VCE VET COMMUNITY SERVICES

Written examination

Wednesday 14 November 2007

Reading time: 11.45 am to 12.00 noon (15 minutes)
Writing time: 12.00 noon to 1.30 pm (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<table>
<thead>
<tr>
<th>Section</th>
<th>Number of questions</th>
<th>Number of questions to be answered</th>
<th>Number of marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>10</td>
<td>10</td>
<td>28</td>
</tr>
<tr>
<td>B</td>
<td>12</td>
<td>12</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of electives</th>
<th>Number of electives to be answered</th>
<th>Number of marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>2</td>
<td>27</td>
</tr>
</tbody>
</table>

Total 95

- 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 19 pages.

Instructions
- Write your student number in the space provided above on this page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.
SECTION A – Short answer questions

Instructions for Section A
Answer all questions in the spaces provided.

Question 1
What does the abbreviation OH&S stand for?

1 mark

Question 2
List two responsibilities an individual worker has in relation to OH&S in the workplace.

1. ____________________________

2. ____________________________

2 marks

Question 3
Duty of care is an essential requirement of community services work.
Which two of the following are features of duty of care?

A. taking all reasonable measures to ensure safety of clients and others
B. being prepared to put yourself at risk to ensure client safety
C. doing no harm
D. doing good when you know what to do
E. doing anything to make the client happy

2 marks

Question 4
Privacy and confidentiality are related, but different, principles of community services.
Indicate, using a P for Privacy or a C for Confidentiality, which of the following examples relate to which principle.

<table>
<thead>
<tr>
<th>Example</th>
<th>Principle</th>
</tr>
</thead>
<tbody>
<tr>
<td>a legal obligation</td>
<td></td>
</tr>
<tr>
<td>not talking about clients outside work</td>
<td></td>
</tr>
<tr>
<td>only collecting relevant personal information</td>
<td></td>
</tr>
<tr>
<td>an ethical issue</td>
<td></td>
</tr>
</tbody>
</table>

4 marks
Question 5
The principles of social justice are access, equity, participation and rights.

a. Describe what equity means.

________________________________________________________________________

________________________________________________________________________

1 mark

b. Rights are often protected by laws, such as federal and state Privacy Acts.
   Name one other example of legislation which protects clients’ rights.

________________________________________________________________________

1 mark

Question 6
Which one of the following best describes what community services work involves?

A. organising social functions
B. improving people's health
C. supporting vulnerable people
D. managing people

[ ]

1 mark

Question 7
Workplaces have policies and procedures. A workplace policy describes the organisational intent.

a. What is a workplace procedure?

________________________________________________________________________

________________________________________________________________________

1 mark

Your workplace has a policy of supporting cultural diversity.

b. Give two examples of procedures which would relate to this policy.

1. ______________________________________________________________

   ______________________________________________________________

2. ______________________________________________________________

   ______________________________________________________________

2 marks
**Question 8**
Kids Helpline is a free telephone and online counselling service specifically for young people aged 5 to 25 years.

a. Describe one reason a young person might access Kids Helpline.

b. Provide two reasons why young people need their own help line.
   1. 
   2. 

c. Why is a telephone service appropriate?

**Question 9**
Empowerment is a key concept in community services work.

a. Describe what empowerment means in community services.

b. Describe three things a caseworker can do to empower a client.
   1. 
   2. 
   3. 

SECTION A – continued
Question 10

Good communication with clients and colleagues is vital in community services work.

a. When dealing with a client describe two nonverbal ways you could indicate interest and understanding in what the client is saying.

1. 

2. 

b. On the telephone message form below, write three other headings you could use to gather relevant information for a workplace message.

MESSAGE FROM

Name: ________________________________

Organisation: __________________________

Phone No: ______________________________

_______________________________________

_______________________________________

_______________________________________

3 marks

Total 28 marks
Twenty years ago your local community built a multipurpose recreational centre which offers access to a range of organised sports; for example, squash, tennis, volleyball. The centre is owned by the local council, but managed by a committee of people from the local community.

Use of the centre is changing, existing programs are no longer popular across all age groups.

Question 1
Suggest three reasons why fewer people might be using the centre.

1. 

2. 

3. 

3 marks

The centre has conducted a voluntary written survey of people using the centre. This survey showed a high degree of satisfaction with the current activities offered by the centre.

Question 2
Describe three limitations in using this method of survey.

1. 

2. 

3. 

3 marks
Question 3
Other than a survey, recommend two ways in which the centre could gather data from the wider community about its level of satisfaction with the centre’s activities.

1. 

2. 

2 marks
You can only collect relevant information from the people you survey.

Question 4
a. Identify two pieces of personal information to collect that are relevant to the use of the centre.
   1. 
   2. 
   2 marks

b. Identify two pieces of personal information which are **not** relevant to the use of the centre.
   1. 
   2. 
   2 marks
Organised team sports are no longer a main interest area of the broader community. Community responses include suggestions for a yoga room, extended opening times, a rock-climbing wall, gym equipment, child-minding facilities and access for lesser known sports.

**Question 5**
Based on your understanding of leisure and recreation, select two of these suggestions and discuss how each reflects changes in social and personal concerns.

Suggestion 1 ____________________________________________________

Discussion ____________________________________________________

Suggestion 2 ____________________________________________________

Discussion ____________________________________________________

4 marks

One community response suggested offering family memberships.

**Question 6**
Give two reasons why a family membership for two adults and two children under 14 years of age to use the centre at a discount rate could be considered unfair.

1. _______________________________________________________________

2. _______________________________________________________________

2 marks
Community feedback indicated strongly that the committee of management was not open to new members and ideas, and was not representative of the wider community.

**Question 7**
Explain why this conflicts with the principles of social justice.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

3 marks

The local council has decided to expand committee of management membership to include wider community representation.

**Question 8**

a. Identify two areas of conflict that could arise at the first meeting for the newly expanded committee.

1. ____________________________________________

________________________________________________________________________

2. ____________________________________________

________________________________________________________________________

2 marks

b. Describe two strategies which could be used to reduce this conflict.

1. ____________________________________________

________________________________________________________________________

2. ____________________________________________

________________________________________________________________________

2 marks
The previous committee of management was conducted in an authoritarian way by a dominant chairperson. The new committee wants to operate democratically.

**Question 9**
List three characteristics of a democratic group.

1. 

2. 

3. 

3 marks

In seeking additional committee members, council wants to ensure a balanced membership by using the following criteria.
- geographic areas
- age
- cultural background
- gender
- leisure and recreational interests

**Question 10**
Choose two of these criteria and explain how these would improve the decision making of the committee.

2 marks
One of the groups using the centre least is young people. Young people are not represented on the committee of management.

**Question 11**

a. Give two reasons why participation on the new committee would be empowering for the young people on the committee.

1. 

2. 

b. Discuss why having representation on the new committee would be empowering for all young people.

2 marks
Under the new committee of management, the centre offers a diverse range of services and activities at user-friendly opening times, affordable prices, and has a responsive centre management. These changes have led to increased use by the community and community satisfaction.

**Question 12**

a. Select one of the above outcomes and explain how it reflects social justice principles.

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

3 marks

b. Select one of the above outcomes and explain how it reflects leisure theory.

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

3 marks

Total 40 marks
SECTION C – Electives

Instructions for Section C
Section C consists of two electives. Answer one elective only. Answer all questions in the elective chosen.

Elective 1 – Children’s Services Stream

Question 1
Name one form of sensory play.

1 mark

Question 2
Other than Long Day Care, name two other types of children’s services.

1. 

2. 

2 marks

Question 3
Describe three ways children’s services can support cultural diversity.

1. 

2. 

3. 

3 marks

Question 4
Explain the meaning of each of the following.

solitary play

parallel play

associative play

cooperative play

4 marks
Question 5
a. Name three methods of observation commonly used in children’s services.
   1. 
   2. 
   3. 

b. Give three reasons why workers need to record observations of children.
   1. 
   2. 
   3. 

c. Describe two examples of ways in which you could share information from your observations with the child’s family.
   1. 
   2. 

Question 6
a. Name a developmental domain.

b. For a child aged 3 years or 10 years, describe an activity which would foster the child’s development in this domain.
   Tick your selection.
   child aged 3 years OR child aged 10 years
Question 7

a. Describe two ways in which a child can initiate play activity.

1. 

2. 

2 marks

b. Describe three aspects of the role of the adult in encouraging and extending children’s play.

1. 

2. 

3. 

3 marks

Total 27 marks
Elective 2 – Community Services Stream

Question 1
Name an organisation which provides advocacy.

Question 2
Discuss when ‘speaking up for someone else’ might not be consistent with the principles of advocacy.

Question 3
Describe the role of an advocate in community services.

Question 4
Explain how advocacy differs from mediation.
Question 5
Describe a situation where group advocacy would be appropriate.

Questions 6
Name two practical things the advocate does for someone who wishes to advocate for themselves.
1. 
2. 

Questions 7
List two characteristics of a community development approach to social issues.
1. 
2. 

Questions 8
Identify two ways community development differs from casework.
1. 
2. 

SECTION C – Elective 2 – continued
TURN OVER
Question 9
Discuss the role of a community in community development.

Question 10
a. We can belong to a number of communities. Apart from family and friends, list three other communities an individual could be part of.

1. 

2. 

3. 

b. Select one of these communities and list two characteristics which define that community.

Selected community ______________________________________________________________________

1. ___________________________________________________________________________________

2. ___________________________________________________________________________________

2 marks
Question 11

a. Describe three examples of how advocacy supports community development.

1. ____________________________

2. ____________________________

3. ____________________________

3 marks

b. Explain how you can tell if a community development project has been successful.

_______________________________

_______________________________

_______________________________

2 marks

Total 27 marks