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Write your **student number** in the boxes above.

Letter

VET Community Services

Question and Answer Book

VCE Examination – Thursday 30 October 2025

- Reading time is **15 minutes**: 9.00 am to 9.15 am
- Writing time is **1 hour 30 minutes**: 9.15 am to 10.45 am

Materials supplied

- Question and Answer Book of 16 pages
- Multiple-Choice Answer Sheet

Instructions

- Follow the instructions on your Multiple-Choice Answer Sheet.
- At the end of the examination, place your Multiple-Choice Answer Sheet inside the front cover of this book.
- Use the additional space at the end of this book if you need extra space to complete an answer.

Students are **not** permitted to bring mobile phones and/or any unauthorised electronic devices into the examination room.

Contents

	pages
Section A (15 questions, 15 marks) _____	2–5
Section B (15 questions, 60 marks) _____	6–11
Section C (8 questions, 25 marks) _____	12–14

Section A – Multiple-choice questions

Instructions

- Answer **all** questions in pencil on your Multiple-Choice Answer Sheet.
 - 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.
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Question 1

In community services, support workers assess risks, ensure safety measures are in place and help clients to make informed decisions.

These are examples of

- A. dignity of risk.
- B. duty of care.
- C. risk management.
- D. dignity of care.

Question 2

Which one of the following statements best describes 'confidentiality' in the community services sector?

- A. sharing a client's personal information with anyone who asks, as long as the client is not harmed
- B. talking about a client's case with colleagues, as long as the client is not present or cannot hear the discussion
- C. keeping a client's personal information private and secure, sharing only with consent or when legally required
- D. requesting information from a client's friends or family to better understand the client's needs

Question 3

Human rights are best defined as

- A. the basic rights and freedoms that every person is entitled to, regardless of nationality, ethnicity or social status.
- B. something granted by governments, which can be taken away if necessary.
- C. a privilege that can be earned and revoked based on behaviour or performance.
- D. an entitlement or freedom based on a person's nationality, ethnicity or status.

Question 4

In community services, policies for collecting and storing client data are

- A. not required, as long as the information is not shared outside the organisation.
- B. necessary to protect sensitive information and respect privacy in accordance with legislation.
- C. essential to help service providers keep track of client data for future use.
- D. not necessary, provided workers ensure the information is stored in accordance with legislation.

Question 5

A community support worker should decline a client referral when the

- A. worker wants to avoid dealing with the client's problems.
- B. client is late to an appointment.
- C. client's intake paperwork is not completed correctly.
- D. client is a childhood friend or relative.

Question 6

In the context of community services, which one of the following is an example of a private issue?

- A. accessibility of bus services
- B. privacy in a public space
- C. conflict with a neighbour
- D. demand for local healthcare services

Question 7

Which one of the following best describes advocacy?

- A. the act of supporting or arguing for a cause, a policy or an individual's right to bring about change
- B. helping people to get their voices heard and influence decisions
- C. the process of offering personal opinions to influence others
- D. providing financial or material help to people in need

Question 8

In the context of community development, the SMART acronym stands for

- A. Specific, Measurable, Attainable, Realistic, Timely.
- B. Simple, Measurable, Attainable, Realistic, Timely.
- C. Specific, Measurable, Attainable, Reliable, Tangible.
- D. Simple, Measurable, Accurate, Reliable, Tangible.

Question 9

When operating within a community development framework, workers should work towards the organisation's vision and mission.

A vision statement

- A. outlines the goals and objectives of the community development work based on the organisation's aspirations.
- B. explains the core business of the organisation and what it will do to get the community involved in projects.
- C. describes the purpose of the community development work, including details of the target audience, why the organisation exists and what it does.
- D. communicates the financial status of the organisation, along with a list of the employees and their roles.

Question 10

An annual performance review enables community services workers to

- A. ask for an increase in pay.
- B. identify areas for organisational improvement.
- C. request one-on-one time with their manager.
- D. discuss areas for individual improvement.

Question 11

Which one of the following can best be described as a social issue?

- A. change of elected government
- B. changes to a local pool's opening hours
- C. changes to cyber safety laws
- D. changes to tax laws

Question 12

Cultural awareness can best be described as

- A. knowing the multicultural profile of a community.
- B. understanding the beliefs, customs and values of a community group.
- C. prioritising the observation of cultural events in a calendar.
- D. ensuring communication styles are culturally appropriate and respectful.

Question 13

When facilitating community group meetings, it is important to have clear protocols in place to ensure that

- A. facilitators' opinions are heard and everyone understands their decisions.
- B. the agenda is adhered to and the meeting finishes on time.
- C. participants can work together effectively, share information and communicate openly.
- D. constructive feedback from community members can be heard and recorded.

Question 14

When engaging with a community group, it is important that community development workers use a variety of communication methods so that

- A. they are respectful, inclusive and recognise diversity in the community.
- B. they develop a sense of trust within the community group.
- C. the objectives of the community leaders are achieved in a timely manner.
- D. the community group can access appropriate funding and resources.

Question 15

Which one of the following best demonstrates an interpersonal skill?

- A. creating a visual presentation
- B. completing an application form
- C. making people laugh during a meeting
- D. using active listening

Do not write in this area.

Section B

Instructions

- Answer **all** questions in the spaces provided.
- Write your responses in English.

Question 1 (2 marks)

Define the term 'stakeholder' in the context of community development work. Provide **one** example of a stakeholder in community development work.

Question 2 (4 marks)

Complete the table below by explaining why each type of sustainability is relevant to community development work.

Type of sustainability	Relevance to community development work
environmental	
workforce	
social	
economic	

Question 3 (4 marks)

In the table below, describe one principle of a rights-based approach and one principle of an asset-based approach in community development. Provide an example of how each approach could be used in a community project.

	Description of principle	Example of how this approach could be used in a community project
Rights-based approach		
Asset-based approach		

Question 4 (3 marks)

a. What is structural disadvantage?

2 marks

b. Provide **one** example of a group likely to be affected by structural disadvantage and explain your response.

1 mark

Question 5 (3 marks)

Suggest **three** reasons why it is important to establish boundaries between a community services worker and their client.

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Question 6 (4 marks)

In the table below, identify two non-verbal communication methods that can be used by community services workers. For each non-verbal communication method, state one benefit for a community services worker. Each benefit can be used once only.

Non-verbal communication method	Benefit for a community services worker

Question 7 (6 marks)

You are working as a youth worker at a local community health hub. Seth, who is 17, comes to the hub for assistance. He is upset and shares that he is arguing with his friends and being bullied at school. He wants to leave school but his parents will not let him.

- a. Construct two questions that you would ask Seth to find out more about his situation. 2 marks

Question 1 _____

Question 2 _____

- b. You would like to know more about the bullying that Seth is experiencing.
Is it appropriate to contact Seth’s school coordinator for information? Justify your response. 2 marks

- c. Describe **two** situations in which you may disclose Seth’s personal information to a third party. 2 marks

Do not write in this area.

Question 8 (6 marks)

You are an aged-care support worker. Your client, Pearl, has recently been released from hospital. During a home visit, you notice that Pearl is not her usual happy self. She tells you that the Age Pension is not much money to live on and she is having trouble paying the rent and some of her other bills.

- a.** Identify two methods that will help you determine how to prioritise Pearl's needs. 2 marks

1. _____

2. _____

- b.** Based on the information provided, name two service providers you could refer Pearl to for support. Explain how each of these providers can support Pearl. 4 marks

Service provider 1 _____

Explanation _____

Service provider 2 _____

Explanation _____

Question 9 (3 marks)

Give **three** reasons a client may be declined access to a community service.

Question 10 (3 marks)

- a.** What is meant by the term 'ethical consideration'? 2 marks

- b.** Provide **one** example of an ethical consideration in community services work. 1 mark

Question 11 (3 marks)

Outline three social issues associated with homelessness.

- 1. _____
- 2. _____
- 3. _____

Question 12 (2 marks)

Explain the principle of self-determination.

Question 13 (3 marks)

Discuss the importance of empowerment in the context of community development work.

Question 14 (4 marks)

You are working as a health and wellbeing officer for a local government area. In a metropolitan suburb within this area, there has been an increase in the number of syringes found in public places. You have been given the task of advocating for safe syringe disposal facilities.

- a. Describe **two** methods you could use to advocate for an outcome that mitigates community risk. 2 marks

- b. What challenges could you anticipate in advocating for safe syringe disposal facilities? 2 marks

Do not write in this area.

Question 15 (10 marks)

In a regional town, a diverse group of residents has come together to create a community garden. Some have experience in gardening, while others are new to it. The group has asked the community development worker at the local community centre to manage the project.

- a.** Suggest two approaches that the community development worker could use to create a shared vision for the community garden that is representative of the group. 2 marks
1. _____
2. _____
- b.** Identify two methods that the community development worker could use to find out the skills and interests of each group member. 2 marks
1. _____
2. _____
- c.** What are two methods that could be used to ensure that group members are informed about relevant issues and opportunities? 2 marks
1. _____
2. _____
- d.** Provide two approaches to address potential conflicts that may arise from differing perspectives within the group. 2 marks
1. _____
2. _____
- e.** Suggest two ways in which the community development worker could maintain group engagement during the long-term phase of the project. 2 marks
1. _____
2. _____

Do not write in this area.

Section C – Case study

Instructions

- Answer **all** questions in the spaces provided.
- Write your responses in English.

You are a youth development worker in a rural local government area. You have been approached by a group of young people wanting to create a podcast to address the challenges faced by young people in isolated areas. They intend to discuss topics such as mental health, school pressures, staying connected and celebrating rural life.

Question 1 (6 marks)

In the table below, identify three potential barriers the group of young people might face in delivering this project. For each barrier, describe one way in which local government could help address it.

Potential barrier	Way in which local government could help

Question 2 (4 marks)

List four resources that could support this project.

1. _____
2. _____
3. _____
4. _____

Question 5 (2 marks)

Identify two community partnerships that could help the group of young people to promote and sustain their podcast.

- 1. _____
- 2. _____

Question 6 (2 marks)

Explain how this project could remain youth-led while receiving adult support.

Question 7 (3 marks)

Explain how the group of young people could evaluate the podcast project.

Question 8 (2 marks)

Why is evaluation an important part of any community development project?

Do not write in this area.

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