

Human Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may
be used
- Write your Centre Number and
Student Number at the top of
pages 5, 7 and 9

Total marks – 80

Section I Pages 2–4

15 marks

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

Section II Pages 5–9

35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

Section III Page 11

15 marks

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

Section IV Page 12

15 marks

- Attempt ONE question from Questions 22–24
- Allow about 25 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 organs is a part of the endocrine system?
 - (A) Bladder
 - (B) Fallopian tubes
 - (C) Gall bladder
 - (D) Pancreas

- 2 Which of the following could present a barrier to communication?
 - (A) Active listening
 - (B) Empathy
 - (C) Paraphrasing
 - (D) Stereotyping

- 3 In first aid, what does the letter 'S' represent in the DRSABCD action plan?
 - (A) Send for help
 - (B) Sit the casualty up
 - (C) Stay with the casualty
 - (D) Secondary assessment

- 4 The main purpose of the *Work Health and Safety Act 2011* (NSW) is to provide a framework for
 - (A) the welfare of workers.
 - (B) the workers' safety operational code.
 - (C) policies and procedures in workplaces.
 - (D) the operations of the Ministry of Health.

- 5 What does it mean when a facility receives accreditation?
 - (A) The facility has won a national award.
 - (B) The facility has fulfilled the clients' expectations.
 - (C) The facility has met the national operational standards.
 - (D) The facility has gained permission to expand its services.

- 6** In which of the following situations is assertive communication most clearly demonstrated?
- (A) Avoiding confrontation
 - (B) Interrupting the speaker
 - (C) Giving positive feedback
 - (D) Avoiding eye contact with the speaker
- 7** Which of the following organs could be affected by nephritis?
- (A) Brain
 - (B) Kidney
 - (C) Pancreas
 - (D) Stomach
- 8** What should a health worker do if a client becomes increasingly aggressive and threatens to harm them?
- (A) Attempt to defuse the situation
 - (B) Leave the room and call for help
 - (C) Restrain the client and call for help
 - (D) Stay with the client and press the emergency button
- 9** What does the prefix *dys* mean in the words *dysphagia* and *dysuria*?
- (A) Deficit
 - (B) Diagnostic
 - (C) Difficulty
 - (D) Displacement
- 10** What colour waste bag should be used for the disposal of material containing body fluids?
- (A) Purple
 - (B) Red
 - (C) White
 - (D) Yellow

- 11** What is the function of the tympanic membrane in the ear?
- (A) To secrete ear wax
 - (B) To maintain equilibrium
 - (C) To transmit sound waves
 - (D) To provide a pathway between the middle ear and the pharynx
- 12** Additional precautions should be used when
- (A) a client has died from trauma.
 - (B) a client has been discharged to home.
 - (C) an infectious client vacates an area.
 - (D) cleaning clients' rooms on a daily basis.
- 13** What is the first aid treatment for a funnel web spider bite?
- (A) Use the R.I.C.E. technique
 - (B) Apply an icepack for 30 minutes
 - (C) Make an incision and encourage bleeding
 - (D) Apply a pressure immobilisation bandage
- 14** Which of the following is a *susceptible host*?
- (A) A used bed pan
 - (B) An injection tray
 - (C) An elderly person
 - (D) A health care facility
- 15** Which of the following is an example of vector transmission?
- (A) Contracting rabies from a dog bite
 - (B) Contracting a cold from a person sneezing nearby
 - (C) Contracting chlamydia from having unprotected sex
 - (D) Contracting VRE (vancomycin resistant enterococcus) from a contaminated wound



Human Services

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Centre Number

Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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Student Number

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

Question 16 (6 marks)

- (a) Define the term *mandatory reporting*. 2

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- (b) What are the indicators that a client has possibly been abused or neglected? 4

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Question 17 (8 marks)

A person who has first aid training arrives at the scene of a car accident and observes that the driver is slumped forward, is unconscious and breathing noisily. He is also bleeding profusely from a head wound.

- (a) What is the duty of care of the person delivering first aid? **2**

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- (b) What hygiene methods should be used before and after administering first aid? **2**

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- (c) Outline how the person administering first aid should manage:

- (i) the driver's airway. **2**

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- (ii) the driver's head wound. **2**

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

- (a) Identify TWO environmentally sustainable work practices. **2**

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- (b) Explain how emerging technologies affect work practices in client care. **5**

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Question 19 (7 marks)

- (a) Identify skills required to work effectively in a team in a health care setting. **2**

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- (b) Distinguish between the rights and the obligations of a health care worker in the workplace. Support your answer with examples. **5**

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Centre Number

Section II (continued)

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Student Number

Question 20 (7 marks)

Describe legal and ethical requirements when collecting and recording health information from clients.

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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.

In your answer you 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
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Question 21 (15 marks)

A client has been admitted to your health care facility. She is frail, underweight and has poor mobility.

Describe the strategies that a multidisciplinary team could implement to care for this client.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

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

Question 22 — Aged Care (15 marks)

- (a) How can cultural diversity affect the relationship between an employer and an employee? **6**
- (b) Explain how culturally respectful work practices can be applied in an aged care facility. **9**

OR

Question 23 — Allied Health Assistance (15 marks)

- (a) How can cultural diversity affect the relationship between an employer and an employee? **6**
- (b) Explain how culturally respectful work practices can be applied in an allied health care environment. **9**

OR

Question 24 — Health Services Assistance (15 marks)

- (a) How can cultural diversity affect the relationship between an employer and an employee? **6**
- (b) Explain how culturally respectful work practices can be applied in an acute care environment. **9**

End of paper