
2023 HSC Human Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies possible behaviours by the relative that may result in a risk to the personal safety of the community services/health worker 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

- Being shouted at by the relative
- Physical aggression: hitting, biting, scratching, throwing an object, threatening to punch.

Answers could include:

- Verbal aggression: screaming
- They could be kicking at staff
- Other: confusion and/or disorientation may lead to aggressive behaviour including property damage
- Substance use in the relative may result in the person being prone to aggressive behaviour.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Outlines how the community services/health worker would manage the situation when a client becomes incontinent 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Ensure privacy and dignity of the client, move the client to an appropriate environment, use appropriate PPE and make them comfortable.

Answers could include:

- Reassure the client
- Cultural/gender considerations
- Cleaning of the contaminated area
- Spills kit
- Signage – wet floor
- Respectful communication
- Notify their supervisor
- Document their care.

Question 16 (c)

Criteria	Marks
<ul style="list-style-type: none"> Identify TWO strategies that a community services/health worker could use to manage their workplace stress or fatigue 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

- Reduce stress such as talking to their supervisor
- Ensure they take adequate breaks during shifts.

Answers could include:

- Mindfulness could also be helpful to reduce stress
- Request shifts that minimise interruptions to social or home life
- Avoid caffeine or fatty food before sleeping
- Try to develop sleep time routines
- Promote good sleep such as dark and quiet room
- Have a hobby or an interest to refocus
- Meditation
- Reflection/debriefing
- Talking with EAP
- Talk to senior staff.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> Correctly labels both components of the diagram 	2
<ul style="list-style-type: none"> Correctly labels one component of the diagram 	1

Sample answer:

X = thyroid
 Y = pancreas

Question 17 (b)

Criteria	Marks
• Correctly describes the function of the endocrine system	2
• Provides some relevant information	1

Sample answer:

The endocrine system consists of glands that secrete chemicals called hormones into the blood stream which create homeostasis within different body organs. This helps the different organs function.

Answers could include:

The endocrine hormones help control mood, growth and development, metabolism and reproduction.

Question 17 (c)

Criteria	Marks
• Outlines the role of one allied health professional involved in the care of a diabetic client	2
• Provides some relevant information	1

Sample answer:

One health professional involved in the care of a diabetic client is the podiatrist. The podiatrist cares for the client's feet by trimming nails and preventing infection from foot trauma/injury.

Answers could include:

- One health professional involved in the care of a diabetic client is the educator who has knowledge in the care of diabetic clients, can provide advice regarding BSL testing and education
- One health professional involved in the care of a diabetic client is the dietician, who can suggest nutritious diets
- One health professional involved in the care of a diabetic client is the social worker, who can assist with pensions, cost of consumables and electricity bills and provide emotional support
- Exercise physiologist, oral health, psychologist.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Identifies TWO strategies that the community services/health worker could use to show their commitment to continuous improvement in the workplace 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

- Attend training (eg, workplace in-services, equipment updates, mandatory)
- Review policies and procedures.

Answers could include:

- Identifying best practice
- Identifying hazards and risks
- Attending professional development opportunities
- Sustainability/recycling.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of how a community services/health worker can apply the requirements of the code of conduct in their workplace 	4
<ul style="list-style-type: none"> Provides a sound description of how a community services/health worker can apply the requirements of the code of conduct in their workplace 	3
<ul style="list-style-type: none"> Demonstrates some understanding of the code of conduct in the workplace 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The code of conduct sets out expected standards that explain the minimum requirements of the health worker to work in a health care facility. A health worker can apply the requirements when they sign the code of conduct by adhering to punctuality by attending their shift on time, returning from meal breaks on time. This is an essential part of teamwork and also shows the health worker is reliable.

Answers could include:

- A health worker can apply the requirements when they sign the code of conduct by adhering to the dress code for example. This includes enclosed shoes in the workplace to prevent injury and infection prevention, hair tied back, no nail polish, no jewellery that is likely to injure a client or be a source of infection
- A health worker can apply the requirements when they sign the code of conduct by adhering to privacy and confidentiality of clients' information, not sharing this with members of the public or on social media, and gaining consent for procedures
- Staff who are documenting client care in electronic records must use passwords to access the records, therefore keeping client information private
- Requirement to protect staff and client safety and security as they deal with vulnerable clients
- Vaccination and immunisation compliance to ensure staff safety and protection against communicable diseases.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of how the community services/health worker could facilitate effective communication with clients from diverse backgrounds Includes workplace examples 	4
<ul style="list-style-type: none"> Provides a sound description of how the community services/health worker could facilitate effective communication with clients from diverse backgrounds Includes workplace example(s) 	3
<ul style="list-style-type: none"> Demonstrates some understanding of communication with clients from diverse backgrounds 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

A community services/health worker may utilise an interpreter service to communicate with clients from non-English speaking backgrounds. They can also use the Aboriginal Liaison Officer who assists with cultural aspects as well as interpreting for the client.

Health workers can use visual aids, resources and non-verbal communication techniques such as gestures, pictures or sign language to facilitate communication with hearing impaired or non-English speaking background clients.

Answers could include:

- Multicultural health liaison worker
- Gender carers (female health worker for female clients)
- Sensitive communication with clients who have experienced previous history or trauma (negative health care experiences)
- Correct use of pronouns
- LGBTQIA + health worker
- First Nations health worker.

Question 19 (b)

Criteria	Marks
• Provides a sound description of the purpose of a handover report	3
• Provides a description of the purpose of a handover report	2
• Provides some relevant information	1

Sample answer:

The purpose of handover is to inform staff coming onto the shift (taking over during meal breaks) of any changes in the client's condition/status or any changes in care, treatment or therapy sessions as well as behavioural changes.

Answers could include:

- Fulfil an organisational requirement
- Improve client care
- Inclusiveness of client within the health care journey
- Highlight upcoming tests, procedures or appointments
- Engagement of family and carers
- Identification of significant incidents.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of TWO workplace strategies that a community services/health worker would use to manage a client's pain 	5
<ul style="list-style-type: none"> Provides a detailed description of TWO workplace strategies that a community services/health worker would use to manage a client's pain 	4
<ul style="list-style-type: none"> Provides a sound description of a workplace strategy or strategies that a community services/health worker would use to manage a client's pain 	3
<ul style="list-style-type: none"> Demonstrates some understanding of a workplace strategy to manage a client's pain 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The health worker would initially ask the client open-ended questions to determine the location and intensity of pain. The health worker can use a pain assessment tool to determine pain level and then communicate this to their supervisor or team leader.

The health worker can review patient history and document any changes in the progress notes.

They could offer repositioning, a cup of tea or warm blanket to make the client more comfortable.

Answers could include:

- A-I assessment
- Head to toe assessment
- Clinical observations
- Massage
- Mobilisation
- Distraction/diversional therapy
- Interpreter service
- Physio assessment
- OT assessment
- Active or passive movement
- Pain assessment tools include:
 - facial expression/face scale
 - body language
 - numerical rating scale
 - visual cue scale.

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of the first aider's obligations and first aid management for the casualty Provides a logical and comprehensive response that includes relevant industry terminology and/or workplace examples 	13–15
<ul style="list-style-type: none"> Provides a detailed description of the first aider's obligations and first aid management for the casualty Provides a logical response that includes relevant industry terminology and/or workplace examples 	10–12
<ul style="list-style-type: none"> Provides a sound description of the first aider's obligations and/or first aid management for the casualty Provides a response with some industry terminology and/or workplace examples 	7–9
<ul style="list-style-type: none"> Provides a basic description of first aid management and/or obligations 	4–6
<ul style="list-style-type: none"> Provides some relevant information 	1–3

Answers could include:

- Obligations as a first aider
 - consent
 - duty of care
 - PPE/infection control
 - cultural awareness
 - note time of incident
 - reassurance/calm the casualty
- Management of this casualty addressing the injuries presented and
 - DRSABCD – initial assessment... call for help
 - managing situation – gather equipment (first aid kit), crowd control, inform relevant hierarchy/ambulance officers
 - safety of placement (casualty)
 - manage bleed
 - compound fracture management – donut bandage
 - shock management
 - documentation requirements
- Secondary assessment
- Head to toe assessment.

Section IV

Question 22 (a)

Criteria	Marks
• Identifies THREE modes of transmission associated with this infection	3
• Identifies TWO modes of transmission associated with this infection	2
• Provides some relevant information	1

Sample answer:

Transfer of pathogens from direct contact with non-sanitised surfaces; airborne droplets from sneezing from a client or health worker who is coughing; poor hand hygiene (between client care).

Answers could include:

- Patient/patient
- Worker/worker
- Workplace care equipment (commode chair, shower chair, lifters, walking belts, obs machines, walker)
- Contaminated surfaces
- Inappropriate disposal of waste/linen.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of additional precautions that could be used to effectively manage the client's infection 	5
<ul style="list-style-type: none"> Provides a sound description of additional precautions that could be used to effectively manage the client's infection 	4
<ul style="list-style-type: none"> Provides a description of additional precautions that could be used to effectively manage the client's infection 	3
<ul style="list-style-type: none"> Outlines one additional precaution <p>OR</p> <ul style="list-style-type: none"> Identifies some additional precautions 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Additional precautions may include the use of PPE such as gown/apron, gloves, face shield or goggles, which will create a barrier between the staff member and client. This will avoid any cross infection provided the PPE is applied and removed in the correct order and includes effective handwashing.

Another additional precaution is appropriate signage with the client isolated in a single room or cohorted with clients who have the same organism. Isolation will ensure that possible cross infection is reduced.

Answers could include:

- Additional surface cleaning and disinfecting of contaminated zones
- Following policies and procedures for infection outbreak
- Following waste disposal guidelines
- Limiting visitors to the clinical area
- Notification of isolation requirements for family and visitors
- Appropriate staffing allocations
- Using qualified cleaning team.

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the impact that Lina's condition will have on herself, the staff members and the organisation Supports answer with relevant industry terminology and workplace examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of the impact that Lina's condition will have on herself, the staff members and the organisation Supports answer with some relevant industry terminology and workplace examples 	7–9
<ul style="list-style-type: none"> Demonstrates a basic understanding of the impact that Lina's condition will have on herself and/or the staff members and/or the organisation Provides a relevant workplace example and/or some industry terminology 	4–6
<ul style="list-style-type: none"> Provides some relevant information 	1–3

Answers could include:

Lina

Dehydration, excoriation, embarrassment, isolation, depression, frustration, lack of independence, sleep disturbance, confusion, reduced energy levels, decreased mobility, decreased strength, falls risk, pressure injury risk.

Staff

Increased staffing requirements, increased training and education requirements which could also include being up-to-date with infection control procedures, potential increase in sick leave, increased stress levels, increased patient care load, changes to allocation of care for clients, working with constant PPE.

Organisation

Lockdown, reduced visitation, more pressure on staff, additional staffing allocation/costs, financial burden, increased supplies of PPE, sick leave increases, increased cleaning and disinfection measures, increased training and education requirements, community and media interference, reputation, notification to NSW Health.

Question 23 (a)

Criteria	Marks
• Identifies THREE modes of transmission associated with this infection	3
• Identifies TWO modes of transmission associated with this infection	2
• Provides some relevant information	1

Sample answer:

Transfer of pathogens from direct contact with non-sanitised surfaces; airborne droplets from sneezing from a client or health worker who is coughing; poor hand hygiene (between client care).

Answers could include:

- Patient/patient
- Worker/worker
- Workplace care equipment (commode chair, shower chair, lifters, walking belts, obs machines, walker)
- Contaminated surfaces
- Inappropriate disposal of waste/linen.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of additional precautions that could be used to effectively manage the client's infection 	5
<ul style="list-style-type: none"> Provides a sound description of additional precautions that could be used to effectively manage the client's infection 	4
<ul style="list-style-type: none"> Provides a description of additional precautions that could be used to effectively manage the client's infection 	3
<ul style="list-style-type: none"> Outlines one additional precaution OR	2
<ul style="list-style-type: none"> Identifies some additional precautions 	
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Additional precautions may include the use of PPE such as gown/apron, gloves, face shield or goggles, which will create a barrier between the staff member and client. This will avoid any cross infection provided the PPE is applied and removed in the correct order and includes effective handwashing.

Another additional precaution is appropriate signage with the client isolated in a single room or cohorted with clients who have the same organism. Isolation will ensure that the possible cross infection is reduced.

Answers could include:

- Additional surface cleaning and disinfecting of contaminated zones
- Following policies and procedures for infection outbreak
- Following waste disposal guidelines
- Limiting visitors to the clinical area
- Notification of isolation requirements for family and visitors
- Appropriate staffing allocations
- Using qualified cleaning team.

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the impact that Abdul's condition will have on himself, the staff members and the organisation. Supports answer with relevant industry terminology and workplace examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of the impact that Abdul's condition will have on himself, the staff members and the organisation Supports answer with some relevant industry terminology and workplace examples 	7–9
<ul style="list-style-type: none"> Demonstrates a basic understanding of the impact that Abdul's condition will have on himself and/or the staff members and/or the organisation Provides a relevant workplace example and/or some industry terminology 	4–6
<ul style="list-style-type: none"> Provides some relevant information 	1–3

Answers could include:

Abdul

Dehydration, isolation, depression, frustration, lack of independence, sleep disturbance, decreased energy levels, decreased mobility, decreased strength, falls risk, decreased oral intake, swallowing and eating difficulties from sore throat, headache, fatigue, runny nose and sneezing, difficulty breathing, increased oxygen requirements, increase testing for respiratory conditions, pain considerations.

Staff

Increased staffing requirements, increased training and education requirements which could also include being up-to-date with infection control procedures, potential increase in sick leave, increased stress levels, increased patient care load, changes to allocation of care for clients, working in constant PPE, increased cleaning of common area post contamination, testing of staff as per requirements, immunisation requirements as per NSW health vaccination regulations.

Organisation

Strict isolation until confirmation of virus, reduced visitation, more pressure on staff, additional staffing allocation/costs, financial burden, increased supplies of PPE, sick leave increases, increased cleaning and disinfection measures, increased training and education requirements, community and media interference, reputation, reduction in normal business processes (cancelling of surgery), notification to NSW Health, increased testing requirements and costs associated.

Question 24 (a)

Criteria	Marks
• Identifies THREE modes of transmission associated with this infection	3
• Identifies TWO modes of transmission associated with this infection	2
• Provides some relevant information	1

Sample answer:

Transfer of pathogens from direct contact with non-sanitised surfaces; airborne droplets from sneezing from a client or health worker who is coughing; poor hand hygiene (between client care).

Answers could include:

- Patient/patient
- Worker/worker
- Workplace care equipment (commode chair, shower chair, lifters, walking belts, obs machines, walker)
- Contaminated surfaces
- Inappropriate disposal of waste/linen.

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of additional precautions that could be used to effectively manage the client's infection 	5
<ul style="list-style-type: none"> Provides a sound description of additional precautions that could be used to effectively manage the client's infection 	4
<ul style="list-style-type: none"> Provides a description of additional precautions that could be used to effectively manage the client's infection 	3
<ul style="list-style-type: none"> Outlines one additional precaution <p>OR</p> <ul style="list-style-type: none"> Identifies some additional precautions 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Additional precautions may include the use of PPE such as gown/apron, gloves, face shield or goggles, which create a barrier between the staff member and client. This avoids any cross infection provided the PPE is applied and removed in the correct order and includes effective handwashing.

Another additional precaution is appropriate signage with the client isolated in a single room or cohorted with clients who have the same organism. Isolation will ensure that possible cross infection is reduced.

Answers could include:

- Additional surface cleaning and disinfecting of contaminated zones
- Following policies and procedures for infection outbreak
- Notification of isolation requirements for family and visitors
- Appropriate staffing allocation
- Limiting visitors to the clinical area
- Following waste disposal guidelines
- Using qualified cleaning team.

Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the impact that Josie's condition will have on herself, the staff members and the organisation Supports answer with relevant industry terminology and workplace examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of the impact that Josie's condition will have on herself, the staff members and the organisation Supports answer with some relevant industry terminology and workplace examples 	7–9
<ul style="list-style-type: none"> Demonstrates a basic understanding of the impact that Josie's condition will have on herself and/or the staff members and/or the organisation Provides a relevant workplace example and/or some industry terminology 	4–6
<ul style="list-style-type: none"> Provides some relevant information 	1–3

Answers could include:**Josie**

Dehydration, isolation, depression, frustration, lack of independence, sleep disturbance, decreased energy levels, decreased mobility, decreased strength, falls risk, pressure injury risk, decreased oral intake, communication barriers, swallowing and eating difficulties, headache, fatigue, runny nose and sneezing, difficulty breathing, increased oxygen requirements.

Staff

Increased staffing requirements, increased training and education requirements which could also include being up-to-date with infection control procedures, potential increase in sick leave, increased stress levels, increased patient care load, changes to allocation of care for clients, working in constant PPE.

Organisation

Ward lockdown, reduced visitation, more pressure on staff, staffing allocation costings, financial burden, increase supplies of PPE, sick leave increases, increased cleaning and disinfection measures, increased training and education requirements, community and media interference, reputation, reduction in normal business processes (cancelling of surgery), notification to NSW Health.

2023 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 — sources of information – page 26
3	1	Safety — WHS consultation and participation – page 33
4	1	Work — communication – page 41
5	1	Healthy body systems — terminology – page 24
6	1	Industry context — legal and ethical issues – page 28
7	1	Safety — incidents, accidents and emergencies – pages 36–37
8	1	Work — legal and ethical – page 28
9	1	Healthy body systems — major body systems and associated components – page 23
10	1	Industry context — legal and ethical issues – page 28 Work — recording and reporting – page 42
11	1	Safety — safe work procedures and practices – page 34
12	1	Work — diversity – page 43
13	1	Healthy body systems — terminology – page 24
14	1	Industry context — anti-discrimination – page 29
15	1	Safety — incidents, accidents and emergencies – page 36

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Industry context — anti-discrimination – page 29
16 (b)	2	Safety — infection prevention and control – page 35
16 (c)	2	Safety — risk management – page 34
17 (a)	2	Healthy body systems — major body systems and associated components – page 23
17 (b)	2	Healthy body systems — body systems and health – page 23
17 (c)	2	Industry context — working with others – page 40 Healthy body systems — body systems and health – page 24
18 (a)	2	Industry context — the community services / health worker – page 41
18 (b)	4	Industry context — legal and ethical Issues – page 28, employment – page 27
19 (a)	4	Work — communication – page 40, diversity – page 44
19 (b)	3	Work — recording and reporting – page 43
20	5	Healthy body systems — body systems and health – page 24

Section III

Question	Marks	HSC content – focus area
21	15	Safety — incidents, accidents and emergencies – pages 37–38

Section IV

Question	Marks	HSC content – focus area
22 (a)	3	Safety — infection prevention and control – page 35
22 (b)	5	Safety — infection prevention and control – pages 35–36
22 (c)	12	Supporting independence and wellbeing – page 46, client needs – page 46
23 (a)	3	Safety — infection prevention and control – page 35
23 (b)	5	Safety — infection prevention and control – pages 35–36
23 (c)	12	Primary health care approach – page 52, delivery of care and support – page 52
24 (a)	3	Safety — infection prevention and control – page 35
24 (b)	5	Safety — infection prevention and control – pages 35–36
24 (c)	12	Assist with nursing in an acute care environment – pages 55–56, client needs – page 56