

2019 HSC Human Services Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	B
2	C
3	C
4	A
5	C
6	D
7	A
8	C
9	D
10	B
11	C
12	D
13	B
14	A
15	B

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides an outline of care strategies 	2
<ul style="list-style-type: none"> Provides a care strategy 	1

Sample answer:

The community services/healthcare worker should monitor and document skin integrity when delivering personal care for early detection. A risk assessment should be undertaken to measure the risk of developing a pressure injury and provide strategies for prevention.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Shows a sound understanding of actions taken following a needlestick injury 	2
<ul style="list-style-type: none"> Provides some information on the correct response following a needlestick injury 	1

Sample answer:

- Wash affected area under running water with soap
- Cover area if necessary
- Report to supervisor
- Complete incident form
- Follow up with medical officer.

Question 17 (a)

Criteria	Marks
• Provides detailed information about principles of body mechanics	3
• Provides sound information about principles of body mechanics	2
• Provides basic information about principles of body mechanics	1

Sample answer:

The community services/healthcare worker needs to have wide-based support, pointing their toes in the direction of the lift, keeping their back straight and bending the knees when lifting the patient, making sure they are not twisting their spine. The community services/healthcare worker would use smooth movements and transfer weight in movement using large leg muscles and by bracing abdominal muscles when transferring a client from bed to chair.

Question 17 (b)

Criteria	Marks
• Shows a sound understanding of the first aid management of a snake bite	2
• Shows some understanding of the first aid management of a snake bite	1

Sample answer:

- DRSABCD
- Pressure immobilisation technique
- Lay casualty down and keep casualty still
- Reassurance
- Must be transferred to hospital.

Question 17 (c)

Criteria	Marks
• Provides an explanation of how conflict can be a positive experience	2
• Provides some relevant information	1

Sample answer:

Conflict can be a positive experience within the team as it teaches the value of listening to others and working together to find solutions to a shared team goal. This improves problem-solving skills, morale and team trust which can result in increased productivity.

Answers could include:

- More likely to see positive change
- Shared team goals
- Value of listening
- Improves problem solving
- Increases productivity
- Improves morale and team trust
- Addresses the problem (not the person).

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a sound description of <i>person-centred care</i> and an industry example 	2
<ul style="list-style-type: none"> Provides some relevant information about <i>person-centred care</i> OR/AND <ul style="list-style-type: none"> Provides an industry example 	1

Sample answer:

A person's individual needs and personal preferences are a central consideration in the provision of care. An example of person-centred care is showering a person in the evening as this is what they have always done and continue to choose to do.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Shows understanding of how a community services/healthcare workplace meets WHS standards 	2
<ul style="list-style-type: none"> Provides some relevant information about a workplace meeting WHS standards 	1

Sample answer:

A community services/healthcare workplace meets work health and safety standards by providing appropriate equipment and training to staff, providing a safe workplace by adhering to policy/procedures/standards and workplace consultation and audits.

Question 18 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides detailed information on how body systems maintain fluid and electrolyte balance 	4
<ul style="list-style-type: none"> Provides sound information on how body systems maintain fluid and electrolyte balance 	3
<ul style="list-style-type: none"> Provides basic information on how body systems maintain fluid and electrolyte balance 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The body systems work together to maintain a constant balance of fluid. The cardiovascular system circulates blood, fluid and electrolytes around the body. The urinary system manages excretion by maintaining the balance of fluid and electrolytes. The endocrine system has hormonal influences on body fluids and electrolytes as they stimulate renal function. The integumentary system regulates fluid and electrolytes by maintaining body temperature by excretion of sweat. The gastrointestinal system is responsible for fluid and electrolyte balance through reabsorption.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed reason for using correct industry terminology in the workplace 	2
<ul style="list-style-type: none"> Provides a basic reason for using correct industry terminology in the workplace 	1

Sample answer:

Using correct industry terminology provides access to a universal language that has a shared understanding across the health sector to promote continuity and a high standard of care across teams and services.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of how respecting a client's diversity can enhance their wellbeing 	3
<ul style="list-style-type: none"> Provides a sound description of how respecting a client's diversity can enhance their wellbeing 	2
<ul style="list-style-type: none"> Provides a basic description of how respecting a client's diversity can enhance their wellbeing 	1

Sample answer:

Respecting a client's diversity enhances their wellbeing as it ensures that non-judgemental care can be provided, embracing the client's individual cultural needs. This can reduce fear and stress and will assist in developing trust between the client and staff, which increases client satisfaction. It will assist staff to identify risks, which will promote safe care, enhanced communication and timely response to client needs.

Question 20

Criteria	Marks
• Provides a comprehensive description of the management of anaphylaxis including signs and symptoms	6
• Provides a detailed description of the management of anaphylaxis including signs and symptoms	5
• Provides a sound description of the management of anaphylaxis including signs and/or symptoms	4
• Provides a basic description of the management of anaphylaxis including a sign or a symptom	3
• Provides a limited description of the management of anaphylaxis and/or including signs and symptoms	2
• Provides some information about the management of anaphylaxis and/or including sign or symptoms	1

Sample answer:

- Follow DRSABCD action plan
- Position either lying down or sitting up if difficulty breathing or in recovery position if unconscious
- Administer auto injector
 - Remove blue cap
 - Hold auto injector firmly
 - Hold leg / thigh firmly
 - Push into auto injector until it clicks
 - Follow direction on side of auto injector
- Be prepared to use a second auto injector if there is no improvement after five minutes
- Make sure the casualty is transferred to hospital
- Signs:
 - Noisy breathing
 - Persistent cough
 - Difficulty talking
 - Swollen tongue, lips, under eye
 - Pale
 - Unconscious
- Symptoms:
 - Chest tightness
 - Nausea
 - Dizzy
 - Feeling hot.

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the standard of care is affected by the rights and responsibilities of the client and community services/healthcare worker Includes relevant workplace examples Uses industry terminology 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of how the standard of care is affected by the rights and responsibilities of the client and community services/healthcare worker Includes some workplace examples Uses industry terminology 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of how the standard of care is affected by the rights and/or responsibilities of the client and community services/healthcare worker Includes some workplace examples and/or uses industry terminology 	7–9
<ul style="list-style-type: none"> Provides basic information on how the standard of care is affected by the rights and/or responsibilities of the client and/or community services/healthcare worker Includes a workplace example or industry terminology 	4–6
<ul style="list-style-type: none"> Provides limited information about standard of care or the rights and responsibilities of the client or community services/healthcare worker 	1–3

Answers could include:

Client rights:

- What the patient is entitled to
- Access to timely and adequate care
- A high standard of safety
- Respect for personal culture and characteristics
- Communication – be informed about treatment, options, services, costs and risks
- Included in choices and decision about care
- Right for protection of privacy of personal information
- Right to be able to comment on care; have concerns addressed.

Client responsibilities:

- Respect the team, zero violence
- Disclosure of appropriate information to enable care to be given.

Community services/healthcare worker's responsibilities:

- Education / training – ensure knowledge base is adequate
- Work towards policy and procedures
- Use provided equipment appropriately.

- Identify and report hazards and take appropriate action to ensure safety for all
 - PPE
 - Report injuries
 - Faulty equipment reported and tagged.
- Duty of care to deliver a high standard of care.

Community services/healthcare worker's rights:

- Right to have a safe work environment
- Right to be free from discrimination
- Right to education / training / PD.

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	5
<ul style="list-style-type: none"> Provides a detailed description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	4
<ul style="list-style-type: none"> Provides a sound description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	3
<ul style="list-style-type: none"> Provides a basic description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	2
<ul style="list-style-type: none"> Provides a strategy that the community services/healthcare worker can use to establish a professional therapeutic relationship with this client 	1

Sample answer:

To establish a therapeutic relationship with this client the community services/healthcare worker needs to introduce themselves and state who they are in the team. They need to ensure they address the client by their preferred name and that they maintain the client's dignity by giving them choices in their preferred care delivery. The community services/healthcare worker is required to practise active listening so that they respond appropriately to the client's needs and the client is able to express how they are feeling and in turn this helps to build rapport, respect, trust and hope.

Strategies to establish a therapeutic relationship include: informing clients of their rights and procedures, gaining consent, orientating the client to their surroundings and schedules. Timely reporting to the Supervisor of any client issues to facilitate response from the healthcare team. Community services/healthcare workers have a responsibility to observe their duty of care to the client by not stereotyping so that client rights are met.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the community services/healthcare team can ensure the client's safety and how psychosocial and physical needs are met while delivering care Includes workplace examples and appropriate industry terminology 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of how the community services/healthcare team can ensure the client's safety and how psychosocial and physical needs are met while delivering care Includes workplace examples and appropriate industry terminology 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of how the community services/healthcare team can ensure the client's safety and/or how psychosocial and/or physical needs are met while delivering care Includes workplace examples and/or appropriate industry terminology 	7–9
<ul style="list-style-type: none"> Provides a basic explanation of how the community services/healthcare team can ensure the client's safety and/or how psychosocial and/or physical needs are met while delivering care Includes workplace examples or appropriate industry terminology 	4–6
<ul style="list-style-type: none"> Provides some information on how the community services/healthcare team can ensure the client's safety or how psychosocial or physical needs are met while delivering care 	1–3

Answers could include:

Team:

- Clear goals for patient care and which team member is responsible
- Clear communication within the team
- Work together to ensure that individual client needs are met.

Safety:

- Duty of care to provide safe environment
- Familiarise client with the environment eg equipment and services
- Clear instruction on how to use equipment correctly
- Environment layout is kept consistent for client familiarity
- Ensure client's safety by:
 - enough light in client's space
 - positioning of client to assist breathing
 - pacing care to meet client's requirements
- Ensure client has easy access to mobility aids
- Adhere to client care plans
- Appropriate risk assessment eg falls risk assessment.

Physical:

- If client requires aids, that they are using them and they are in working order
- Individualise client care as per the team assessment eg personal hygiene, care plan and ADLs

- Hydration and a balanced diet that addresses individual client requirements
- Monitor client's weight
- Client care as per risk assessment eg skin integrity, specialised equipment
- Responding to client issues promptly eg pain.

Psychosocial:

- Recognising that the client may be experiencing feelings of loss and addressing these eg referral to appropriate services to meet individual client needs
- Encourage connection with family and friends
- Observe for signs of depression
- Encourage participation in care goals, respecting client's dignity
- Informing of activities and/or facilitating activities that may assist client wellbeing.

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	5
<ul style="list-style-type: none"> Provides a detailed description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	4
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<ul style="list-style-type: none"> Provides a basic description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	2
<ul style="list-style-type: none"> Provides a strategy that the community services/healthcare worker can use to establish a professional therapeutic relationship with this client 	1

Sample answer:

To establish a therapeutic relationship with this client the community services/healthcare worker needs to introduce themselves and state who they are in the team. They need to ensure they address the client by their preferred name and that they maintain the client's dignity by giving them choices in their preferred care delivery. The community services/healthcare worker is required to practise active listening so that they respond appropriately to the client's needs and the client is able to express how they are feeling and in turn this helps to build rapport, respect, trust and hope.

Strategies to establish a therapeutic relationship include: informing clients of their rights and procedures, gaining consent, orientating the client to their surroundings and schedules. Timely reporting to the supervisor of any client issues to facilitate response from the healthcare team. Community services/healthcare workers have a responsibility to observe their duty of care to the client by not stereotyping so that client rights are met.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the community services/healthcare team can ensure the client's safety and how psychosocial and physical needs are met while delivering care Includes workplace examples and appropriate industry terminology 	13–15
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<ul style="list-style-type: none"> Provides some information on how the community services/healthcare team can ensure the client's safety or how psychosocial or physical needs are met while delivering care 	1–3

Answers could include:

Team:

- Clear goals for patient care and which team member is responsible
- Clear communication within the team
- Work together to ensure that individual client needs are met.

Safety:

- Duty of care to provide safe environment
- Familiarise client with the environment eg equipment and services
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Physical:

- If client requires aids, that they are using them and they are in working order
- Individualise client care as per the team assessment eg personal hygiene, care plan and ADLs
- Hydration and a balanced diet that addresses individual client requirements

- Monitor client's weight
- Client care as per risk assessment eg skin integrity, specialised equipment
- Responding to client issues promptly eg pain.

Psychosocial:

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Question 24 (a)

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<ul style="list-style-type: none"> Provides a comprehensive description of the strategies that the community services/healthcare worker is required to use in establishing a professional therapeutic relationship with this client 	5
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Sample answer:

To establish a therapeutic relationship with this client the community services/healthcare worker needs to introduce themselves and state who they are in the team. They need to ensure they address the client by their preferred name and that they maintain the client's dignity by giving them choices in their preferred care delivery. The community services/healthcare worker is required to practise active listening so that they respond appropriately to the client's needs and the client is able to express how they are feeling and in turn this helps to build rapport, respect, trust and hope.

Strategies to establish a therapeutic relationship include: informing clients of their rights and procedures, gaining consent, orientating the client to their surroundings and schedules. Timely reporting to the Supervisor of any client issues to facilitate response from the healthcare team. Community services/healthcare workers have a responsibility to observe their duty of care to the client by not stereotyping so that client rights are met.

Question 24 (b)

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Answers could include:

Team:

- Clear goals for patient care and which team member is responsible
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- Encourage participation in care goals, respecting client's dignity
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2019 HSC Human Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Healthy body systems — major body systems and associated components – p23
2	1	Industry context — legal and ethical issues – p28
3	1	Safety — infection prevention and control – p35
4	1	Industry context — legal and ethical issues – p28
5	1	Healthy body systems — terminology – p24
6	1	Healthy body systems — major body systems and associated components – p23
7	1	Industry context — working in the industry – p27
8	1	Healthy body systems — major body systems and associated components – p23
9	1	Industry context — employment – p27
10	1	Safety — infection prevention and control – p35
11	1	Industry context — legal and ethical issues (mandatory) – p28
12	1	Work — diversity – p43
13	1	Work — recording and reporting – p42
14	1	Healthy body systems — body systems and health – p23
15	1	Safety — incidents, accidents and emergencies – p37

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Healthy body systems — body system and health – p24
16 (b)	2	Safety — incidents, accidents and emergencies – p36
17 (a)	3	Safety — safe work procedures and practices – p34
17 (b)	2	Safety — accidents, incidents and emergencies – p37
17 (c)	2	Work — misunderstandings and conflict – p44
18 (a)	2	Industry context — nature of the industry – p26
18 (b)	2	Safety — WHS consultation and participation – p33
18 (c)	4	Healthy body systems — body systems and health – p23–24
19 (a)	2	Healthy body systems — terminology – p24
19 (b)	3	Work — diversity – p43
20	6	Safety — incidents, accidents and emergencies – p37

Section III

Question	Marks	HSC content – focus area
21	15	Industry context — nature of industry – p26

Section IV

Question	Marks	HSC content – focus area
22 (a)	5	(Stream) Aged care — delivery of care and support – p48
22 (b)	15	(Stream) Aged care — safety, industry context and work
23 (a)	5	(Stream) Allied health — delivery of care and support – p52
23 (b)	15	(Stream) Allied health — safety, industry context and work
24 (a)	5	(Stream) Health services — delivery of care and support – p55
24 (b)	15	(Stream) Health services — safety, industry context and work