

# 2020 HSC Human Services Marking Guidelines

## Section I

### Multiple-choice Answer Key

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

## Section II

### Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates understanding of how the community services/healthcare worker can benefit from participation in workplace WHS processes</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

The worker can benefit by participating in WHS processes because it helps them to contribute to a safe work environment for themselves and others and to feel comfortable and reassured in recognising that they can escalate WHS issues as they arise.

### Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates understanding of a first aider's involvement in secondary assessment</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

When undertaking a secondary assessment, the first aider will look for and manage any other injuries or illnesses, and provide reassurance to the casualty; assess for shock and then manage shock if present; continue to monitor the casualty's airway, breathing and general condition.

### Question 16 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates understanding of how emerging technologies can support the community services/healthcare worker in delivering client care, using an example</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Emerging technologies are being used to improve client care and provide for more accurate diagnosis. For example, examination technologies such as MRI, CT scans provide for detailed reports for doctors to refine treatment protocols. Equipment such as patient lifters provide for safe transfer of clients from bed to chair or bathroom.

**Answers could include:**

New hospital designs/redevelopment provide updated equipment and more single rooms in the event of the need for infection control measures.

Robotic surgery is now being used. Although this is expensive, it is more accurate in treatment and reduces intervention and length of hospital stay; also, robotic delivery services are starting to emerge in some hospitals.

### Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates understanding of the difference between legal practice and ethical practice</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Legal practice refers to acting in accordance with laws and regulations.

Ethical practice refers to upholding the standards of conduct that are expected of industry professionals.

**Answers could include:**

Examples: the community services/healthcare worker displays ethical practice by following the Code of Conduct, and legal practice by adhering to legislation, such as the Aged Care Act.

**Question 17 (b)**

Criteria	Marks
• Demonstrates understanding of the strategies that can be implemented to improve clinical practice	2
• Provides some relevant information	1

**Sample answer:**

The community services/healthcare worker can discuss feedback with the supervisor/educator and make changes to practice in the first instance and remain open to receive on-going feedback. In addition, the community services/healthcare worker can attend training on hand-washing practices including the five moments of hand hygiene.

**Answers could include:**

The community services/healthcare worker could research good hand-washing practices through the internet (for example: hand hygiene Australia) or textbooks. Seeking clarification about feedback with the preceptor or nurse educator will assist the worker to continue improving practice, which will also be aided by self-reflection.

**Question 17 (c)**

Criteria	Marks
• Describes an example of a breach of duty of care in the workplace	3
• Outlines an example of a breach of duty of care in the workplace	2
• Provides some relevant information	1

**Sample answer:**

An example of a breach of duty of care in the workplace would be leaving an unstable client in the shower by themselves. This information about the client was communicated to the community services/healthcare worker at handover. The community services/healthcare worker should not, for example, leave the client to answer a (private) phone call knowing that the client needs supervision.

### Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates understanding of how a workplace can ensure that equal employment opportunity (EEO) requirements are met</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

The workplace can ensure it meets EEO requirements by basing applications for employment on merit.

To meet EEO requirements, the workplace needs to avoid discrimination, eg on the basis of race, sexual orientation, religious beliefs, age or gender when reviewing the application for employment or interviewing for the job or a promotion within the workplace.

**Answers could include:**

The workplace meets EEO requirements when it provides:

- ramps for wheelchair access, disabled toilets, standing desks and adjustments for keyboards for employees with physical disabilities and injuries
- hearing loops for employees with hearing loss
- changes in font sizes or colour adjustments for employees with visual impairment
- employees with time and space to observe specific religious rituals (eg Muslim prayer room, chapels, Ramadan, Shabbat etc).

### Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of the anatomy and physiology of the endocrine system, using a relevant example</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates a basic understanding of the anatomy and/or physiology of the endocrine system</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

The endocrine system is a system of glands, which secrete hormones to various organs in the body. The physiology of the endocrine system includes the chemical messages (hormones) released by the glands and transported via the bloodstream to target cells and organs to effect change which regulates the body. For example, the pancreas excretes insulin into the bloodstream to help maintain blood glucose levels.

### Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates sound understanding of the strategies the community services/healthcare worker should use when interacting with a client who has a disorder of the inner ear</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates a basic understanding of a client who has a disorder of the inner ear and/or a strategy</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

A client with a disorder of the inner ear may be dizzy and would have problems with their balance. The community services/healthcare worker will need to provide support when mobilising the client and assisting them out of bed so that they do not fall. Moving slowly and in a well-lit area is an appropriate strategy to avoid falls for this client.

**Answers could include:**

Using equipment such as high-low beds to sit on bed before mobilising if the client is dizzy. Ensure the client wears non-slip socks and footwear and uses support rails where provided (for example, in the bathroom, staff station and in stairwells).

Ensure the client has their eyeglasses and mobility aids close by to encourage safe independence. When admitting the client to the facility, choose a bed close to the nurses' station and/or client's bathroom.

### Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of the relationship between the nervous system and the integumentary system, using relevant examples</li> </ul>	4
<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the relationship between the nervous system and the integumentary system, using example(s)</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates a basic understanding of the relationship between the nervous system and integumentary system</li> </ul>	2
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of the nervous system and/or the integumentary system</li> </ul>	1

**Sample answer:**

The integumentary and nervous systems inter-relate as the skin has many nerve endings that can detect pain, cold and heat, which send messages to the brain, which is part of the nervous system causing it to react to the situation. For example, touching a hot plate sends a rapid message to the brain to remove the hand from the hot plate. The integumentary and nervous system also regulate temperature – for example, in hot weather, the nerve fibres of the nervous system cause skin pores of the integumentary system to open and allow perspiration to cool the body.

## Question 20

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of how the healthcare system tries to meet the health needs of people from Aboriginal and Torres Strait Islander communities</li> </ul>	5
<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of how the healthcare system tries to meet the health needs of people from Aboriginal and Torres Strait Islander communities</li> </ul>	4
<ul style="list-style-type: none"> <li>• Demonstrates a basic understanding of how the healthcare system tries to meet the health needs of people from Aboriginal and Torres Strait Islander communities</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates a limited understanding of how the healthcare system tries to meet the health needs of people from Aboriginal and Torres Strait Islander communities</li> </ul>	2
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of the health needs of people from Aboriginal and Torres Strait Islander communities</li> <li>• Provides some relevant information</li> </ul>	1

### **Sample answer:**

Aboriginal and Torres Strait Islander peoples can be highly suspicious of the healthcare system. The health service tried to address this by having Aboriginal Liaison Officers and Aboriginal healthcare workers to help bridge the gap between their concerns and needs and medical service.

The health services recognise risk factors for Aboriginal and Torres Strait Islander people and provide brochures, public health initiatives and programs.

Aboriginal and Torres Strait Islander peoples often live in remote areas or within local communities with extended families, and often have a high incidence of chronic and complex illness. The healthcare system tries to address this by providing community services to detect disease early. More complex services are periodically available to remote communities to address chronic disease needs eg dialysis bus, which services remote communities for those with renal disease.

The healthcare system uses interpreters to address the multiple languages that may be spoken by clients to enable full understanding of treatment options and outcomes.

### **Answers could include:**

The healthcare system supports clients from Aboriginal and Torres Strait Islander background by allowing extended family (Mob) to visit and liaise with medical and nursing staff.

The health service also provides training for all health staff, which includes programs such as Respecting the Difference and online training ('My Mob') to enable staff to give culturally respectful service and acknowledgement of beliefs eg Dreaming and connection to Country.

Health services encourage training for Aboriginal and Torres Strait Islander students through funding initiatives from the government to study nursing, midwifery and medicine through the provision of cadetships. This will eventually provide appropriate support to Aboriginal and Torres Strait Islander communities.

## Section III

### Question 21

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the maintenance of cultural competence affects the facility, the community services/healthcare worker and the client</li> <li>Communicates ideas and information using relevant workplace examples and industry terminology</li> <li>Presents a logical and cohesive response</li> </ul>	13–15
<ul style="list-style-type: none"> <li>Provides a detailed explanation of how the maintenance of cultural competence affects the facility, the community services/healthcare worker and the client</li> <li>Communicates some ideas and information using workplace examples and industry terminology</li> <li>Presents a logical response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides a sound explanation of how the maintenance of cultural competence affects at least two of the facility/worker/client</li> <li>Uses some relevant workplace examples and industry terminology</li> <li>Presents a mostly logical response</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Provides some basic information about cultural competence in the workplace</li> <li>Uses limited example(s) and/or industry terminology</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Provides limited information about cultural competence</li> </ul>	1–3

**Answers could include:**

Community services/healthcare worker

- Develop empathy/emotional intelligence
- Learn about cultural competence/diversity
- Appreciate diversity in the workplace and demonstrate inclusiveness
- Value and respect diversity of clients and staff
- Value and celebrate different cultures of clients and staff
- Identify any cultural risks, escalate to team leader
- Community services/healthcare workers enjoy the workplace more and feel they can contribute to a positive environment, become more motivated and proud of workplace
- Cultural safety maintained and community services/healthcare workers feel safe to express diversity without judgement.

Facility

- Ensure safe environment through EEO, Human Rights and reducing discrimination
- Respect for diversity in communications
- Access interpreters for clients and community services/healthcare worker
- Demonstrate and promote active listening, good verbal and non-verbal communication
- Providing events to support diversity (Harmony Day, Diwali)
- Workers from diverse groups want to work in the facility creating a culturally rich and diverse workplace – facility gets good reputation and attracts competitive employees.

#### Client

- Cultural considerations such as food (include in care plan), religious and spiritual considerations/rituals
- Aboriginal and/or Torres Strait Islander peoples' communication, eg Aboriginal health care worker
- Acknowledge preferences in diversity and culture
- Preferences and services (gender)
- Culturally appropriate community services/healthcare worker caring for clients
- Clients feel comfortable in the facility and care, which helps with recovery and psychosocial wellbeing, and are more likely to recommend the facility to others, could attract positive media attention
- Cultural safety maintained and clients feel safe to express diversity without judgement.

## Section IV

### Question 22 (a)

Criteria	Marks
• Demonstrates sound understanding of how the community services/healthcare worker can encourage Bill towards discharge	3
• Demonstrates a basic understanding of how the community services/healthcare worker can encourage Bill towards discharge	2
• Provides some relevant information	1

**Sample answer:**

The community services/healthcare worker can encourage Bill to work towards discharge by using encouraging language and showing respect when addressing Bill and identifying goals so that Bill can identify progress.

The community services/healthcare worker should encourage Bill to be independent where possible, and include him in decision making.

**Answers could include:**

Bill can be encouraged to continue his connections with the local social club and the community services/healthcare worker can focus on Individualised care, which is culturally safe/appropriate and person-centred.

### Question 22 (b)

Criteria	Marks
• Demonstrates a comprehensive understanding of the risk management needed to assure Bill's safety while in the facility	5
• Demonstrates a sound understanding of the risk management needed to assure Bill's safety while in the facility	4
• Demonstrates a basic understanding of the risk management needed to assure Bill's safety while in the facility	3
• Demonstrates a limited understanding of Bill's risks	2
• Provides some relevant information	1

**Sample answer:**

The risk management needed for Bill includes a Falls Risk Assessment, Waterlow Assessment and possible risk of deep vein thrombosis (DVT).

The Waterlow scoring system is used to evaluate skin integrity and is documented on the chart with regular assessments. Following on from the risk assessment, an air mattress may be required and documentation is required if there are changes in the scoring. If required, escalation to the team leader may be needed.

A Falls Risk Assessment is needed within the facility. The Falls Risk Assessment will alert the nursing staff to increase their care and observation for Bill. Non-slip socks and mobility equipment may also be required when mobilising under supervision.

Another risk for Bill is the risk of Deep Vein Thrombosis (DVT). If DVT is suspected then Bill will be encouraged in his deep breathing and coughing exercises, he will need to wear TED stockings and mobilise regularly, with supervision.

## Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with relevant workplace examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides a sound explanation of how the multidisciplinary team members and/or community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with some relevant workplace examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Demonstrates a basic understanding of the roles of the multidisciplinary team members and or community services in delivering care for Bill and/or planning for his discharge</li> <li>Includes a relevant workplace example</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Demonstrates limited understanding of the role of the multidisciplinary team and/or Bill's needs</li> </ul>	1–3

### **Answers could include:**

#### Delivering care:

- Medical Officer – medical management of asthma, falls; medications/prescriptions and referral to other specialist services
- Nurse/AIN – delivers personal care, escalates where needed; administers medication and documents effects
- Pharmacist – checks and stocks medications for client needs; provides advice and education to staff and client
- Chaplain – provides spiritual support/counselling
- Physiotherapist – manages mobility needs and relevant equipment; progressive planning in recovery stages
- Social Worker – provides support/counselling for mental, financial and social needs of the client
- Occupational Therapist – manages education of home duties where new skills are needed, may be involved with any home modifications (eg rails, non-slip mats for bathroom).

#### Discharge Planning:

- ACAT evaluation – planning services and support for independent living at home (eg physiotherapy visits, OT modification, home cleaning/shopping)
- Discharge planner – liaison with client and facility to ensure smooth and safe transition
- Community Nursing Staff – delivery of services in the home (eg showering, wound care, respiratory care and equipment)
- Community Services – to allow the client to live independently in his own home and still maintain contact with networks/groups. Examples include:
  - Meals on Wheels
  - Social networks
  - Home care.
- Follow-up appointments/relevant clinics – necessary to have follow up on progress of recovery
  - consider if rehabilitation is required/transfer to rehab.

### Question 23 (a)

Criteria	Marks
• Demonstrates sound understanding of how the community services/healthcare worker can encourage Bill towards discharge	3
• Demonstrates a basic understanding of how the community services/healthcare worker can encourage Bill towards discharge	2
• Provides some relevant information	1

**Sample answer:**

The community services/healthcare worker can encourage Bill to work towards discharge by using encouraging language and showing respect when addressing Bill and identifying goals so that Bill can identify progress.

The community services/healthcare worker should encourage Bill to be independent where possible, and include him in decision making.

**Answers could include:**

Bill can be encouraged to continue his connections with the local social club and the community services/healthcare worker can focus on Individualised care, which is culturally safe/appropriate and person-centred.

### Question 23 (b)

Criteria	Marks
• Demonstrates a comprehensive understanding of the risk management needed to assure Bill's safety while in the facility	5
• Demonstrates a sound understanding of the risk management needed to assure Bill's safety while in the facility	4
• Demonstrates a basic understanding of the risk management needed to assure Bill's safety while in the facility	3
• Demonstrates a limited understanding of Bill's risks	2
• Provides some relevant information	1

**Sample answer:**

The risk management needed for Bill includes a Falls Risk Assessment, Waterlow Assessment and possible risk of deep vein thrombosis (DVT).

The Waterlow scoring system is used to evaluate skin integrity and is documented on the chart with regular assessments. Following on from the risk assessment, an air mattress may be required and documentation is required if there are changes in the scoring. If required, escalation to the team leader may be needed.

A Falls Risk Assessment is needed within the facility. The Falls Risk Assessment will alert the nursing staff to increase their care and observation for Bill. Non-slip socks and mobility equipment may also be required when mobilising under supervision.

Another risk for Bill is the risk of Deep Vein Thrombosis (DVT). If DVT is suspected then Bill will be encouraged in his deep breathing and coughing exercises, he will need to wear TED stockings and mobilise regularly, with supervision.

### Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with relevant workplace examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides a sound explanation of how the multidisciplinary team members and/or community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with some relevant workplace examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Demonstrates a basic understanding of the roles of the multidisciplinary team members and/or community services in delivering care for Bill and/or planning for his discharge</li> <li>Includes a relevant workplace example</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Demonstrates limited understanding of the role of the multidisciplinary team and/or Bill's needs</li> </ul>	1–3

**Answers could include:**

Delivering care:

- Medical Officer – medical management of asthma falls; medications/prescriptions and referral to other specialist services
- Nurse/AIN – delivers personal care, escalates where needed; administers medication and documents effects
- Pharmacist – checks and stocks medications for client needs; provides advice and education to staff and client
- Chaplain – provides spiritual support/counselling
- Physiotherapist – manages mobility needs and relevant equipment; progressive planning in recovery stages
- Social Worker – provides support/counselling for mental, financial and social needs of the client
- Occupational Therapist – manages education of home duties where new skills are needed, may be involved with any home modifications (eg rails, non-slip mats for bathroom).

Discharge Planning:

- ACAT evaluation – planning services and support for independent living at home (eg physiotherapy visits, OT modification, home cleaning/shopping)
- Discharge planner – liaison with client and facility to ensure smooth and safe transition
- Community Nursing Staff – delivery of services in the home (eg showering, wound care, respiratory care and equipment)
- Community Services – to allow the client to live independently in his own home and still maintain contact with networks/groups. Examples include:
  - Meals on Wheels
  - Social networks
  - Home care.
- Follow-up appointments/relevant clinics – necessary to have follow up on progress of recovery
  - consider if rehabilitation is required/transfer to rehab.

### Question 24 (a)

Criteria	Marks
• Demonstrates sound understanding of how the community services/healthcare worker can encourage Bill towards discharge	3
• Demonstrates a basic understanding of how the community services/healthcare worker can encourage Bill towards discharge	2
• Provides some relevant information	1

**Sample answer:**

The community services/healthcare worker can encourage Bill to work towards discharge by using encouraging language and showing respect when addressing Bill and identifying goals so that Bill can identify progress.

The community services/healthcare worker should encourage Bill to be independent where possible, and include him in decision making.

**Answers could include:**

Bill can be encouraged to continue his connections with the local social club and the community services/healthcare worker can focus on Individualised care, which is culturally safe/appropriate and person-centred.

### Question 24 (b)

Criteria	Marks
• Demonstrates a comprehensive understanding of the risk management needed to assure Bill's safety while in the facility	5
• Demonstrates a sound understanding of the risk management needed to assure Bill's safety while in the facility	4
• Demonstrates a basic understanding of the risk management needed to assure Bill's safety while in the facility	3
• Demonstrates a limited understanding of Bill's risks	2
• Provides some relevant information	1

**Sample answer:**

The risk management needed for Bill includes a Falls Risk Assessment, Waterlow Assessment and possible risk of deep vein thrombosis (DVT).

The Waterlow scoring system is used to evaluate skin integrity and is documented on the chart with regular assessments. Following on from the risk assessment, an air mattress may be required and documentation is required if there are changes in the scoring. If required, escalation to the team leader may be needed.

A Falls Risk Assessment is needed within the facility. The Falls Risk Assessment will alert the nursing staff to increase their care and observation for Bill. Non-slip socks and mobility equipment may also be required when mobilising under supervision.

Another risk for Bill is the risk of Deep Vein Thrombosis (DVT). If DVT is suspected then Bill will be encouraged in his deep breathing and coughing exercises, he will need to wear TED stockings and mobilise regularly, with supervision.

## Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with relevant workplace examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides a sound explanation of how the multidisciplinary team members and/or community services can deliver care for Bill and plan for his discharge</li> <li>Supports answer with some relevant workplace examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Demonstrates a basic understanding of the roles of the multidisciplinary team members and/or community services in delivering care for Bill and/or planning for his discharge</li> <li>Includes a relevant workplace example</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Demonstrates limited understanding of the role of the multidisciplinary team and/or Bill's needs</li> </ul>	1–3

### **Answers could include:**

#### Delivering care:

- Medical Officer – medical management of asthma falls; medications/prescriptions and referral to other specialist services
- Nurse/AIN – delivers personal care, escalates where needed; administers medication and documents effects
- Pharmacist – checks and stocks medications for client needs; provides advice and education to staff and client
- Chaplain – provides spiritual support/counselling
- Physiotherapist – manages mobility needs and relevant equipment; progressive planning in recovery stages
- Social Worker – provides support/counselling for mental, financial and social needs of the client
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#### Discharge Planning:

- ACAT evaluation – planning services and support for independent living at home (eg physiotherapy visits, OT modification, home cleaning/shopping)
- Discharge planner – liaison with client and facility to ensure smooth and safe transition
- Community Nursing Staff – delivery of services in the home (eg showering, wound care, respiratory care and equipment)
- Community Services – to allow the client to live independently in his own home and still maintain contact with networks/groups. Examples include:
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- Follow-up appointments/relevant clinics – necessary to have follow up on progress of recovery
  - consider if rehabilitation is required/transfer to rehab.

# 2020 HSC Human Services Mapping Grid

## Section I

Question	Marks	HSC content – focus area
1	1	Healthy body systems — major body systems and associated components – page 23
2	1	Industry context — employment – page 28
3	1	Safety — incidents, accidents and emergencies – page 37
4	1	Work — working with others – page 40
5	1	Safety — incidents, accidents, and emergencies – page 37
6	1	Industry context — legal and ethical issues – page 28
7	1	Safety — incidents, accidents and emergencies – page 37
8	1	Safety — WHS consultation and participation – page 33
9	1	Human body systems — terminology – page 24
10	1	Industry context — legal and ethical issues – page 28
11	1	Safety — infection prevention and control – page 35
12	1	Healthy body systems — terminology – page 24
13	1	Safety — incidents, accidents and emergencies – page 37
14	1	Industry context — employment – page 27
15	1	Safety — incidents, accidents and emergencies – page 37

## Section II

Question	Marks	HSC content – focus area
16 (a)	2	Safety — WHS consultation and participation – page 33
16 (b)	2	Safety — incidents, accidents and emergencies – page 37
16 (c)	2	Work — work practices – page 42
17 (a)	2	Industry context — legal and ethical issues – page 28
17 (b)	2	Work — community services / healthcare worker – page 41
17 (c)	3	Industry context — legal and ethical issues – page 28
18 (a)	2	Industry context — employment – page 27
18 (b)	3	Healthy body systems — major body systems and associated components – page 23
19 (a)	3	Healthy body systems — major body systems and associated components – page 23
19 (b)	4	Healthy body systems — major body systems and associated components – page 23
20	5	Work — diversity – page 43

## Section III

Question	Marks	HSC content – focus area
21	15	Work — cultural competence, diversity, impact on healthcare worker – page 43

**Section IV**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
22 (a)	3	Work — the community services / health worker, work practices – pages 41–42
22 (b)	5	Safety — risk assessment – page 34
22 (c)	12	Ageing, independence and wellbeing – pages 46–49
23 (a)	3	Work — the community services / health worker, work practices – pages 41–42
23 (b)	5	Safety — risk assessment – page 34
23 (c)	12	Allied health – pages 51–53
24 (a)	3	Work — the community services / health worker, work practices – pages 41–42
24 (b)	5	Safety — risk assessment – page 34
24 (c)	12	Nursing assistance in acute care – pages 55–57