

# 2019 VCE VET Community Services examination report

## General comments

The three compulsory units of competency assessed in the 2019 VET VCE Community Services examination were:

- CHCCCS016 – Respond to client needs
- CHCCDE003 – Work within a community development framework
- CHCCDE004 – Implement participation and engagement strategies.

The three sections on the 2019 examination were:

- Section A – Multiple-choice questions
- Section B – Written responses
- Section C – Case study.

Students were encouraged to explain their answers in detail and provide examples to support their responses. High-scoring responses demonstrated students' knowledge and deep understanding of the subject material on several questions in all three sections.

## Specific information

**Note: Student responses reproduced in this report have not been corrected for grammar, spelling or factual information.**

This report provides sample answers or an indication of what answers may have included. Unless otherwise stated, these are not intended to be exemplary or complete responses.

The statistics in this report may be subject to rounding resulting in a total more or less than 100 per cent.

### Section A – Multiple-choice questions

The multiple-choice section was generally well answered. It focused on key concepts, definitions and the underlying principles of working in a community development framework.

The following table indicates the percentage of students who chose each option. The correct answer is indicated by shading.

Question	% A	% B	% C	% D
1	2	10	5	83
2	97	3	0	0
3	95	2	0	2
4	7	13	69	11
5	1	2	3	94
6	0	1	2	97
7	3	4	86	8
8	45	55	0	0
9	3	3	16	77
10	10	5	73	13
11	5	89	3	3
12	64	26	4	6
13	94	0	1	4
14	86	0	0	14
15	1	5	7	87

## Section B

Responses needed to reflect an understanding of the context; identify, define and demonstrate an understanding of the key terms; and provide examples.

### Question 1a.

Marks	0	1	Average
%	85	15	0.2

A communication protocol is a form of respectfully communicating with other people in the organisation or community, in a way that acknowledges their existence and rights. Most responses overlooked the essential element of respect.

### Question 1b.

Marks	0	1	2	Average
%	74	19	7	0.4

This question was not well answered.

Examples could have included communicating with Indigenous peoples, opening a meeting, acknowledging seniority and government officials and communicating with team members.

**Question 2a.**

Marks	0	1	Average
%	49	51	<b>0.5</b>

Possible responses include:

A professional person can report any suspected violence, abuse or neglect to community services or police depending on the type of abuse and its immediacy. Community services will monitor the situation and take action if necessary.

**Question 2b.**

Marks	0	1	2	3	Average
%	5	6	23	65	<b>2.5</b>

This part of the question was well answered. Examples could have included teachers, doctors, health professionals, paramedics, childcare educators, psychologists etc.

**Question 3a.**

Marks	0	1	Average
%	29	71	<b>0.7</b>

To provide a safe environment free from risks, hazards and dangers for all clients, carers and visitors to enjoy a safe working space.

'Duty of care' is a key concept of CHCCCS016 – Respond to client needs. This question was well answered.

The following is an example of a high-scoring response.

*Duty of care is your legal obligation to foresee any possible threats of injury or harm to a person in your care.*

**Question 3b.**

Marks	0	1	Average
%	56	44	<b>0.5</b>

Many responses showed that students needed to read questions more carefully.

The following is an example of a high-scoring response.

*A worker assisting an elderly person to a doctors' appointment must ensure the client is safely transported and has adequate resources such as hand rails.*

**Question 3c.**

Marks	0	1	2	Average
%	11	37	52	<b>1.4</b>

Two ethical considerations could include:

- using interpreters for clients from another culture
- confidentiality – storage of personal information kept in a locked file
- conduct handover meetings in a sound-proof room/office
- demonstrate appropriate sensitivity to personal care based on gender and culture.

**Question 4a.**

Marks	0	1	2	Average
%	10	32	58	1.5

The question about client boundaries was generally answered well. Responses included:

- set clear contact rules, such as giving a workplace contact number, not a private number
- emergency contact list in case it is required
- set clear social media boundaries, such as not being a friend on Facebook
- manage expectations about cancelling and changing appointments.

**Question 4b.**

Marks	0	1	Average
%	34	66	0.7

This question was answered well. Possible responses include:

Asking open ended questions, making the client feel relaxed and comfortable in a private space, assisting client to prioritise their concerns, asking client to describe and understanding their situation/concerns, using effective communication strategies.

**Question 5a.**

Marks	0	1	Average
%	48	52	0.6

Both Questions 5a. and 5b. were not well answered. Possible answers include:

A needs-based approach is a traditional developmental approach that emphasises local deficits and looks to outside agencies/government for resources to solve the needs in a community.

The following is an example of a high-scoring response.

*Government agency identifies the needs in the community and targets resources to 'fix' the issue.*

**Question 5b.**

Marks	0	1	2	Average
%	38	29	34	1.0

The following is an example of a high-scoring response.

*ABCD is a contemporary approach where a development worker actually goes in and identifies through research what the community already has that can be developed, whereas needs based is a traditional and based solely on perception.*

**Question 6a.**

Marks	0	1	2	Average
%	18	29	53	1.4

Students needed to demonstrate they understood the difference between community development work and community services work. Answers could include:

Community development work is a bottom-up approach to developing and building up communities, whereas community services work is a broad-based approach working within communities and with individuals.

**Question 6b.**

Marks	0	1	2	Average
%	28	37	35	1.1

This question was poorly answered

Two characteristics of community development work could include:

- a desired outcome to increase the community and its members' capacity
- advancing the shared interests of the community
- generally longer-term outcomes that can change neighbourhoods and communities
- encouraging community members' participation, consulting with and building capacity in the community.

**Question 6c.**

Marks	0	1	2	Average
%	38	35	26	0.9

Two characteristics of community service work could include:

- working with groups in the community to improve the community for individuals
- organisations that provide support systems for individuals
- advancing human rights
- advocating for inclusivity within the community.

**Question 6d.**

Marks	0	1	2	Average
%	56	28	15	0.6

This question was not answered well. The response needed to provide examples, such as:

- A community development worker works with groups to improve facilities for the community, e.g. wheelchair access to the cinema, whereas a community services worker works for an organisation that supports individuals by providing access to a wheelchair for the client who cannot afford one.
- A community development workers identifies ways that will meet the needs of specific groups in the community by developing facilities and services (e.g. a new bus service) within the community, whereas a community services worker may work with their client to manage their disability to access the bus service/transport.

**Question 7a.**

Marks	0	1	Average
%	78	22	0.2

Many students found this question challenging. Accepted answers were:

- composition of the population
- composition of employment area
- transport routes in the community

- sporting facilities.

The following is an example of a high-scoring response.

*the demographic of the area, such as gender, ethnic origins and age as well.*

#### Question 7b.

Marks	0	1	2	Average
%	78	16	5	0.3

Answers could have included the impact on development and planning of housing, employment/jobs, services, leisure facilities, public transport, childcare settings and facilities, age-care settings and facilities, schools.

#### Question 8.

Marks	0	1	2	3	4	5	6	7	8	9	10	Average
%	12	4	8	15	22	13	11	8	5	2	0	4.1

Many students attempted the long-answer question and received scores in the middle range.

The following is an example of a high-scoring response.

*In community development a rights-based approach focuses on utilizing the resources and funding readily available to the community in order to ensure the rights of the community are upheld. The pill testing program fits the rights-based approach as its predominant focus is to save lives due to the program focusing on social issues, it ensures the lives of individuals are attempted to be protected. In this situation, festival-goers, festival staff, parents of children (particularly as children often attend music festivals), the community the festival will be held in and professionals in the area of drugs and pill testing are the stakeholders, each group of people I believe will have a vested interest / purpose in the implementation of the pill testing program. The community could be possibly concerned that the program will encourage a green-light to drug taking and result in increase drug use, the worker running the program may hold a public meeting to address these concerns and back it up with the opinion of someone who has previously run a successful pill-testing program at a music festival. Due to the community development officer having conflicting opinions on pill-testing, it is essential these biases do not impact on the development and are not voiced in an attempt to sway the opinion of community members. The workers opinion has the ability to weaken the implementation due to pre-conceived views, if the opinion cannot be put aside, a new community development worker should be nominated to pilot the program, ensuring this worker has not bias or personal connection towards the idea of pill-testing.*

#### Question 9.

Marks	0	1	2	3	4	5	6	Average
%	10	3	8	11	22	18	28	4.0

This question was well answered, with many candidates clearly thinking through the two scenarios.

- Adequate transport: rural communities don't have as much access to public transport as urban people do. This makes it harder to access facilities.
- Accessible education: rural communities don't have a large variety of schools, and they are often remote. Urban people can easily access hundreds of schools within minutes.
- Community connectedness: rural communities are usually much more connected than urban communities. This is because they often need each other to get by, e.g. for help with crops and getting animals.

**Question 10a.**

Marks	0	1	2	3	Average
%	9	32	42	18	1.7

This question was thoughtfully answered by many students. Answers could include:

- Defuse the situation when a person arrives late by welcoming them and providing a space at the end of the row, thus reducing their need for attention.
- Develop group rules at the first meeting of the group and revisit them if required at subsequent meetings.
- Be prepared for a repeat of the performance and a break in the program at the time of arrival.
- Talk to the person after the session about the disruption and how you can help them to join the group quietly without disturbing others, and offer to assist them with what they have missed.

**Question 10b.**

Marks	0	1	2	3	Average
%	45	17	18	20	1.2

This question was well answered. Possible answers included participation, rights, access and equity. Also accepted was empowerment.

**Question 11.**

Marks	0	1	2	Average
%	8	17	75	1.7

Many answers related to interpersonal skills, which was awarded one mark. Other marks were awarded for:

- hold open forums with an agenda sent out to all community members
- collect feedback and minutes from previous council reports
- survey the community members and groups
- consult with all relevant community groups.

The following is an example of a high-scoring response.

*Conduct research by looking at community data such as through the results from the census survey, local newspaper and public records to form a basis of a needs analysis to identify issues in the community. You can also conduct research by organizing open community forums and meetings with local influential people where they can give an insight into the issues of the community.*

**Question 12.**

Marks	0	1	2	3	Average
%	12	33	36	18	1.6

Answers could include:

- arrange meetings, regular consultation with individuals and groups
- seek feedback about issues and their impact on communities
- show respect for various community groups, build rapport
- show consideration for individual needs.

The following is an example of a high-scoring response.

- *Using promotion to raise awareness through ads, newsletters, posts on social media*
- *Using correspondence like phone calls, emails, letters*
- *Sending out surveys, questionnaires to get a respond from individuals or groups.*

**Question 13a.**

Marks	0	1	Average
%	42	58	<b>0.6</b>

This question was well answered.

The following are examples of two high-scoring responses.

*An individual or groups who has a vested interested or purpose within a community.*

*A stakeholder is an individual with vested interest within the community.*

**Question 13b.**

Marks	0	1	Average
%	42	58	<b>0.6</b>

Stakeholders may be a funding organisation, representatives of community groups, local councillors, local political figures, business representatives, experts in development/activity, local services clubs. Many are volunteer organisations and dedicated to supporting their communities. They can raise funds for projects and provide manual labor and organisational skills. Many of these people/groups can guide and advise on project design and delivery.

The following is an example of a high-scoring response.

*They may provide funding, expertise and knowledge, they also help to establish the communities priorities and available resources.*

**Question 14a.**

Marks	0	1	Average
%	45	55	<b>0.6</b>

Every effort is made to include all members of the community in the activity/project.

**Question 14b.**

Marks	0	1	2	Average
%	33	37	29	<b>1.0</b>

This question was answered well.

Answers could include: inform all community members of what is happening with the project, provide access for all members of the community, consider their needs (food, language, transport) and accommodate them.



## Section C – Case study

### Question 1

Marks	0	1	2	3	4	5	6	7	8	Average
%	7	2	5	8	8	13	22	16	20	5.4

Full marks were given for relevant answers in all categories. Many students included a local organisation in the first column and marks were awarded for correct ones. Possible answers included:

Two possible organisations that may refer clients	Two possible funding opportunities	Four possible job roles or employment positions required for the accommodation service
<ul style="list-style-type: none"> <li>• Women's health</li> <li>• Salvation Army</li> <li>• St Vincent's</li> <li>• The Smith Family</li> <li>• Uniting Care</li> <li>• Berry Street Family Care</li> </ul>	<ul style="list-style-type: none"> <li>• the government</li> <li>• foundations</li> <li>• donations</li> <li>• crowd funding</li> <li>• philanthropy</li> <li>• grants for services</li> <li>• non-government funding</li> </ul>	<ul style="list-style-type: none"> <li>• cleaners</li> <li>• family violence counsellors</li> <li>• cooks</li> <li>• AOD counsellors</li> <li>• administration personnel</li> <li>• health workers</li> <li>• volunteers</li> <li>• nurses</li> </ul>

### Question 2

Marks	0	1	2	Average
%	25	42	33	1.1

A vision statement is a brief overarching statement about what an organisation hopes to achieve.

The following is an example of a high-scoring response.

*Our service hopes to foster an environment of acceptance and inclusivity where vulnerable women in our community can feel safe and supported.*

### Question 3a.

Marks	0	1	2	Average
%	25	38	38	1.1

Possible answers could include financial counselling, support for women's health and well-being, support to participate in actively seeking out training and education, equity and rights support to assist them in managing their lives better.

The following is an example of a high-scoring response.

- *Providing the women with access to employment or courses that can lead to employment.*
- *Providing women with access to financial assistance e.g. Centrelink*

**Question 3b.**

Marks	0	1	2	Average
%	16	28	56	1.4

Answers could include unemployment, rising cost of rents, leaving abusive environments, tragedy in the family, mental illness/depression, women who have never been in the paid workforce, no superannuation, inequality of pay, family breakdown/illness/family violence.

The following is an example of a high-scoring response.

*They may not be empowered, they may have people in their life controlling their financials & abusing them. They might not have sustainable lifestyles meaning economically not sustainable as they can't afford the basic necessities.*

**Question 4**

Marks	0	1	Average
%	20	80	0.8

This question was answered well.

Keeping all information regarding the client private and stored in a locked file. Not sharing the client's personal information with others without permission of the client.

Marks were given for reference to the Privacy Act and explaining what it entailed.

The following is an example of a high-scoring response.

*The accommodation service is required under the Privacy Act 1988 to protect a client's personal information and only use it for what it was obtained for.*

**Question 5a.**

Marks	0	1	2	Average
%	17	45	38	1.2

Answers could include safety for clients and workers, violence, abusive/disturbing behaviour, aggression, drugs, allowing access to their rooms.

The following is an example of a high-scoring response.

*so that the service is run smoothly & can safely be enjoyed by everyone, so that boundaries are not exceeded & no-one feels uncomfortable & the place considered a refuge remains operational & undamaged.*

**Question 5b.**

Marks	0	1	2	Average
%	37	31	32	1.0

There were many excellent answers for this question about implementing rules and regulations:

- handing out a rules and regulations booklet to all incoming clients
- putting up signs around the facility
- verbally reminding clients about the rules
- health and safety training for staff.

The following is an example of a high-scoring response.

*By firstly identifying the specific needs through research & needs analysis & then displaying the*

*rules & have the women sign a waiver or contract saying they will abide by & understand whats expected of them.*

**Question 6a.**

Marks	0	1	2	Average
%	10	14	76	1.7

Possible answers include: mental health issues, oral hygiene, sexual health issues, stress, open wounds, malnutrition, fractures and distress.

The following is an example of a high-scoring response.

*Mental health and well-being concerns e.g mental health issues such as depression.*

*Physical health and well-being concerns such as being underweight or malnourished.*

**Question 6b.**

Marks	0	1	Average
%	30	70	0.7

Possible answers include:

- offer bathing facilities
- provide laundry facilities, clean clothes
- provide care plans for treating infections, wounds and fractures
- care for malnutrition and distress
- actively inform and educate the client about personal health.

**Question 7**

Marks	0	1	2	Average
%	12	34	54	1.5

Possible answers include:

- increase their self-esteem
- provide a positive purpose in life
- encourage confidence in themselves
- provide normalcy in their life
- offer care and skill development
- offer work experience,
- establish a sense of community within the facility.

The following is an example of a high-scoring response.

*Assisting with daily activities promotes empowerment as they are given responsibility & in charge of the facilities.*

*Cleanliness which gives them ownership as well as commitment to people's participation as they are taking part in the activity, engaging them.*

**Question 8**

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>Average</b>
<b>%</b>	50	50	<b>0.5</b>

The Privacy Act, the Work Health and Safety Act and the Age Discrimination Act were the most popular Acts identified.

The title of the legislation needed to be correct, the date did not matter. This question was well answered by half the students.