



B O A R D O F S T U D I E S
NEW SOUTH WALES

2012

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

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 9, 11 and 13

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–13

35 marks

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

Section III Page 15

15 marks

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

Section IV Page 16

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 What is *hypotension*?
 - (A) Low blood glucose
 - (B) High blood glucose
 - (C) Low blood pressure
 - (D) High blood pressure

- 2 Why is it good practice to paraphrase when communicating with a client?
 - (A) It gathers a limited amount of information.
 - (B) It indicates whether the client has been listening to you.
 - (C) It demonstrates to the client that you have been listening.
 - (D) It helps in selecting appropriate information from the client.

- 3 What is the correct sequence to follow when removing personal protective equipment (PPE)?
 - (A) Mask, gloves, hand hygiene, goggles, gown, hand hygiene
 - (B) Gloves, hand hygiene, goggles, gown, mask, hand hygiene
 - (C) Goggles, hand hygiene, gown, mask, gloves, hand hygiene
 - (D) Gown, goggles, gloves, hand hygiene, mask, hand hygiene

- 4 What is the role of an advocate?
 - (A) To protect the interests of an organisation
 - (B) To be responsible for the actions of others
 - (C) To provide solutions for a client, carer and family
 - (D) To represent the rights and interests of another person

- 5 What piece of legislation has been enacted to ensure personal information is managed appropriately?
- (A) Privacy Act 1998
 - (B) Freedom of Information 1982
 - (C) Anti-Discrimination Act 1977
 - (D) Human Rights and Equal Opportunities Commission Act 1986
- 6 Which of the following is an example of a biological hazard?
- (A) Noise
 - (B) Fumes
 - (C) Body fluids
 - (D) Cleaning products
- 7 Which of the following are ALL legislative and regulatory requirements in the community services/health industry?
- (A) Case management, referral and consent
 - (B) Codes of conduct, ethical behaviour, advocacy
 - (C) Professional development, performance review
 - (D) Mandatory notification/reporting, confidentiality, privacy
- 8 What is the process for continuous quality improvement within an organisation?
- (A) Assess, report, plan, act
 - (B) Assess, plan, implement, evaluate
 - (C) Identify, plan, implement, act
 - (D) Identify, report, implement, evaluate
- 9 Two members of a health care team are having an ongoing disagreement which is affecting their work.
- What approach should be implemented by management to resolve this conflict?
- (A) Ignore the problem
 - (B) Arrange for mediation for the co-workers
 - (C) Discuss the problem with the whole team
 - (D) Document the problem in a communication book

- 10** In NSW, a person who has first aid qualifications is only legally required to provide first aid assistance if he/she is
- (A) willing to undertake the task.
 - (B) the first person at the accident scene.
 - (C) the only qualified person present to assist.
 - (D) certain that the casualty can provide consent.
- 11** What is the medical term given to difficulty in swallowing?
- (A) Apraxia
 - (B) Aphasia
 - (C) Dyspnoea
 - (D) Dysphagia
- 12** Where does *gas exchange* take place in the lungs?
- (A) In the pleura
 - (B) In the alveoli
 - (C) In the trachea
 - (D) In the bronchioles
- 13** A client is exhibiting symptoms of pain associated with a medical condition.
- Within your job role, which of the following would be the best course of action?
- (A) Reassure the client and apply a cold pack before reporting to your supervisor.
 - (B) Use the pain scale to assess the client's pain, apply a heat pack and review in one hour.
 - (C) Assess the location and severity of the pain, give analgesics and evaluate the effectiveness.
 - (D) Ask the client about the location and severity of the pain, reassure the client and report to your supervisor.

- 14** What is the correct sequence of actions when applying the hierarchy of risk control measures to workplace safety?
- (A) Eliminate the risk, minimise the risk, apply PPE
 - (B) Minimise the risk, apply PPE, eliminate the risk
 - (C) Apply PPE, minimise the risk, administrative control
 - (D) Administrative control, eliminate the risk, apply PPE
- 15** Which of the following only lists parts of the inner ear?
- (A) Malleus, auditory nerve and cochlea
 - (B) Semicircular canals, auditory nerve and cochlea
 - (C) Tympanic membrane, eustachian tube and cochlea
 - (D) External auditory canal, semicircular canals and auditory nerve

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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 terms *anatomy* and *physiology*. 2

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- (b) *Homeostasis* is a term that describes the state of physiological balance within the body. 4

Provide an example of *homeostasis* and explain how it works.

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Question 17 (8 marks)

Your neighbour has fallen from a ladder while cleaning a high window.

- (a) Describe the first aid management of this situation. **3**

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- (b) (i) Your neighbour has a lower leg wound that is bleeding profusely. **3**

What actions should you take?

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- (ii) Your neighbour stops breathing and is unconscious. **2**

Describe how to apply CPR.

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

Explain a range of factors that can impact on health and wellbeing. **7**

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Question 19 (7 marks)

- (a) What standard precautions should be implemented to reduce the risk of cross-infection between patients, staff and visitors? **3**

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- (b) What additional (transmission-based) precautions should be taken to manage a patient with each of the following?

- (i) Air-borne pathogen **2**

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- (ii) Contact pathogen **2**

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Centre Number

Section II (continued)

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Student Number

Question 20 (7 marks)

- (a) What does the term *cultural diversity* mean? **2**

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- (b) How can aged care, health care facilities and/or allied health services cater for various cultures? **5**

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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
-

Question 21 (15 marks)

There are many issues currently affecting the delivery of care in the health and/or aged care industry.

Explain how the health and/or aged care industry could respond to these issues.

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) Define *client centred care*, *confidentiality* and *duty of care*. **6**
- (b) Describe how each of these terms apply to the care of a resident in an aged care environment. Include relevant industry examples to support your answer. **9**

OR

Question 23 — Allied Health Assistance (15 marks)

- (a) Define *client centred care*, *confidentiality* and *duty of care*. **6**
- (b) Describe how each of these terms apply to the care of a client in an allied health environment. Include relevant industry examples to support your answer. **9**

OR

Question 24 — Health Services Assistance (15 marks)

- (a) Define *client centred care*, *confidentiality* and *duty of care*. **6**
- (b) Describe how each of these terms apply to the care of a patient in an acute care environment. Include relevant industry examples to support your answer. **9**

End of paper