Australian Government

# PSPGEN075 Build and maintain community relationships

**Release: 1**

# PSPGEN075 Build and maintain community relationships

## Modification History

| Release | Comments |
|---|---|
| 1 | This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.<br><br>This unit supersedes and is equivalent to PSPCOM503A Build and maintain community relationships.<br><br>• Unit code updated<br>• Content and formatting updated to comply with new standards<br>• All PC transitioned from passive to active voice |

## Application

This unit describes the skills required to set the parameters for relationships or partnerships between public sector and outside organisations, provide information relating to community engagement, develop engagement strategies and relationships, and build community problem solving capacity.

This unit applies to those working in a role where they are required to develop and maintain relationships and partnerships with individuals or communities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, including those related to WHS and environment in the context of dealing with external customers.

Those undertaking this unit would generally work independently, as part of a team and with supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

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

## Competency Field

General

# Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|---|---|
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section. |
| **1. Set the parameters for relationships** | 1.1 Develop a contextual framework to assist in analysing and setting parameters for relationships. <br> 1.2 Establish and agree upon the parameters and purpose for the relationships. <br> 1.3 Allow flexibility for incorporation of new ideas and options. <br> 1.4 Identify and manage the dynamics within and across relationships. <br> 1.5 Identify and agree the benefits for both parties. <br> 1.6 Identify constraints, including time, procedural and resource limitations and allocate resources. |
| **2. Provide information relating to community engagement** | 2.1 Assess current community understanding of the roles and responsibilities of public officials and provide information to clarify the roles and responsibilities. <br> 2.2 Explain the rights and responsibilities of individuals and communities to be involved in government processes and decision making. <br> 2.3 Communicate organisation's priorities, strategic direction, systems, decision making and approval processes. <br> 2.4 Communicate opportunities for community involvement in processes and decision-making in ways suited to the diversity of the community. |
| **3. Build community engagement capacity** | 3.1 Identify and address the skills and knowledge requirements of individuals and communities to engage with government with a range of strategies tailored to individual needs. <br> 3.2 Identify, resource and promote opportunities for individuals and communities to develop their capacity to engage with government. <br> 3.3 Develop and implement innovative strategies to identify and reach out to community groups and individuals who demonstrate low engagement with government. <br> 3.4 Tap into informal and formal community networks to strengthen local capital and to ensure ongoing capacity. <br> 3.5 Identify barriers to community engagement, formulate and implement solutions. |

| 4. **Build community problem-solving capacity** | 4.1 Provide information and opportunities for involvement in government processes and decision making to individuals and communities in accordance with their needs and preferences. |
| | 4.2 Identify and promote existing and new ways to engage with government in a variety of ways suited to diverse communities. |
| | 4.3 Develop mechanisms for communities to raise their own issues with government, implement and promote in accordance with community context. |
| | 4.4 Develop a range of strategies to address community issues in partnership with communities. |
| | 4.5 Implement mutually developed and agreed solutions to community issues. |
| | 4.6 Identify and use strategies for reporting developments to communities. |

# Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

# Unit Mapping Information

This unit supersedes and is equivalent to PSPCOM503A Build and maintain community relationships.

# Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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