



Australian Government

**CHCCDE010 Develop and lead community
engagement strategies to enhance
participation**

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Application

This unit describes the skills and knowledge required to apply advanced community engagement skills to increase participation in the community development environment.

The high level engagement skills described in this unit apply to a range of workplace contexts involving skill development, application and evaluation of engagement strategies to ensure effective community participation in relevant projects and activities.

This unit applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Develop an effective community engagement plan

1.1 Document the purpose and scope of the community engagement

1.2 Identify and document relevant stakeholders and individuals who should be involved in the engagement process

1.3 Analyse and determine the level of impact that

ELEMENT

PERFORMANCE CRITERIA

stakeholders have in any decisions and the level of public participation required

1.4 Specify the engagement tools and methods to be used within specified timeframes and considering any specific barriers to participation

1.5 Identify and document evaluation mechanisms

1.6 Develop a budget proposal

1.7 Present the completed plan to management and the community for revision and endorsement

2. Implement the engagement plan

2.1 Organise the participation activity according to the plan

2.2 Proactively identify and address the specific priorities of individuals who are disengaged

2.3 Promote participation to the relevant stakeholders using appropriate communication methods

2.4 Undertake the engagement activity using relevant tools and techniques

2.5 Encourage all group members to contribute their ideas constructively and respectfully during group discussions

2.6 Routinely use strategies that enhance effective group interactions and communication

2.7 Respond to questions in a manner consistent with organisation standards

2.8 Document the participation feedback from participants

2.9 Conduct an evaluation of the participation activities

3. Evaluate and review the outcomes and effectiveness of the participation plan

3.1 Review the engagement activities in comparison with the plan objectives

3.2 Document the outcomes and evaluation feedback

3.3 Report this information to relevant stakeholders

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>