

1XXXXX Explain the process for conducting a needs assessment in a civil defence and emergency management context

Kaupae Level	4
Whiwhinga Credit	3
Whāinga Purpose	<p>This skill standard is for people conducting needs assessments in civil defence and emergency management (CDEM) situations.</p> <p>People credited with this skill standard are able to describe the CDEM welfare needs assessment system, welfare considerations for diverse groups, effective communication strategies, and conduct CDEM needs assessments in both facility-based and outreach settings.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Describe the welfare needs assessment system in New Zealand CDEM.	a. Describe needs assessment modalities and platforms.
	b. Explain the rights and responsibilities of needs assessors with reference to legislation.
	c. Explain psychosocial support available for needs assessors.
2. Describe welfare considerations for diverse community groups.	a. Explain cultural safety during needs assessment.
	b. Describe psychosocial considerations relevant to diverse populations.
	c. Explain considerations for people with disabilities during needs assessment.
3. Describe communication skills for needs assessors in a CDEM context.	a. Identify active listening strategies for needs assessment scenarios.
	b. Identify clarifying and or probing questions for needs assessment scenarios.
	c. Describe de-escalation techniques.

4. Conduct needs assessment in a CDEM context.	a. Perform needs assessment in a CDEM context following established processes.
	b. Demonstrate effective communication strategies in both facility-based and outreach needs assessment settings.
	c. Record needs assessment data accurately following CDEM established processes.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

- Te Tiriti o Waitangi obligations must be integrated into all aspects of the assessment and should demonstrate how the principles are applied in the context of CDEM.
- Needs assessment processes and formats may vary region to region.
- Assessment must align current CDEM SOPs.
- LO4 must be assessed under role play/exercise.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Needs Assessment:

- Needs assessment in CDEM: Purpose at community, local, regional, and national levels.
- Information Collection: Types of data collected, use, and data pathways.
- Assessment Modalities: Rapid, detailed, and community-based needs assessment methods.
- Assessment Platforms: Online, facility-based, and outreach (phone and face-to-face).
- Responsibilities of Needs Assessors: Legal responsibilities (Privacy Act, Health and Safety at Work Act, Oranga Tamariki Act, Summary Offences Act).
- Support Mechanisms: Include access to psychosocial support to facilitate debriefing, identify lessons learned, and inform ongoing practice and skills development.

Communication Skills:

- Types of Questions: Open, closed, clarifying, and probing.
- Active Listening: Verbal and non-verbal acknowledgments (e.g., minimal encouragers, paraphrasing).
- Non-verbal Communication: Facial expressions, voice modulation (tone, pace, pitch), gestures, and spatial setup during in-person assessments.
- Managing Situations: Techniques for de-escalation and resolving conflicts.

Supporting Diverse Community Groups:

- Wellbeing Models: Holistic approaches to wellbeing.
- Cultural Safety: Understanding and respecting diverse cultural practices and norms.
- Psychosocial Factors: Impact of psychosocial factors on welfare needs.
- Disability Considerations: Ensuring accessibility and appropriate support for individuals with disabilities.

Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- Civil Defence Emergency Management Act 2002.
<https://www.legislation.govt.nz/act/public/2002/0033/latest/whole.html>
- Health and Safety at Work Act 2015.
<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
- National Emergency Management Agency: Te Rākau Whakamarumarū. (2020, November 9). *Guidelines and technical standards issued under the CDEM Act. 2002.* <https://www.civildefence.govt.nz/cdem-sector/guidelines>
- National Emergency Management Agency: Te Rākau Whakamarumarū. (2020, September 20). *Welfare services, arrangements and resources for welfare in an emergency.* <https://www.civildefence.govt.nz/cdem-sector/welfare>
- National Emergency Management Agency: Te Rākau Whakamarumarū. (2020, November 9). *CDEM Groups.* <https://www.civildefence.govt.nz/cdem-sector/cdem-groups>
- Oranga Tamariki Act 1989.
<https://www.legislation.govt.nz/act/public/1989/0024/latest/dlm147088.html>
- Privacy Act 2020. <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>
- Summary Offences Act 1981.
<https://www.legislation.govt.nz/act/public/1981/0113/latest/whole.html>

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Civil Defence Emergency Management > Comprehensive Emergency Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0223

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	31 December 2029	NA
Kōrero whakakapinga Replacement information			
Rā arotake Planned review date	31 December 2029		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.