words

VCE VET COMMUNITY SERVICES

Written examination

Tuesday 13 November 2012

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	14	14	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 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

In community services the EEO principle is often used.

What does the acronym stand for?

- A. Equal Employment Organisation
- B. Equal Employment Opportunity
- C. Equal Employer Organisation
- D. Equal Employer Opportunity

Question 2

Workers in the community services sector need to communicate effectively in order to

- A. understand protocols in the sector.
- B. take into account the political factors.
- C. establish a relationship of trust with their clients.
- D. understand organisational policies and procedures.

Question 3

In advocacy a client-centred approach focuses on the

- A. physical wellbeing of the client.
- B. organisation working with the client.
- C. extended members of the client's family.
- D. needs, goals and outcomes for the client.

Question 4

In casework management a philosophy is

- A. a counselling technique.
- B. a statutory requirement of the organisation.
- C. an act of Parliament underpinning casework management.
- D. a statement underpinning the values of the organisation.

Question 5

Australia is a signatory to the Convention on the

- A. Disability Services Standards.
- B. Children's Services Regulations.
- C. Rights of Persons with Disabilities.
- D. National Home and Community Care Guidelines.

Question 6

Which of the following is **not** a community services organisation?

- A. Youth Hostels Australia
- B. The Salvation Army
- C. The Smith Family
- D. Mission Australia

Question 7

A community management model has

- A. an outright leader.
- B. a consultative process.
- C. a well-defined staffing role.
- D. a clearly defined office structure.

Question 8

Workers in the leisure and health industry need to understand the value of leisure, recreation and play in enhancing the wellbeing of

- A. clients.
- B. co-workers.
- C. supervisors.
- D. stakeholders.

Question 9

Which statement best describes a stereotype?

- A. an inclusion policy
- B. a preconceived idea
- C. the superiority of one race above others
- D. the ability to understand different cultures

Question 10

The culture of the leisure and health industry is

- A. staff-focused.
- B. patient-focused.
- C. consumer-centred.
- D. employer-centred.

Question 11

Many community services organisations have a mission statement.

A mission statement is

- A. a plan for the future of the organisation.
- B. an outline of the purpose of the organisation.
- C. a series of steps in the processes of the organisation.
- D. an outline of the protocols practised by the organisation.

Question 12

In the leisure and health industry, the ability to reflect on work practices is important for the ongoing development of workers.

Reflection is best described as

- A. a reporting technique for a meeting.
- B. a facilitating technique with a client.
- C. thinking about feelings and experiences.
- D. discussing workplace problems with colleagues.

Question 13

'Empowering people' is a phrase often used in community services.

To empower a person is to

- A. address the client's needs.
- B. deliver services to the client.
- C. give the client physical strength.
- D. encourage the client to be self-determining.

Question 14

A case plan has many aspects, which need to be addressed in a specific order.

What order should these aspects follow?

- A. goals, strategies, progress, outcomes
- B. progress, outcomes, goals, strategies
- C. outcomes, strategies, progress, goals
- D. strategies, progress, goals, outcomes

Question 15

Sometimes the advocate must assist a client in determining the difference between a want and a need.

A need refers to something that

- A. the client desires.
- B. makes the client feel good.
- C. enhances the client's lifestyle.
- D. is essential for the client's wellbeing.

SECTION B – Written responses

Question 1

Which word – play, leisure or recreation – best describes each of the four words/terms below?

music _____

free-choice activities _____

exploration _____

sport _____

4 marks

Question 2

a. Within the context of community services, what does integration mean?

1 mark

b. Explain the difference between integration and segregation.

2 marks

c. Give one example of an integrated community and one example of a segregated community.

2 marks

Question 3

Read the graph below and answer the questions that follow.



Source: ABS, Voluntary Work, Australia, 2006

a. What is the peak age group for female volunteers?

1 mark

b. At what age group do male volunteer numbers begin to decline?

1 mark

c. Explain the reasons why the decline in male volunteers may occur.

3 marks

d. What is one benefit of volunteering?

1 mark

Question 4

- a. The leisure and health industry covers a range of sectors.

Name **two** of these sectors.

2 marks

- b. Leisure and health promotion is an example of a delivery model in the leisure and health industry.

Identify a leisure and health promotion and explain how it enhances public health.

2 marks

Question 5

Policies are required to assist with the smooth day-to-day management of an organisation.

- a. Name one policy an organisation may have.

1 mark

- b. Explain why the organisation requires this policy.

2 marks

- c. Policies in the workplace concern the rights of people who work within an organisation and clients' access to the organisation.

What is one policy staff and clients may use when their rights are not being respected?

1 mark

Question 6

There are many different types of advocacy, for example, self-advocacy, group advocacy, systems advocacy and peer advocacy.

Choose one type of advocacy from the examples above and explain how it works.

2 marks

Question 7

A care facility is planning an excursion to the local theatre to see a puppet show. Some of the clients who will join the excursion have mobility issues, such as being in a wheelchair.

As a member of the organising team, describe in detail some of the issues that must be resolved and the processes that are required for the excursion to go ahead.

In your answer refer to

- your philosophical approach to the excursion
- duty of care
- the range of services required to access the venue.

6 marks

Question 8

Referrals are an important part of working in the community services sector. It is essential that referrals are accurately documented for the protection of the client.

Explain what a referral is and give an example of when it might be used.

2 marks

Question 9

Community services organisations are based on social justice.

Name **two** principles of social justice. Give **two** examples of how an organisation can meet these principles.

4 marks

Question 10

Counselling is an essential skill for caseworkers.

Identify **four** basic counselling techniques.

4 marks

Question 11

Networking is an essential skill for workers in the community services sector.

a. What is networking?

1 mark

b. What are **two** benefits for a casework manager of being a part of a network?

2 marks

c. List **two** ways in which a client benefits from a casework manager's networking.

2 marks

Question 12

Community services workers need to be aware of the culturally sensitive nature of their work.

a. What is a cultural group?

2 marks

b. i. Identify a cultural group.

ii. Identify **two** factors that you need to consider when working with this cultural group.

iii. Why is it important to develop strong networks with services that meet the needs of this cultural group?

1 + 2 + 2 = 5 marks

Question 13

a. Why would a community services organisation carry out research and data collection?

1 mark

b. Name **two** ways in which workers may collect data.

2 marks

Question 14

Community services organisations are often faced with barriers when delivering services.

Identify **two** of these barriers and explain a possible solution for each of them.

4 marks

SECTION C – Case study

Jane is a youth worker and has been asked to help set up a Community Services Access Program at the local secondary college. The aim of the program is for Year 10 students to develop an awareness of others in the community who are in need and to offer assistance. Jane will be working with Year 10 students who have volunteered their services and received their families' permission to participate in the program.

Question 1

What are **two** steps that Jane would undertake to determine which organisations could work with the students, and would appreciate the students' help and interactions with the clients?

2 marks

Question 2

Jane has called a meeting to discuss possible organisations to work with. The decision is made to support a local community care facility.

Identify **three** issues that could arise and threaten the viability of the project.

3 marks

Question 3

The next step is for Jane to run an orientation program. The aim is to help the students feel comfortable with volunteering in the organisation.

List and explain **four** things that Jane would need to include in the program to help the students make the transition to this new and different environment.

4 marks

Question 4

The main role of the students is to help staff at the facility run activities to meet the recreational needs of their clients.

a. Identify **two** activities that may be on the daily program of clients at the facility.

2 marks

b. Choose one of the activities identified above and explain how it could empower the clients.

2 marks

Question 5

Describe **three** interpersonal skills that the students will need to use on a daily basis when interacting with the clients.

3 marks

Question 6

In order for the program to be successful, the students will be required to work as part of a team with the staff at the facility.

What are **two** ways in which the students could do this?

2 marks

Question 7

Clients at the facility come from different cultural backgrounds.

What are **two** parliamentary acts that provide direction for an inclusive environment?

2 marks

Question 8

Negative assumptions could be made about clients at the facility.

Identify one assumption and name **three** ways in which Jane could address this negative assumption.

3 marks

Question 9

When working at the facility, students will be aware of the social, cultural, historical and environmental factors affecting the clients.

What could be two social factors that may be issues for clients at the facility?

2 marks