



**Australian Government**

# **CHCCDE032 Deliver emergency relief services**

**Release: 1**

## CHCCDE032 Deliver emergency relief services

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to provide emergency relief to people and families.

The work described in this unit will take place within an agency or service and may be provided in a range of areas including but not limited to finance, food, shelter, managing utilities, health and disaster relief.

This unit applies to emergency relief, community work or a community development work context. Workers at this level are 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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Community Development

### Unit Sector

Community Services

### Elements and Performance Criteria

#### ELEMENTS

*Elements describe the essential outcomes*

1. Communicate in an emergency relief context.

#### PERFORMANCE CRITERIA

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

- 1.1. Communicate with people and families to identify their priorities and issues.
- 1.2. Communicate with people and families to support them to resolve their needs and issues.

- 1.3. Communicate mission and values of the service agency.
  - 1.4. Communicate appropriately when working with other agencies.
2. Provide emergency relief services.
  - 2.1. Assess the priorities of people and families to ensure suitable support is recommended.
  - 2.2. Provide information to people and families according to their priorities.
  - 2.3. Ensure recommended relief services are within agency's capabilities and budget to provide.
  - 2.4. Refer people and families to agencies, services and professionals according to their individual needs.
  - 2.5. Provide support and advocacy for people and families according to their priorities.
  - 2.6. Provide emergency relief services according to legislative requirements and organisational policies and procedures.
3. Undertake administrative duties.
  - 3.1. Maintain networks with other agencies.
  - 3.2. Attend meetings to review agency range of services.
  - 3.3. Maintain statistics according to organisational policies and procedures.
  - 3.4. Maintain files and financial records according to organisational policies and procedures.
  - 3.5. Mentor new volunteers in working within organisation philosophies and ethical frameworks.
  - 3.6. Undertake activities as required to support organisational mission and values.
4. Review and monitor own work.
  - 4.1. Identify scope of work to ensure that services provided are within personal and organisation capabilities.
  - 4.2. Address diverse views and conflicts within the organisation to ensure service provision is maintained.
  - 4.3. Participate in organisational monitoring activities to enable service provision to be reviewed.
  - 4.4. Seek to address difficulties and assistance with appropriate person.

## Foundation Skills

*Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.*

### SKILLS

### DESCRIPTION

- Reading skills to:
- interpret a variety of text to determine and confirm task requirements.
- Numeracy skills to:
- select and interpret mathematical information that is relevant to budget of strategic planning.

## Unit Mapping Information

Supersedes and is equivalent to CHCCDE016 Deliver emergency relief services.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>