

STUDENT NUMBER Letter

VCE VET COMMUNITY SERVICES

Written examination

Thursday 5 November 2015

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	17	17	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 15 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 a community services organisation, client information is

- A. kept in a locked file.
- B. filed for review by professionals.
- C. available for the family to review.
- D. kept in the office for agencies to review.

Question 2

Health promotion can best be described as

- A. eating well and exercising.
- B. getting people to change the way they live.
- C. helping clients to identify factors that damage their health.
- D. empowering people to make choices to improve their health.

Question 3

Empowering a community is

- A. discouraging.
- B. individualistic.
- C. a social process.
- D. the choice of a dominant factor.

Question 4

The rights of children throughout the world are governed by the

- A. Municipal Association of Victoria.
- B. Australian Commissioner for Children.
- C. Department of Education and Training.
- D. United Nations Convention on the Rights of the Child.

Question 5

The most important reason to involve a client in the planning process at their initial meeting with their assigned caseworker is to

- A. provide the opportunity to meet the relevant professionals the client will be working with.
- B. provide a supportive environment that encourages the client to take control of their life.
- C. make the client aware of legislative and statutory requirements.
- D. implement strategies for addressing the client's needs.

Question 6

Ethical conduct is best described as abiding by

- A. workplace policies and procedures.
- B. the standards of the profession.
- C. Quality of Care Principles.
- D. the rules of the client.

Question 7

Reflection is important in community services.

Reflection involves

- A. planning your career pathway.
- B. planning based on budget constraints.
- C. thinking back on your feelings and performance.
- D. thinking about setting the agenda for your meeting.

Question 8

In the leisure and health industry, a **key** stakeholder is best described as a

- A. role model for the client.
- B. professional from the community.
- C. client accessing the organisation.
- D. representative from the careers department.

Question 9

Long-term stress management **must** include

- A. medication.
- B. family counselling.
- C. education and training.
- D. positive behaviour change.

Question 10

The community services industry grew out of a

- A. traditional welfare approach to poverty and disadvantage.
- B. philanthropic approach to love all of humanity.
- C. deliberate attempt to control disadvantage.
- D. deliberate attempt to maintain poverty.

Question 11

CALD is an acronym used in community services.

What does CALD stand for?

- A. Cultural and Linguistical Descent
- B. Culturally and Linguistically Diverse
- C. Culturally and Linguistically Defined
- D. Cultural Australian Language Definitions

Question 12

Which one of the following best describes assertive behaviour?

- A. speaking confidently
- B. making limited eye contact
- C. speaking only when spoken to
- D. making demands of other people

Question 13

Which one of the following is an example of group advocacy?

- A. a worker supporting a client for an outcome
- B. an organisation advocating for a legal change
- C. an individual speaking up on their own behalf with assistance from a worker
- D. some people working together to bring about change for people with disabilities

Question 14

Which one of the following best describes social theory?

- A. the survival of the fittest
- B. a patriarchal government
- C. a restrictive societal institution
- D. an approach that interprets social behaviours

Question 15

Which one of the following is a responsibility of the client?

- A. follow an organisation's occupational health and safety policies
- B. store private information securely
- C. make a complaint about a service
- D. ensure the safety of other clients

SECTION B – Written responses**Question 1** (2 marks)

Social justice is a key factor in community services.

- a. What does social justice mean? 1 mark

- b. Identify **one** barrier to social justice. 1 mark

Question 2 (3 marks)

The following information is collected by a caseworker during an initial assessment: the date, the client's name, age, gender and ethnicity, and the caseworker's name.

Give **three** other items of information that may be collected during an initial assessment.

Question 3 (4 marks)

- a. How does a case plan benefit a client? 1 mark

- b. Suggest **two** reasons for recording case plan information. 2 marks

- c. Case plans involve some form of intervention.

What does intervention mean? 1 mark

Question 4 (3 marks)

A caseworker assists the client with setting goals.

- a.** Give the definition of a goal. 1 mark

- b.** Why is it important that a goal is realistic? 1 mark

- c.** Why should goals have to be measurable? 1 mark

Question 5 (6 marks)

The local council is redeveloping the community swimming pool complex. The council is improving the gym and pool areas, and setting up new programs to counteract obesity in the community and to meet the changing needs of the community.

As the Health Promotion Officer for the council, it is your role to promote and encourage the use of the new services that will be offered to the community by the redeveloped complex. Discuss the steps and processes that you would use. In your answer:

- identify some of the changing needs of the community
- discuss the variety of programs that will be offered to different groups and how each group's health and wellbeing would benefit from the programs
- identify the professionals who may be employed to run the programs
- discuss the steps you would take to promote the programs within the community.

Question 6 (4 marks)

- a. What are **two** strategies that an advocate can use to assess a client’s capacity to advocate for themselves? 2 marks

- b. If a client is unable to advocate for themselves, what are **two** options that are available to an advocate? 2 marks

Question 7 (3 marks)

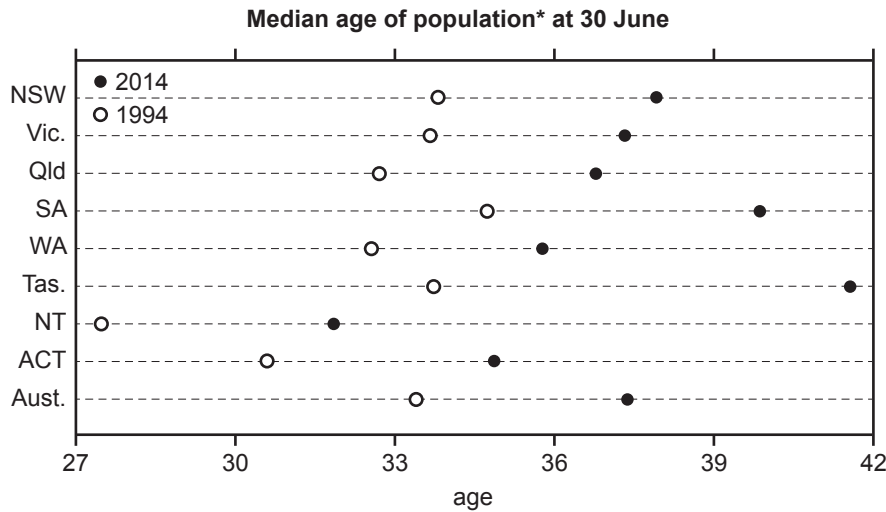
Name one social theory and explain how the theory can be applied in community services.

Social theory _____

Explanation _____

Question 8 (6 marks)

The following graph shows the change in the median age of the population in Australia, and in its states and territories, between 1994 and 2014.



*the age at which half the population is older and half is younger

Source: Australian Bureau of Statistics, *Feature article: Population by Age and Sex, Australia, States and Territories*, 3101.0 – Australian Demographic Statistics, June 2014

- a. According to the graph, which state or territory had the youngest median age in 2014? 1 mark

- b. According to the graph, which state or territory shows the biggest increase in ageing population during the years 1994–2014? 1 mark

- c. The graph clearly shows that Australia has an ageing population.
What are **two** impacts that an ageing population will have on the community services sector? 2 marks

- d. According to the graph, Tasmania had a median age of 41 years in 2014.
Give **two** possible reasons for the change between 1994 and 2014. 2 marks

Question 9 (6 marks)

- a. Give two current social issues and describe how these issues could have an impact on the leisure and health industry. 4 marks

Social issue 1 _____

Impact _____

Social issue 2 _____

Impact _____

- b. Identify **one** key historical change that has had an impact on the leisure and health industry and suggest what influence it has had on our lifestyle. 2 marks

Question 10 (2 marks)

Identify **two** personal skills that workers require in the leisure and health industry.

Question 11 (2 marks)

Community services workers have a duty of care to their clients.

What are **two** ways in which workers can ensure they have met their duty of care?

Question 12 (2 marks)

The practices of community services organisations are guided by policies and procedures.

Name **one** policy that is used in a community services organisation and describe what the policy sets out to achieve.

Question 13 (2 marks)

‘Workers in the community services sector are expected to treat their clients with respect and dignity.’

Explain what this statement means.

Question 14 (5 marks)

A client is refused entry into a cafe because they have a guide dog.

a. Which specific parliamentary Act has the cafe breached? 1 mark

b. Name **two** services or authorities that the client can report the breach to. 2 marks

c. What are **two** possible consequences for the cafe? 2 marks

Question 15 (2 marks)

What is cultural awareness and why is it important?

Question 16 (4 marks)

In the community, there are barriers to improving social determinants.

- a. Identify **two** behaviours that an individual or group could engage in that pose a risk to the community. 2 marks

- b. What are **two** community services organisations that can support an individual, group or community with **one** of the behaviours identified in **part a.**? 2 marks

Question 17 (4 marks)

- a. Suggest **two** ways in which a caseworker can keep themselves safe in the workplace. 2 marks

- b. Besides the caseworker, name **two** other people who could play a role in keeping a client safe in the workplace. 2 marks

SECTION C – Case study

The local council has decided to build a community residential facility for people with a disability, to help meet the needs of the community.

The council has:

- invited all possible stakeholders and others interested in disability issues to a community meeting
- listed key issues on the agenda, such as possible sites, planning requirements, the size of the facility, local needs the facility is expected to meet, the types of accommodation to be offered, employment, staffing, training and building requirements
- appointed a Community Liaison Officer to communicate with the wide range of stakeholders and other appropriate organisations.

Question 1 (1 mark)

What is a communication strategy that the Community Liaison Officer could use to engage the community?

Question 2 (5 marks)

- a. List **three** stakeholders who should be invited to the community meeting. 3 marks

- b. Choose **one** of the stakeholders listed in **part a.** and describe **two** benefits for the clients if this stakeholder is involved in the planning process. 2 marks

Question 3 (2 marks)

The location of the residential facility will be important.

What are **two** services that the facility should be located near?

Question 4 (3 marks)

What are **three** benefits to the wider community of having such a facility?

Question 5 (4 marks)

The facility will offer respite care to families. Respite care is the provision of relief care for a family member, outside the home.

- a. What are **two** benefits to families of respite care being available locally? 2 marks

- b. Give **two** categories of clients who would qualify for respite care. 2 marks

Question 6 (2 marks)

Many of the facility's workers and clients will be from the same community and this may cause conflict.

- a. What is an example of a conflict that could arise? 1 mark

- b. How could the conflict be resolved? 1 mark

Question 7 (3 marks)

To meet legislative requirements, the facility will have to employ trained and qualified staff.

List **three** legislative requirements that staff caring for clients will need to meet in order to work at the facility.

Question 8 (4 marks)

How could the council ensure that the facility caters for the needs of different cultures? Give **two** examples other than food and justify your response.

Question 9 (1 mark)

Give **one** reason why it is important that all clients within the facility are aware of appropriate social behaviours.
