



Australian Government

LGACOR007 Conduct community consultations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, conduct and report on community consultations.

It requires the ability to engage and consult with communities to recognise and respond to the needs of the community in a timely and effective manner.

This unit applies to individuals who work in local government.

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

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Research consultation.

2. Plan consultation.

PERFORMANCE CRITERIA

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

1.1. Monitor issues of public interest and concern to identify issues for community consultation.

1.2. Research and analyse issues to determine purpose and scope of community consultation.

1.3. Review purpose and scope of community consultation to determine consultation process and identify and define target groups.

2.1. Evaluate and select consultation methods to suit target group.

2.2. Develop consultation tools tailored to target group needs and test to maximise response rate and feedback quality.

2.3. Select data gathering, analysis and storage methods according to data handling procedures.

- 2.4. Select and set measurable milestones and targets for monitoring community consultation progress.
 - 2.5. Select and develop evaluation process for reviewing community consultation outcomes.
 - 2.6. Allocate resources and estimate costs required to implement community consultation.
 - 2.7. Identify and assess community consultation risks and develop strategies for managing risks.
 - 2.8. Develop and document community consultation plan to meet legislative requirements and organisational policies and procedures.
3. Conduct consultation.
 - 3.1. Brief individuals involved in conducting consultations on processes and methods of consultation.
 - 3.2. Implement community consultation processes and methods according to community consultation plan.
 - 3.3. Develop community consultation information to support equitable access of target group.
 - 3.4. Promote consultation to target groups to raise community consultation awareness and maximise response rate.
 - 3.5. Collect and store community consultation feedback according to data gathering and storage methods.
 - 3.6. Monitor community consultation against milestones and targets and make adjustments to maximise outcomes.
 - 3.7. Evaluate community consultation to identify areas for improvement.
4. Report on consultation results.
 - 4.1. Analyse, synthesise and summarise community consultation findings.
 - 4.2. Calculate and prepare report on community consultation costs.
 - 4.3. Develop, document and disseminate community consultation summaries to interested parties.
 - 4.4. Identify and direct community issues raised during consultation to authorised personnel for action.
 - 4.5. Document and present community consultation findings to support informed decision making.
 - 4.6. Document overall effectiveness of the consultation process and act on recommendation for improvements within scope of own job role.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	• interpret written responses to community consultations.
Writing skills to:	• prepare community consultation documents and reports for internal and external audiences.
Oral communication skills to:	• present community consultation information to internal and external audiences.
Numeracy skills to:	• interpret, use, analyse, discuss, represent and report on statistical information • determine sample sizes • estimate and calculate community consultation costs.
Problem-solving skills to:	• identify and address access and equity issues and engage difficult to reach target groups.
Planning and organising skills to:	• meet consultation plan timeframes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>