
2024 HSC Human Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Outlines the purpose of the <i>Anti-Discrimination Act 1997</i> (NSW)	2
• Provides some relevant information	1

Sample answer:

The *Anti-Discrimination Act* (NSW) aims to create a fair inclusive environment free from bullying, harassment and prejudice.

Question 16 (b)

Criteria	Marks
• Describes assertive communication in the workplace, using a relevant example	2
• Provides some relevant information	1

Sample answer:

Assertive communication is the ability to express wishes, needs and questions in a clear and direct way. For example, I would like my shower before breakfast please.

Answers could include:

- Not aggressive or offensive
- Win-win situation.

Question 16 (c)

Criteria	Marks
• Outlines TWO positive effects of conflict in the workplace	2
• Provides some relevant information	1

Sample answer:

Conflict can be positive when people exchange their differing views in a productive way. Conflict in the workplace could lead to a change in practice for the better and may also build trust between colleagues.

Answers could include:

- Helps to raise and address problems
- Stimulates creative thinking
- Creates understanding
- Improves communication skills
- Increases efficiency
- Develops emotional intelligence
- Is a win-win approach
- Builds resilience and the ability to adapt to different personalities in the workplace, increases listening skills.

Question 17 (a)

Criteria	Marks
• Describes a function of the lymphatic system	2
• Provides some relevant information	1

Sample answer:

The lymphatic system protects the body from infection by producing antibodies called lymphocytes, enhancing the body's immune system.

Answers could include:

- The lymphatic system maintains fluid balance (homeostasis) by draining excess lymph fluids from the body's organs and returning it to the blood stream
- The lymphatic system facilitates the absorption of dietary fats from the gastrointestinal tract to the bloodstream for metabolism or storage.

Question 17 (b)

Criteria	Marks
• Provides a sound description of how a healthy diet contributes to normal bowel functioning	3
• Provides a description of how a healthy diet contributes to normal bowel functioning	2
• Provides some relevant information	1

Sample answer:

A healthy diet containing plenty of different fibre-rich foods and fluids is recommended to keep bowels healthy and regular. Fibre adds bulk to the stool and helps to move it through the bowel.

Fibre can help to protect against diverticular disease, haemorrhoids, constipation, and chronic diseases such as heart disease and type 2 diabetes.

Answers could include:

Fibre and water work together to keep bowels regular. Without enough fluid, increasing fibre may result in constipation, so always have enough to drink each day – aim for 1.5–2 litres a day. More fluid may be required when exercising or on hot days.

Question 18 (a)

Criteria	Marks
• Defines ethical practice, using an example	2
• Provides some relevant information	1

Sample answer:

Ethical practice is applying a set of principles that govern our behaviour in the workplace. For example, developing and following a code of conduct.

Answers could include:

- Effective communication
- Taking responsibility
- Accountability
- Do no harm
- Professionalism
- Trust
- Mutual respect for colleagues at work.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a sound outline of TWO work practices that can help maintain a safe working environment 	3
<ul style="list-style-type: none"> Demonstrates some understanding of work practice(s) that can help maintain a safe working environment 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Procedures and policies regarding manual handling equipment help to maintain a safe working environment. Requiring staff and clients to practise hand hygiene is a way to reduce risk of infection, also helping to maintain a safe working environment.

Answers could include:

- Communication is enhanced between team members at handover
- Staff retention
- Staff satisfaction.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Outlines the order of priority for removing clients and visitors in the event of fire 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The order of priority is ambulant clients and visitors first, those needing assistance due to mobility issues second, non-ambulant and immobilised/bedbound third and finally resistant clients or visitors.

Answers could include:

- Non-ambulant due to receiving oxygen therapy
- Ambulant visitors may be able to assist with those needing assistance.

Question 19 (b)

Criteria	Marks
• Demonstrates a comprehensive understanding of first aid management for a casualty experiencing a seizure	5
• Demonstrates a thorough understanding of first aid management for a casualty experiencing a seizure	4
• Demonstrates a sound understanding of first aid management for a casualty experiencing a seizure	3
• Demonstrates some understanding of first aid management of seizure	2
• Provides some relevant information	1

Sample answer:

Protect the casualty from harm by placing something soft under their head, loosen tight clothing especially around the neck. Once the seizure has stopped, or if the casualty vomits roll them on their side, do not place anything into the casualty's mouth and do not restrain the casualty. Reassure the casualty until fully recovered. Once seizure has stopped commence CPR if not breathing after 10 seconds.

Answers could include:

- May need an ambulance – if they have injured themselves during the seizure
- Documentation for ambulance handover.

DRSABC:

D – Look for danger/remove from danger

R – Check response if conscious/unconscious. Talk to casualty

S – Send for help/call ambulance

A – Check clear airway. Don't place anything in mouth

B – Check casualty breathing

C – Once the seizure stops, commence cardiopulmonary resuscitation (CPR) if unresponsive.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how human rights affects client care Provides TWO workplace examples 	7
<ul style="list-style-type: none"> Provides a detailed explanation of how human rights affects client care Provides at least ONE workplace example 	6
<ul style="list-style-type: none"> Provides a sound explanation of how human rights affects client care and a workplace example 	4–5
<ul style="list-style-type: none"> Demonstrates an understanding of human rights and/or affects 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Dignity, equality and respect are inherent in human rights. Dignity is the state of quality of being worthy of honour or respect. Equality is the state of being equal especially in status, rights or opportunities. Respect is the due regard for someone’s feelings, wishes and rights. Health workers uphold and promote human rights through the care they promote. Health workers uphold the principle of dignity by promoting autonomy in care and maintaining privacy and confidentiality. Equality in health is promoted as all people have access to free health care and the opportunity to participate. Clients are partners in the planning and delivery of care, and their feelings, wishes are heard and honoured and no care is provided without their consent.

Answers could include:

The community services/health worker can provide care to clients that is available, affordable and culturally acceptable, regardless of financial, social, political, geographic, racial or religious considerations.

Community services/health workers have an obligation to respect and actively promote people’s health rights at all times and in all places. This includes ensuring that adequate care is provided within the resources available and in accordance with nursing ethics.

As well, the community services/health worker is obliged to ensure that patients receive appropriate information in understandable language prior to consenting to treatment or procedures, including participation in research.

This includes the right to choose or decline care and to accept or refuse treatment or nourishment; the right to be treated with respect and the right to informed consent.

Community/health workers are accountable for their own actions and inactions in safeguarding human rights (duty of care, code of conduct).

The application of human rights protection should emphasise vulnerable groups such as women, children, elderly, refugees and stigmatised groups.

Community/health workers deal with human rights issues daily, in all aspects of their professional role. As such, they may be pressured to apply their knowledge and skills in ways that are detrimental to patients and others.

Including to be free of non-consensual medical treatment, such as forced or coerced sterilisation, and the right to confidentiality and dignity, including the right to die with dignity and to be free from pain, torture and other cruel, inhumane or degrading treatment.

Individuals' health and wellbeing can be harmed when their human rights in any category are violated.

The use of coercion or manipulation to obtain consent is unethical and a violation of human rights and professional codes of conduct.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of healthy lifestyle choices that could improve his health and wellbeing 	3
<ul style="list-style-type: none"> • Demonstrates some understanding of healthy lifestyle choices that could improve his health and wellbeing 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Malcolm can improve his health and wellbeing by ensuring a low salt, low fat, high fibre, and diabetic diet with consideration to his diabetes, hypertension, and obesity. He could also include regular exercise in his daily routine to maintain a healthy weight. The Aboriginal liaison officer could provide support for Malcolm's cultural and spiritual wellbeing.

Answers could include:

Malcolm would need to monitor his blood glucose levels and blood pressure regularly.

Malcolm could seek support from a general practitioner (GP), nursing, allied health such as an occupational therapist (OT), physiotherapist, dietician and diabetes educator to assist with care planning and managing his foot ulcer.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of workplace safety considerations required for Malcolm's care Includes workplace examples 	5
<ul style="list-style-type: none"> Provides a detailed description of workplace safety considerations required for Malcolm's care Includes workplace examples 	4
<ul style="list-style-type: none"> Provides a sound description of workplace safety considerations required for Malcolm's care Includes a workplace example 	3
<ul style="list-style-type: none"> Demonstrates some understanding of workplace safety considerations and/or provides workplace example 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

In relation to workplace safety considerations, the health worker should consider manual handling techniques for all staff involved with the care of the client, especially since Malcolm is 130 kg in weight. Techniques such as correct ergonomic lifting or use of equipment such as a patient lifter will provide safe handling and transferring of Malcolm.

When caring for bariatric clients in the health facility, two staff members must be working together. In this way, they reduce the falls risks of clients and also reduce the risk of back or shoulder injury. When clients are assisted with walking, non-slip socks should be used.

Answers could include:

- Prior to any manual handling, a risk assessment should be undertaken
- Management of risks include manual handling training, documentation
- Hierarchy of Control
- Understanding of risks associated with providing care to the bariatric client
- Cultural safety.

Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the aged-care facility Communicates response in a logical manner Supports answer with relevant workplace examples and industry terminology 	11–12
<ul style="list-style-type: none"> Provides a detailed explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the aged-care facility Supports answer with relevant workplace examples and industry terminology 	8–10
<ul style="list-style-type: none"> Provides a sound explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the aged-care facility Supports answer with a relevant workplace example and industry terminology 	5–7
<ul style="list-style-type: none"> Demonstrates a basic understanding of how the multidisciplinary team works together to deliver care, support and/or enhance cross-cultural communications for Malcolm in the aged-care facility Provides a relevant workplace example and/or some industry terminology 	3–4
<ul style="list-style-type: none"> Provides some relevant information 	1–2

Answers could include:

- Regular monitoring of Malcolm’s vital signs, blood glucose levels, and wound status by nursing staff
- Assistance with activities of daily living, medication management, and wound care
- Collaboration between doctors and nurses to manage Malcolm’s hypertension and type 2 diabetes through medication management, monitoring, and adjustment as needed. Regular medical assessments to monitor Malcolm’s overall health status and response to treatment
- Involvement of allied health professionals such as physiotherapists, occupational therapists, and dietician to address Malcolm’s physical, and functional needs
- Physiotherapist to improve mobility, strength, and balance, as well as prevent falls and promote independence
- Occupational therapy interventions to assess Malcolm’s ability to perform activities of daily living and recommend adaptations or assistive devices to support his independence
- Consultation with dietitians to develop a personalised nutrition plan for Malcolm, considering his dietary preferences, cultural background, and nutritional requirements for managing his chronic conditions and supporting wound healing. Monitoring of Malcolm’s dietary intake, nutritional status, and weight management goals
- Support from social workers to assess Malcolm’s psychosocial needs, provide counselling and emotional support, and assist with navigating healthcare services and community resources
- Involvement of cultural support workers or Aboriginal health liaison officer, as well as support from family and community, to ensure that Malcolm’s cultural preferences and beliefs are respected and incorporated into his care plan

- Facilitation of social activities and engagement opportunities that align with Malcolm's cultural background and preferences
- Regular assessment and treatment of Malcolm's foot ulcer by podiatrists, including wound care, offloading techniques, and footwear recommendations. Education on foot care practices and preventative measures to minimise the risk of future ulcers and complications
- Interpreter services as required to support cross-cultural communication.

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of healthy lifestyle choices that could improve his health and wellbeing 	3
<ul style="list-style-type: none"> • Demonstrates some understanding of healthy lifestyle choices that could improve his health and wellbeing 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Malcolm can improve his health and wellbeing by ensuring a low salt, low fat, high fibre, and diabetic diet with consideration to his diabetes, hypertension, and obesity. He could also include regular exercise in his daily routine to maintain a healthy weight. The Aboriginal liaison officer could provide support for Malcolm's cultural and spiritual wellbeing.

Answers could include:

Malcolm would need to monitor his blood glucose levels and blood pressure regularly.

Malcolm could seek support from a general practitioner (GP), nursing, allied health such as an occupational therapist (OT), physiotherapist, dietician and diabetes educator to assist with care planning and managing his foot ulcer.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of workplace safety considerations required for Malcolm's care Includes workplace examples 	5
<ul style="list-style-type: none"> Provides a detailed description of workplace safety considerations required for Malcolm's care Includes workplace examples 	4
<ul style="list-style-type: none"> Provides a sound description of workplace safety considerations required for Malcolm's care Includes a workplace example 	3
<ul style="list-style-type: none"> Demonstrates some understanding of workplace safety considerations and/or provides workplace example 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

In relation to workplace safety considerations, the health worker should consider manual handling techniques for all staff involved with the care of the client, especially since Malcolm is 130 kg in weight. Techniques such as correct ergonomic lifting or use of equipment such as a patient lifter will provide safe handling and transferring of Malcolm.

When caring for bariatric clients in the health facility, two staff members must be working together. In this way, they reduce the falls risks of clients and also reduce the risk of back or shoulder injury. When clients are assisted with walking, non-slip socks should be used.

Answers could include:

- Prior to any manual handling, a risk assessment should be undertaken
- Management of risks include manual handling training, documentation
- Hierarchy of Control
- Understanding of risks associated with providing care to the bariatric client
- Cultural safety.

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the allied health environment Communicates response in a logical manner Supports answer with relevant workplace examples and industry terminology 	11–12
<ul style="list-style-type: none"> Provides a detailed explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the allied health environment Supports answer with relevant workplace examples and industry terminology 	8–10
<ul style="list-style-type: none"> Provides a sound explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the allied health environment Supports answer with a relevant workplace example and industry terminology 	5–7
<ul style="list-style-type: none"> Demonstrates a basic understanding of how the multidisciplinary team works together to deliver care, support and/or enhance cross-cultural communications for Malcolm in the allied health environment Provides a relevant workplace example and/or some industry terminology 	3–4
<ul style="list-style-type: none"> Provides some relevant information 	1–2

Answers could include:

- Collaboration with doctors and nurses to manage Malcolm’s hypertension and type 2 diabetes through medication management, monitoring, and adjustment as needed. Coordination of care with other healthcare professionals to ensure continuity and effectiveness of treatment
- Physiotherapy evaluation and management of Malcolm’s mobility, strength, and balance to address any physical limitations or impairments. Development of an individualised exercise program to improve functional abilities and prevent further complications
- Occupational therapy assessment of Malcolm’s ability to perform activities of daily living (ADLs) and instrumental activities of daily living (IADLs). Recommendations for adaptive equipment or modifications to support Malcolm’s independence and safety at home. Training in energy conservation techniques and joint protection strategies to manage fatigue and prevent injury
- Consultation with dietitians to develop a tailored nutrition plan for Malcolm, considering his dietary preferences, cultural background, and nutritional requirements for managing his chronic conditions
- Monitoring of Malcolm’s dietary intake, nutritional status, and weight management goals to optimise his overall health and wellbeing
- Support from social workers to assess Malcolm’s psychosocial needs, provide counselling, and connect him with community resources. Involvement of cultural support workers or Aboriginal health liaison officer to ensure that Malcolm’s cultural preferences and beliefs are respected and incorporated into his care plan
- Interpreter services as required to support cross-cultural communication

- Regular assessment and treatment of Malcolm's foot ulcer by podiatrists, including wound care, offloading techniques, and footwear recommendations. Education on foot care practices and preventative measures to minimise the risk of future ulcers and complications
- Involvement of allied health professionals such as physiotherapists, occupational therapists, and dietician to address Malcolm's physical, and functional needs
- Involvement of cultural support workers or Aboriginal health liaison officer, to ensure that Malcolm's cultural preferences and beliefs are respected and incorporated into his care plan. Support also is gained from Malcolm's family and community.

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of healthy lifestyle choices that could improve his health and wellbeing 	3
<ul style="list-style-type: none"> • Demonstrates some understanding of healthy lifestyle choices that could improve his health and wellbeing 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Malcolm can improve his health and wellbeing by ensuring a low salt, low fat, high fibre, and diabetic diet with consideration to his diabetes, hypertension, and obesity. He could also include regular exercise in his daily routine to maintain a healthy weight. The Aboriginal liaison officer could provide support for Malcolm’s cultural and spiritual wellbeing.

Answers could include:

Malcolm would need to monitor his blood glucose levels and blood pressure regularly.

Malcolm could seek support from a general practitioner (GP), nursing, allied health such as an occupational therapist (OT), physiotherapist, dietician and diabetes educator to assist with care planning and managing his foot ulcer.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive description of workplace safety considerations required for Malcolm's care Includes workplace examples 	5
<ul style="list-style-type: none"> Provides a detailed description of workplace safety considerations required for Malcolm's care Includes workplace examples 	4
<ul style="list-style-type: none"> Provides a sound description of workplace safety considerations required for Malcolm's care Includes a workplace example 	3
<ul style="list-style-type: none"> Demonstrates some understanding of workplace safety considerations and/or provides workplace example 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

In relation to workplace safety considerations, the health worker should consider manual handling techniques for all staff involved with the care of the client, especially since Malcolm is 130 kg in weight. Techniques such as correct ergonomic lifting or use of equipment such as a patient lifter will provide safe handling and transferring of Malcolm.

When caring for bariatric clients in the health facility, two staff members must be working together. In this way, they reduce the falls risks of clients and also reduce the risk of back or shoulder injury. When clients are assisted with walking, non-slip socks should be used.

Answers could include:

- Prior to any manual handling, a risk assessment should be undertaken
- Management of risks include manual handling training, documentation
- Hierarchy of Control
- Understanding of risks associated with providing care to the bariatric client
- Cultural safety.

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the acute care setting Communicates response in a logical manner Supports answer with relevant workplace examples and industry terminology 	11–12
<ul style="list-style-type: none"> Provides a detailed explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the acute care setting Supports answer with relevant workplace examples and industry terminology 	8–10
<ul style="list-style-type: none"> Provides a sound explanation of how the multidisciplinary team works together to deliver care, support and enhance cross-cultural communications for Malcolm in the acute care setting Supports answer with a relevant workplace example and industry terminology 	5–7
<ul style="list-style-type: none"> Demonstrates a basic understanding of how the multidisciplinary team works together to deliver care, support and/or enhance cross-cultural communications for Malcolm in the acute care setting Provides a relevant workplace example and/or some industry terminology 	3–4
<ul style="list-style-type: none"> Provides some relevant information 	1–2

Answers could include:

- Collaboration between doctors, nurses, and pharmacists to manage Malcolm’s hypertension and type 2 diabetes through medication management and monitoring of vital signs
- Regular assessments of Malcolm’s foot ulcer by wound care specialists to determine the appropriate treatment plan and ensure proper healing
- Monitoring and management of Malcolm’s vital signs, blood glucose levels, and wound status by nurses
- Assistance with activities of daily living and mobility, considering Malcolm’s weight and foot ulcer
- Consultation with dietitians to develop a tailored nutrition plan for Malcolm, considering his weight management goals and dietary requirements for managing hypertension and diabetes
- Monitoring of Malcolm’s nutritional status and dietary intake to support wound healing and overall health
- Physiotherapy to assess Malcolm’s mobility, strength, and balance, and to develop an individualised exercise program and rehabilitation interventions
- Occupational therapist assessment of Malcolm’s ability to perform activities of daily living and recommendations for adaptive equipment or modifications to enhance his independence and safety
- Regular assessment and education from podiatrist on foot care, foot ware and safe mobility techniques to prevent further complications related to his foot ulcer
- Social worker to identify Malcolm’s psychosocial needs and provision of support services, such as counselling and assistance with navigating the healthcare system

- Interpreter services as required to support cross-cultural communication
- Coordination of care between different healthcare providers and community resources to ensure continuity of care for Malcolm after discharge
- Involvement of cultural support workers or Aboriginal health liaison officer to ensure culturally responsive care and communication with Malcolm and his family
- Integration of Aboriginal cultural practices and beliefs into Malcolm's care plan, respecting his cultural background and preferences
- Involvement of allied health professionals such as physiotherapists, occupational therapists, and dietician to address Malcolm's physical, and functional needs
- Involvement of cultural support workers or Aboriginal health liaison officer, to ensure that Malcolm's cultural preferences and beliefs are respected and incorporated into his care plan. Support is also gained from Malcolm's family and community.

Section IV

Question 24

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how stress and fatigue affect the community services/health worker and subsequently affect the client and the organisation Communicates response in a logical and cohesive manner Supports answer with relevant workplace examples and industry terminology 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of how stress and fatigue affect the community services/health worker and subsequently affect the client and the organisation Supports answer with relevant workplace examples and industry terminology 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of how stress and fatigue affect the community services/health worker and subsequently affect the client and the organisation Supports answer with some relevant workplaces example and industry terminology 	7–9
<ul style="list-style-type: none"> Demonstrates a basic understanding of how stress and fatigue affect the community services/health worker and/or the client 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:

Health Worker

- Affects memory and work performance
- Mental health – anxiety, depression
- Sick leave
- Work-life balance, quality of life

Client

- Disregard for client’s concerns – not answering questions
- Waiting longer for care
- Behaviours of concern – frustration, hurrying clients, short temper
- Risk of new co-morbidities such as infection, condition worsens (eg at high risk of falls).

Organisation

- Reputation
- Sick leave, financial implications, rostering, short staffed
- Accidents / incidents
- WHS
- Time off – EAP
- Recruitment and retention – loss of staff
- Impacts on team dynamics.

2024 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 27
3	1	Healthy body systems – terminology – page 24
4	1	Work – communication – page 41
5	1	Healthy body systems – major body systems and associated components – page 23
6	1	Industry context – anti-discrimination – page 29
7	1	Safety – risk management – page 35
8	1	Safety – WHS compliance – page 33
9	1	Safety – infection prevention and control – page 36
10	1	Industry context – legal and ethical issues – page 28
11	1	Safety – risk management – page 35
12	1	Work – diversity – page 44
13	1	Safety – incidents, accidents and emergencies – page 38
14	1	Industry context – employment – page 28
15	1	Healthy body systems – body systems and health – pages 23–24

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Industry context – anti-discrimination – page 29
16 (b)	2	Work – communication – pages 41; misunderstandings and conflict – page 45
16 (c)	2	Work – misunderstandings and conflict – page 45
17 (a)	2	Healthy body systems – body systems and associated components – page 23
17 (b)	3	Healthy body systems – body systems and health – pages 23–24
18 (a)	2	Industry context – legal and ethical issues – page 28
18 (b)	3	Work – work practices – page 43
19 (a)	2	Safety – incidents, accidents and emergencies – page 37
19 (b)	5	Safety – incidents, accidents and emergencies – page 38
20	7	Industry context – legal and ethical issues – page 28

Section III

Question	Marks	HSC content – focus area
21 (a)	3	Ageing, independence and wellbeing – client needs – page 47 Ageing, independence and wellbeing – wellbeing – page 47
21 (b)	5	Ageing, independence and wellbeing – delivery of care and support – pages 49–50; client needs – page 47
21 (c)	12	Work – diversity – page 44 Ageing, independence and wellbeing – individual difference – page 48 Ageing, independence and wellbeing – wellbeing – page 47
22 (a)	3	Allied health – allied health therapies – page 52; primary healthcare approach – page 53
22 (b)	5	Allied health – delivery of care and support – page 53
22 (c)	12	Work – diversity – page 44 Allied health – allied health services – page 52 Allied health – delivery of care and support – pages 53–54
23 (a)	3	Nursing assistance in acute care – client needs – page 57
23 (b)	5	Nursing assistance in acute care – delivery of care and support – pages 56–57
23 (c)	12	Work – diversity – page 44 Nursing assistance in acute care – delivery of care and support – page 56 Nursing assistance in acute care – client needs – page 57

Section IV

Question	Marks	HSC content – focus area
24	15	Safety – risk management – page 35