



**Australian Government**

# **LGACOR007 Conduct community consultations**

**Release: 1**

# LGACOR007 Conduct community consultations

## 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

### PERFORMANCE CRITERIA

*Elements describe the essential outcomes*

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

1. Research consultation.

- 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. Plan consultation.

- 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:                 | <ul style="list-style-type: none"><li>• interpret written responses to community consultations.</li></ul>                                                                                                                           |
| Writing skills to:                 | <ul style="list-style-type: none"><li>• prepare community consultation documents and reports for internal and external audiences.</li></ul>                                                                                         |
| Oral communication skills to:      | <ul style="list-style-type: none"><li>• present community consultation information to internal and external audiences.</li></ul>                                                                                                    |
| Numeracy skills to:                | <ul style="list-style-type: none"><li>• interpret, use, analyse, discuss, represent and report on statistical information</li><li>• determine sample sizes</li><li>• estimate and calculate community consultation costs.</li></ul> |
| Problem-solving skills to:         | <ul style="list-style-type: none"><li>• identify and address access and equity issues and engage difficult to reach target groups.</li></ul>                                                                                        |
| Planning and organising skills to: | <ul style="list-style-type: none"><li>• meet consultation plan timeframes.</li></ul>                                                                                                                                                |

## 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>

# Assessment Requirements for LGACOR007 Conduct community consultations

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- plan, conduct and report on one community consultation that involves:
  - maintaining council's reputation
  - producing information to support informed decision making.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational plans, policies and procedures relevant to conducting community consultations
- legislation relevant to conducting community consultations
- types of consultation issues:
  - strategy
  - policy
  - operations and services
  - projects
  - performance
  - amount required by legislation
- consultation plan structure
- access and equity issues:
  - subject matter
  - manner in which consultations are conducted
  - physical accessibility
  - community profile
  - diverse language needs
  - culture, including Indigenous, youth and non-English speaking background
- consultation processes
- types, strengths and weaknesses of consultation methods:
  - public meetings
  - telephone surveys

- online surveys
- mailed surveys
- focus groups
- council meetings
- interviews
- expert panels
- social media
- methods for collecting, storing, analysing and summarising data:
  - quantitative data
  - qualitative data
- evaluation methods:
  - outcomes
  - process
  - impact on decision making
  - participant satisfaction
- types of community consultation targets:
  - response rate
  - representative sample
  - quality of feedback
  - timing
  - cost
- types of resources and methods for estimating and calculating costs:
  - human
  - financial
  - technical
- types of target groups and methods for identifying and defining:
  - community groups
  - authorities
  - community members
  - emergency authorities including police, fire and ambulance
  - private sector business interests
  - special interest groups
  - experts.

## Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- computer with access to the internet

- consultation plan template
- target groups relevant to the community consultation issue
- organisational policies and procedures relevant to conducting community consultations.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## **Links**

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