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CHCCCS016

Respond to client needs

SCHOOL ASSESSED COURSEWORK Question and answer booklet - 75 Marks

Materials supplied

- Question and answer booklet

Instructions

- All written responses must be in English
- Ensure you complete the student agreement prior to beginning this task with your name
- Attempt all questions
- Students are permitted to bring into the SAC room: pens, pencils, highlighters, erasers, sharpeners, and rulers.
- Students are NOT permitted to bring into the SAC room: blank sheets of paper and/or white-out liquid/tape.
- No calculator is allowed in this SAC
- Clear water bottle is allowed
- Students are not permitted to bring mobile phones and/or any other unauthorised electronic devices into the SAC room.

Recommended time allowance – Teacher Discretion (70 minutes plus 5 minutes reading time advised)

Student Name: _____

Student Signature: _____

How to achieve a satisfactory result: Fully address the task or questions provided. Demonstrate clear understanding and include relevant details or examples. Use any feedback to improve future tasks.

In the following task, the student was assessed as;

Satisfactory Not Yet Satisfactory

In the above unit, the student was assessed as;

Competent Not Yet Competent

Assessor Name: _____

Assessor Signature: _____

Date: _____

Any Assessor Comment



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Instructions

Answer all questions in the spaces provided. If you require more paper, please ask your teacher.

1. For each of the following aspects of human rights, provide a brief explanation.

a) What human rights are.

b) Why do human rights exist?

c) In community services work, how are human rights upheld?

School based result - 6 Marks

RTO Result - Satisfactory **Not Satisfactory**

2. List four (4) different types of discrimination that clients you may work with could have experienced.

1 _____

2 _____

3 _____

4 _____

School based result - 4 Marks

RTO Result - Satisfactory **Not Satisfactory**

3. How must a community services workplace ensure everyone understands their responsibility in the prevention of discrimination when working with clients?

School based result - 2 Marks

RTO Result - Satisfactory **Not Satisfactory**



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4. For each of the example work practices provided in the role of a community services worker, identify if it demonstrates a:

- Legal responsibility
- Professional boundary
- Limitation of the role.

Example in practice with clients	Identify the practise
"If I have concerns about your safety or the safety of someone else, I am required to report that."	
Outlining the nature of your interactions while you are there to support them, it's a working relationship, not a personal friendship.	
"As a support worker, I can help you connect with housing services and support you in developing a budget, but I am not a legal advisor."	
Taking action to prevent future harm by reporting any and all workplace hazards, incidents, and injuries.	
Clearly articulating the abilities within the provision of support and what you can and cannot offer.	
Being clear about availability, appointment times, and how to get in contact (and when). Avoid giving out personal contact information.	

School based result - 6 Marks

RTO Result - Satisfactory **Not Satisfactory**

5. How can a community services worker develop a clear understanding of legal and ethical boundaries within the work they do?

School based result - 1 Mark

RTO Result - Satisfactory **Not Satisfactory**

6. Identify who all of the duty holders are that must act with reasonable care and skill to ensure the safety, well-being and welfare of all clients.

School based result - 3 Marks

RTO Result - Satisfactory **Not Satisfactory**



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7. Provide an example of a consequence in breaching the duty of care when working with clients.

School based result - 1 Mark
RTO Result - Satisfactory Not Satisfactory

8. Explain how a community services worker can foster independence when they uphold a client's dignity of risk.

School based result - 1 Mark
RTO Result - Satisfactory Not Satisfactory

9. Provide an example of a 'person-centred approach' in respecting a client's individual goals.

School based result - 1 Mark
RTO Result - Satisfactory Not Satisfactory

10. For each of the following areas regarding the privacy of client information, provide a brief explanation.

a) Providing advice to clients about privacy.

b) Protecting information gathered.

c) Confidentiality and obligations to disclose.

School based result - 3 Marks
RTO Result - Satisfactory Not Satisfactory



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11. Provide a brief explanation of what mandatory reporting is and also who it serves to protect.

School based result - 2 Marks
RTO Result - Satisfactory **Not Satisfactory**

12. How can a community services worker develop a clear understanding of their role and responsibilities when it comes to mandatory reporting?

School based result - 1 Mark
RTO Result - Satisfactory **Not Satisfactory**

13. For each of the following aspects of work health and safety when working with clients, provide an example of this in practice.

a) Safe work practices and procedures (Client interaction)

b) Risk assessment and management (Client-related)

School based result - 2 Marks
RTO Result - Satisfactory **Not Satisfactory**

14. For each of the provided issues that may be experienced by clients, provide an example of the interrelationships between the impacts of these issues.

a) Mental health and homelessness.

b) Domestic violence and financial issues.



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c) Disability and unemployment.

d) Trauma and the use of alcohol and other drugs.

e) Child protection and domestic violence.

f) Physical health and unemployment.

g) Financial issues and mental health.

h) Culture and religion.

School based result - 8 Marks
RTO Result - Satisfactory Not Satisfactory

15. For each of the following areas of collecting and handling client information for analysis, provide an example.

a) A key principle for seeking and obtaining client information.

b) The process of analysing gathered client information.



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c) Documenting findings.

School based result - 3 Marks
RTO Result - Satisfactory **Not Satisfactory**

16. Provide two (2) different examples that may be an indicator of harm, neglect, abuse, or risk of harm.

1 _____

2 _____

School based result - 2 Marks
RTO Result - Satisfactory **Not Satisfactory**

17. Provide three (3) important aspects for a community services worker in meeting their duty of care obligations, when it comes to responding to indicators of actual or potential risk of abuse, neglect or harm.

1 _____

2 _____

3 _____

School based result - 3 Marks
RTO Result - Satisfactory **Not Satisfactory**

18. Provide a minimum requirement for community services organisations that offer support to people experiencing issues related to each of the following:

a) Physical health.

b) Mental health.

c) Child protection.

d) Domestic violence.



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e) Disability.

f) Homelessness.

g) Unemployment.

h) AOD.

i) Trauma.

School based result - 9 Marks
RTO Result - Satisfactory Not Satisfactory

19. Provide at least one referral option that could be provided for people experiencing issues related to each of the following:

a) Physical health.

b) Mental health.

c) Child protection.



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d) Domestic violence.

e) Disability.

f) Homelessness.

g) Unemployment.

h) AOD.

i) Trauma.

School based result - 9 Marks
RTO Result - Satisfactory Not Satisfactory

20. When preparing a client to transition from or exit a service, what does it mean to explain the "Why".

School based result - 2 Marks
RTO Result - Satisfactory Not Satisfactory



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21. When taking a client through their exit strategy, what method can you use to make sure a client does not forget any of the information?

School based result - 2 Marks
RTO Result - Satisfactory Not Satisfactory

22. Provide an explanation of the difference between a 'disempowering' approach and an 'empowering' approach to supporting and motivating a client.

School based result - 2 Marks
RTO Result - Satisfactory Not Satisfactory

23. Identify two (2) different rights clients have that should be outlined for them as part of an exit meeting.

1 _____

2 _____

School based result - 2 Marks
RTO Result - Satisfactory Not Satisfactory

SAC ENDS HERE
WELL DONE

PLEASE ENSURE ALL PAGES ARE SIGNED AND DATED ACCORDINGLY



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FEEDBACK

Score

/ 75