



Australian Government

**MSS017006 Identify and improve
sustainability interactions with the
community**

Release: 1

MSS017006 Identify and improve sustainability interactions with the community

Modification History

Release 1. Supersedes and is equivalent to MSS017006A Identify and improve sustainability interactions with the community.

Application

This unit of competency covers the identification of the impacts on the community of current or future sustainability related actions of the organisation and its value chain and the implementation of measures to make those interactions more positive. It also includes assessing the sustainability impact back on the organisation and its value chain members of actions by the community. The unit may be applied to an entire organisation, part of a large organisation, or part or all of a value chain.

This unit covers the examination of an organisation's and its value chain's interactions with the community, including the identification of key communication channels and people, and an understanding of sustainability issues from their perspective. The organisation's environment, for the purpose of this unit, is considered to include the ecology it impacts, the economic impacts on the organisation and the social impacts of the organisation.

Skills covered by this unit may be applied individually or in a team context and would typically be undertaken by a manager or senior technologist who has a significant sustainability responsibility work role.

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

Pre-requisite Unit

Nil

Competency Field

Sustainable operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
<p>1 Determine sustainability interactions with the community</p>	<p>1.1 Process map operation for the chosen portion of value chain.</p> <p>1.2 Determine sustainability related impacts on the community for each process step.</p> <p>1.3 Determine overall impacts on the community from the portion of the value chain as a whole.</p> <p>1.4 Determine overall impacts on the community from the complete value chain.</p>
<p>2 Engage with the community</p>	<p>2.1 Determine any known community issues and actions which may be relevant to value chain.</p> <p>2.2 Determine impact of community issues and actions on the sustainability of the organisation and its value chain.</p> <p>2.3 Identify key community groups, representatives and opinion influencers.</p> <p>2.4 Determine best strategy for engagement with the community on sustainability issues.</p> <p>2.5 Implement strategy to define community sustainability issues with the organisation and value chain.</p> <p>2.6 Rank issues by importance to the community and organisation.</p> <p>2.7 Report issues and rankings back to appropriate internal stakeholders.</p>
<p>3 Compare issues raised with impacts determined</p>	<p>3.1 Select issues for action based on rankings and internal stakeholder feedback.</p> <p>3.2 Determine root cause of selected issues.</p> <p>3.3 Determine regulatory impact of issues and possible responses.</p>

- 3.4 Develop an appropriate response for selected issues.
 - 3.5 Explore alternative methods of addressing selected issues.
 - 3.6 Categorise alternative methods.
- 4 **Negotiate acceptable solutions**
- 4.1 Negotiate solutions acceptable to the community, the organisation and value chain members.
 - 4.2 Agree a timeline for action and indicators of progress.
 - 4.3 Identify issues where no short-term resolution is achievable.
 - 4.4 Establish agreed mechanism for ongoing monitoring of progress by the community.
 - 4.5 Record outcomes in appropriate manner and communicate to relevant stakeholders.
- 5 **Monitor and report progress of agreed solutions**
- 5.1 Ensure projects are initiated as agreed.
 - 5.2 Collect agreed metrics or other indicators.
 - 5.3 Take action if solutions are not delivering as anticipated.
 - 5.4 Maintain dialogue with community as agreed.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Sustainability incorporates all of

- survival of the ecology/physical environment (to manage the impact of the business to ensure the survival of the physical environment)
- economic viability (efficiency, cost and waste reduction and competitiveness to support survival of the business)
- social sustainability (to manage the impact of the business to ensure its continued survival within the community and the survival of the community).

Community includes one or more of

- residents living in the area of the value chain
- people who use amenities in the area of the value chain
- people who work near the value chain
- employees of the value chain or the organisation
- other organisations in the area of the value chain
- general community.

Amenities include one or more of

- roads and public transport
- waterways
- parks and gardens
- public facilities, such as halls, libraries, shopping centres and other facilities open to the public.

Importance to the community is based on one or more of

- significance of impact
- importance perceived by a community member or organisation.

Sustainability issues of particular relevance include one or more of

- particular sensitivities of the local ecology (e.g. endangered species, sensitive local flora/fauna, material scarcity, water availability)
- general ecology issues and regulations (e.g. climate change and carbon footprint, pollution control measures)
- particular local social issues (e.g. distortions to the housing market, disruption to local lifestyles)
- general social issues (e.g. corporate citizenship, use or/deterioration to infrastructure)
- particular local economic issues (e.g. cost of capital, profit)

- margins, competition)
 - general economic issues (e.g. state of the economy, stage of the business cycle).
- Significance of impact includes one or more of**
- permanent loss or degradation
 - loss or degradation which inhibits use by the following generation
 - temporary degradation requiring remediation
 - temporary degradation which is self remediating
 - speed of change/degradation/loss.
- Sustainability impacts which cannot be prevented require mitigation and amelioration techniques which include one or more of**
- capture and storage (e.g. scrubbing) and similar ‘end of pipe’ solutions
 - dilution/dispersion and similar techniques which reduce concentration but not amount
 - other approaches which meet the sustainability requirements.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS017006A Identify and improve sustainability interactions with the community.

Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>