



NSW Education Standards Authority

2020 HIGHER SCHOOL CERTIFICATE EXAMINATION

Human Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Calculators approved by NESA may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

Total marks: 80

Section I – 15 marks (pages 2–5)

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II – 30 marks (pages 9–13)

- Attempt Questions 16–20
- Allow about 45 minutes for this section

Section III – 15 marks (page 15)

- Attempt Question 21
- Allow about 25 minutes for this section

Section IV – 20 marks (pages 16–17)

- Attempt ONE question from Questions 22–24
- Allow about 30 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1** Which of the following is part of the digestive system?
- A. Kidney
 - B. Oesophagus
 - C. Trachea
 - D. Uterus
- 2** How can a community services/healthcare worker maintain currency of practice?
- A. By attending training sessions
 - B. By working within their scope of practice
 - C. By reporting and documenting progress of care
 - D. By complying with work health and safety responsibilities
- 3** A child who is a known diabetic has missed breakfast. The child appears pale and weak and has profuse sweating.
- After calling for help, what should be the first aid management for the child?
- A. Sit upright
 - B. Assess for stroke
 - C. Give a sweet drink
 - D. Place in recovery position

- 4 A community services/healthcare worker asks a client if they need help getting out of bed. The client sits up and leans forward.

What type of consent is this an example of?

- A. Formal
 - B. Implied
 - C. Verbal
 - D. Written
- 5 With which of the following is severe crushing-like chest pain usually associated?
- A. A stroke
 - B. A diabetic coma
 - C. An asthma attack
 - D. A myocardial infarction
- 6 A doctor needs to explain the risks of a medical procedure to a patient who does not speak English.

Who is the most appropriate person to translate this information to the patient?

- A. Interpreter
 - B. Team leader
 - C. Client's relative
 - D. Registered nurse
- 7 What is the first aid treatment for a redback spider bite on the arm?
- A. Elevate the limb.
 - B. Wash and clean the site of the bite.
 - C. Apply an icepack to the site of the bite.
 - D. Apply pressure immobilisation bandage to the site.

- 8** What is a purpose of workplace Work Health and Safety meetings?
- A. Appraisal of staff
 - B. Advocacy for clients
 - C. Allocation of resources
 - D. Consultation with employees
- 9** What is hypertension?
- A. High heart rate
 - B. Low heart rate
 - C. High blood pressure
 - D. Low blood pressure
- 10** Which of the following is a breach of confidentiality?
- A. Posting on social media about the workplace
 - B. Talking to the supervisor about unsafe practices
 - C. Leaving the curtains open when providing personal care
 - D. Talking to another colleague during handover about care given
- 11** What is the correct order to follow when doffing (removing) personal protective equipment (PPE)? Assume that hand hygiene is performed after removing each item of PPE.
- A. Remove gloves, remove face mask, remove goggles, remove gown
 - B. Remove gown, remove face mask, remove gloves, remove goggles
 - C. Remove gown, remove goggles, remove gloves, remove face mask
 - D. Remove gloves, remove gown, remove goggles, remove face mask
- 12** What is the term that refers to the removal of a portion of the lung?
- A. Colectomy
 - B. Gastrectomy
 - C. Lobectomy
 - D. Lumpectomy

- 13** What is the minimum amount of time that an Epipen should be held in position in a casualty's thigh?
- A. Two seconds
 - B. Three seconds
 - C. Four seconds
 - D. Five seconds
- 14** What is the purpose of an industry award?
- A. To inform about codes of practice and conduct
 - B. To recommend workplace policies and procedures
 - C. To provide a framework for work health and safety
 - D. To outline current working conditions and pay rates
- 15** What is the correct procedure for a first-aider when performing cardiopulmonary resuscitation (CPR) on an 18-month-old child?
- A. Keep the head tilted back and breathe through the mouth.
 - B. Keep the head tilted back and breathe through the nose and mouth.
 - C. Keep the head in a neutral position and breathe through the mouth.
 - D. Keep the head in a neutral position and breathe through the nose and mouth.

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Centre Number

Human Services

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Student Number

Section II

30 marks

Attempt Questions 16–20

Allow about 45 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (6 marks)

- (a) How can a community services/healthcare worker benefit from participation in workplace Work Health and Safety processes? 2

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- (b) Outline what is involved in a secondary assessment by a first aider. 2

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- (c) Using an example, show how emerging technologies can support a community services/healthcare worker in delivering client care. 2

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Question 17 (7 marks)

- (a) What is the difference between *legal practice* and *ethical practice* in the community services/healthcare industry? **2**

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- (b) A community services/healthcare worker has received negative feedback about their clinical practice. **2**

What strategies should the worker implement to address the feedback?

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- (c) Describe an example of a breach of duty of care in the workplace by a community services/healthcare worker. **3**

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Section II (continued)

Question 18 (5 marks)

- (a) How can a workplace ensure equal employment opportunity (EEO) requirements are met? **2**

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- (b) Using an example, outline the anatomy and physiology of the endocrine system. **3**

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Question 19 (7 marks)

- (a) Explain appropriate strategies a community services/healthcare worker should use when interacting with a client who has a disorder of the inner ear affecting their balance. **3**

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- (b) Using examples, explain the relationship between the nervous system and the integumentary system. **4**

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Section II (continued)

Question 20 (5 marks)

Describe how the healthcare system tries to meet the health needs of people from Aboriginal and Torres Strait Islander communities.

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Human Services

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 21 (15 marks)

Cultural competence is the ability of individual workers and organisations to interact effectively with people across cultures.

Explain how the maintenance of cultural competence affects the facility, the community services/healthcare worker and the client.

Please turn over

Section IV

20 marks

Attempt ONE question from Questions 22–24

Allow about 30 minutes for this section

Answer this question in TWO SEPARATE writing booklets. Use one writing booklet to answer parts (a) and (b) of the question. Use the other writing booklet to answer part (c) of the question. Extra writing booklets are available.

Question 22 — Ageing, Independence and Wellbeing (20 marks)

Bill has been admitted to a healthcare facility after a fall at home. His mobility has reduced following the fall. Bill is an 83-year-old male who lives alone but has an extensive group of friends and is the president of his local club. He enjoys model trains, gardening and bushwalking. Bill has a history of asthma and arthritis in his knees. Bill is now feeling discouraged after his fall and is reluctant to participate in his care.

Answer parts (a) and (b) of the question in a SEPARATE writing booklet.

- (a) How could the community services/healthcare worker encourage Bill to work towards discharge? **3**
- (b) Explain the risk management needed to assure Bill's safety while in the facility. **5**

Answer part (c) of the question in a SEPARATE writing booklet.

- (c) Explain how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge. Use workplace examples to support your answer. **12**

OR

Question 23 — Allied Health (20 marks)

Bill has been admitted to a healthcare facility after a fall at home. His mobility has reduced following the fall. Bill is an 83-year-old male who lives alone but has an extensive group of friends and is the president of his local club. He enjoys model trains, gardening and bushwalking. Bill has a history of asthma and arthritis in his knees. Bill is now feeling discouraged after his fall and is reluctant to participate in his care.

Answer parts (a) and (b) of the question in a SEPARATE writing booklet.

- (a) How could the community services/healthcare worker encourage Bill to work towards discharge? **3**
- (b) Explain the risk management needed to assure Bill's safety while in the facility. **5**

Answer part (c) of the question in a SEPARATE writing booklet.

- (c) Explain how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge. Use workplace examples to support your answer. **12**

OR

Question 24 — Nursing Assistance in Acute Care (20 marks)

Bill has been admitted to a healthcare facility after a fall at home. His mobility has reduced following the fall. Bill is an 83-year-old male who lives alone but has an extensive group of friends and is the president of his local club. He enjoys model trains, gardening and bushwalking. Bill has a history of asthma and arthritis in his knees. Bill is now feeling discouraged after his fall and is reluctant to participate in his care.

Answer parts (a) and (b) of the question in a SEPARATE writing booklet.

- (a) How could the community services/healthcare worker encourage Bill to work towards discharge? **3**
- (b) Explain the risk management needed to assure Bill's safety while in the facility. **5**

Answer part (c) of the question in a SEPARATE writing booklet.

- (c) Explain how the multidisciplinary team members and community services can deliver care for Bill and plan for his discharge. Use workplace examples to support your answer. **12**

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