

SECTION A – Short-answer questions**Instructions for Section A**

Answer **all** questions in the spaces provided.

Question 1

Occupational health and safety (OH&S) covers safe work **practices** relating to issues such as stress, lifting, and infection. OH&S also relates to safe work **premises**.

List **two** issues that relate to safe work premises.

1. _____

2. _____

2 marks

Question 2

If a worker is known as a ‘good networker’, what does this mean?

3 marks

Question 3

a. As a worker you have a ‘duty of care’ to a range of people. Who might this include? Give **two** examples.

1. _____

2. _____

2 marks

b. Explain what duty of care is.

2 marks

Question 4

What does the Privacy Act aim to keep private?

1 mark

Question 5

Apart from the Privacy Act there are a number of other Acts (legislation) that relate to work in community services.

a. Name one _____
1 mark

b. Describe the general purpose of legislation that relates to work in community services.

1 mark

Question 6

‘The client–worker relationship requires confidentiality.’

Maintenance of confidentiality governs what has been learnt by the worker about the client’s circumstances in the client–worker relationship.

Give **one** example of how you would ensure the maintenance of confidentiality.

1 mark

Question 7

Tick (✓) the appropriate description of casework.

Casework is a way of providing services

by a government department to a locally organised group.	
by a worker from an organisation to a client in need.	
by one group member to another.	

1 mark

Question 8

The four principles of social justice are: **Access, Equity, Participation, Rights**.

Indicate which principle summarises each of the beliefs listed in the table below.

Belief	Principle of social justice
People should be able to have a say about the things that affect them.	
People should receive the same treatment regardless of gender, race or religion.	
People should be able to find and use services.	
These services are owed to all people regardless of status or merit.	

4 marks

Question 9

List **two** principles of community development work.

1. _____

2. _____

2 marks

Question 10

You overhear a worker say to a client, 'Do not worry about filling in that form, I will do it for you'.

- a. Describe a situation when it would be disempowering for a worker to complete a form on behalf of a client.

2 marks

- b. Explain why this situation is disempowering for the client.

2 marks

Total 24 marks

SECTION B – Scenario**Instructions for Section B**

Read the scenario and then answer **all** questions in the spaces provided.

You are a student volunteering in a secondary school breakfast program. You got involved because teachers asked senior students to be part of it. The program has been running for about six months, in a cookery classroom. It runs for an hour before school starts, three days per week. The program began because teachers noticed that some students lacked energy and interest in class. Some students did not bring any food to school for the day. Teachers suspected that many of these young people were undernourished, at least in the morning, and found out that some students were coming to school without having eaten breakfast. Others were skipping breakfast and buying snack food at the local shop instead.

Many of the young people come from diverse social, economic and cultural backgrounds. Most of the students who attend the breakfast program are in Years 7 and 8.

Now that the program has been running for a few months, breakfast is not the only need. Many students have become comfortable enough to start talking about issues at home, from their past, and other problems.

The teachers wish to decrease their involvement and give responsibility for the breakfast program to the volunteers and participants. Before handing the project over, it is decided to review the success of, and need for, the program.

Someone suggests conducting a survey of the young students who are attending in order to find out why they attend the breakfast program.

Question 1

In conducting a survey what concerns would you have about each of the following?

Privacy

Confidentiality

2 marks

Question 2

Name **two** other groups of people you could survey about the breakfast program **and** state why they would be appropriate.

Group 1

Group 2

2 marks

Question 3

Why are the young students the most appropriate to survey?

2 marks

The survey reveals that the breakfast program provides students with the opportunity to raise a number of issues that are affecting them.

These include

- bullying
- family violence
- language and literacy
- homework
- past traumatic experience of being a refugee
- boredom
- feeling left out.

Question 4

Choose **two** of these issues. For each issue indicate the assistance required and who would offer such assistance.

Issue 1 _____

Assistance required

Who would appropriately offer the assistance

Issue 2 _____

Assistance required

Who would appropriately offer the assistance

4 marks

The principal decides that the whole school community should be made aware of the purpose and role of the special programs of the school, including the breakfast program. An evening meeting, open to parents, teachers and interested community members, has been suggested.

Question 5

List **two** advantages in having such a meeting.

1. _____
2. _____

2 marks

Question 6

Identify **two** strategies which should be in place to make sure that all information at the meeting is communicated to as many of the people as possible.

1. _____

2. _____

2 marks

Some students are recently arrived members of a family on Temporary Protection Visas.

Question 7

What are **two** cultural considerations the breakfast program needs to take into account?

1. _____

2. _____

2 marks

You hear from the teachers that during recess it is becoming evident that there are several groups forming. Some students are being labelled and victimised because they are in the breakfast program. Another group is boasting that they are taking advantage of the program.

Question 8

How can you promote a positive image for the breakfast program?

3 marks

On more than one occasion you notice that a student has arrived with bruises. As a volunteer worker in the program you are concerned, but you are told that the child is the school's responsibility.

Question 9

What is your responsibility in this situation?

2 marks

As a volunteer, you are required to sign in and you are told this is because you have the same rights and responsibilities as a paid worker.

Question 10

Identify **two** of these responsibilities.

1. _____

2. _____

2 marks

The breakfast program runs only three days a week. You thought the reason for this was a lack of money. But you find out that not operating on two days is a strategy designed to empower the young people.

Question 11

List **two** ways in which this strategy could empower them.

1. _____

2. _____

2 marks

You suggest that on the other two days the room should still be available for use by the program participants. It is possible to use this time for people who are working in community support agencies to come and talk to students.

Question 12

Name **two** types of community support agencies you could invite and state what their representatives would talk about.

1. _____

2. _____

2 marks

The results of the survey include a suggestion that the young students themselves should be involved in planning and running the program.

Question 13

What are **three** benefits of the young students being involved in planning and running the program?

1. _____

2. _____

3. _____

3 marks

Someone suggests that one way the young students and volunteers could be more involved is through a steering committee.

Question 14

a. Who should be represented on this steering committee?

3 marks

b. As this steering committee is to be a formal group, what **two** roles would be essential?

1. _____

2. _____

2 marks

Your committee plans to hold a special breakfast celebrating 'families'.

Question 15

List **four** types of family structures that might exist within the population of students who are attending the breakfast program.

1. _____

2. _____

3. _____

4. _____

4 marks

Question 16

Why is it important for you and the other volunteers to know about the family structures of the participants?

3 marks

The student with the bruises, who has been attending the breakfast program, does not want to come to the special breakfast to celebrate families. You want to help this young person examine this issue further.

Question 17

List **four** basic counselling skills that you would use in this situation.

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

4 marks

Total 46 marks

SECTION C – Electives

Instructions for Section C

Section C consists of three electives. Answer **two** electives **only**. Answer **all** questions in both electives chosen. You may need to refer to the scenario at the start of Section B.

Elective 1 – Advocate for clients

Two of the breakfast program participants – a brother and sister from a refugee family – have not attended for a couple of weeks. You see them in the playground at lunchtime and ask them what has been happening. At the start they tell you that they simply do not want to come anymore. As you have spent many mornings with them, you have gained their confidence and they admit that the older girl is being bullied and teased at school and only wants to arrive just as class starts. As one of the breakfast program steering committee members, you want to provide support.

Question 1

List **three** steps in the process of advocacy you would take from this point.

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

3 marks

Question 2

Why might these young people require an advocate?

3 marks

There are different levels of advocacy.

Question 3

Why is **self-advocacy** the ideal and most empowering form of advocacy?

3 marks

The anti-bullying policy is not working in the school.

Question 4

a. Why should this be of concern to you?

2 marks

b. What actions can you take to get the anti-bullying policy reinforced?

3 marks

Question 5

What is **systemic** advocacy?

1 mark

Total 15 marks

Elective 2 – Support group activities

When you come back to school after the midyear break, the principal announces that the breakfast program is being cut back to one day each week because less money is being allocated in the new budget. The students who attend are upset and ask you, as a member of the breakfast program steering committee, what they can do about the decision.

The breakfast program steering committee has been set up as a **formal** group.

Question 1

Describe **three** characteristics of a formal group.

1. _____
2. _____
3. _____

3 marks

You reassure the students that the budget cutback will certainly be a topic for discussion at the first meeting of the breakfast program steering committee.

Question 2

Given that this will be the first meeting of the committee as a group, identify **three** possible behaviours of group members that could characterise this early phase of the group's development.

1. _____
2. _____
3. _____

3 marks

Question 3

Identify **three** aspects of effective communication that assist groups in conflict management. Explain why each is important.

Aspect 1 _____

Explanation _____

Aspect 2 _____

Explanation _____

Aspect 3 _____

Explanation _____

3 × 2 = 6 marks

After the initial stages of the meeting, the committee intends to focus on options for saving the breakfast program.

Question 4

List **three** decision-making techniques that the committee could use to make a final decision.

1. _____

2. _____

3. _____

3 marks

Total 15 marks

Elective 3 – Participate in policy development

Your school has had an anti-bullying policy for some time. There have been recent incidents of bullying and teasing of some breakfast program participants. These incidents have been discussed by the breakfast program steering committee. Clearly, the anti-bullying policy is not working and needs reviewing.

Question 1

Suggest **three** possible reasons why the anti-bullying policy is not working.

1. _____

2. _____

3. _____

3 marks

Question 2

Give **two** other reasons why policies in general might need to be reviewed.

1. _____

2. _____

2 marks

The breakfast program steering committee agrees that the school's anti-bullying policy should be reviewed.

Question 3

What roles does the breakfast program steering committee have in this process of policy review?

4 marks

Although many parties are involved in the policy review, the final decision will rest with the school council.

Question 4

Why would the final decision rest with the school council?

3 marks

Question 5

a. Explain the relationship between legislation and policy.

2 marks

b. In the context of policies, what is a procedure?

1 mark

Total 15 marks