



**Australian Government**

# **PSPGSD011 Manage the emergent dynamics of government service delivery**

**Release: 1**

# PSPGSD011 Manage the emergent dynamics of government service delivery

## Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGSD502A Manage the emergent dynamics of government service delivery.</p> <ul style="list-style-type: none"> <li>• Unit code updated</li> <li>• Content and formatting updated to comply with new standards</li> <li>• All PC transitioned from passive to active voice</li> </ul>

## Application

This unit describes the skills required to perform contingency management in a government service delivery environment. It includes managing government service reception, dealing with complaints and aggression, and assuring public safety in a government service delivery environment.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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.

Those undertaking this unit would work autonomously in consultation with others as necessary, performing routine tasks in a range of contexts that could be unpredictable.

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

## Competency Field

Government service delivery

## 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.
<b>1. Manage government service reception</b>	1.1 Establish and monitor reception and/or front office functions and efficiency. 1.2 Monitor and evaluate the effectiveness of queuing strategies, and make responses to peak demand periods to minimise impact on individuals. 1.3 Maintain items and information available to the public in government service delivery sites.
<b>2. Deal with complaints and aggression</b>	2.1 Recognise and cater for the complex needs and challenges facing individuals accessing government service delivery. 2.2 Monitor ongoing satisfaction and identify the concerns of dissatisfied and aggrieved individuals. 2.3 Identify and apply established frameworks for resolving conflict and aggression in government service delivery. 2.4 Review and agree on actions to resolve identified issues with individuals. 2.5 Make referrals in consultation with the individual and specialist service providers.
<b>3. Assure public safety in a government service delivery environment</b>	3.1 Develop and implement, risk management and response plans for potential emergencies or crises. 3.2 Access relevant emergency services. 3.3 Debrief affected parties. 3.4 Record any incidents.

## 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 PSPGSD502A Manage the emergent dynamics of government service delivery.

## 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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