



Australian Government

Department of Education, Employment and Workplace Relations

LGAEHRR402A Respond to environmental health complaints

Release 2

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Modification History

LGAEHRR402A Release 2: Layout adjusted.

LGAEHRR402A Release 1: Primary release.

Unit Descriptor

This unit covers the skills and knowledge required to respond to environmental health complaints and conduct preliminary investigations under direction and supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Contact complainant to gather and provide information

- 1.1 Notifications of ***environmental health issues*** are received and recorded.
- 1.2 ***Relevant legislation and council procedures*** for different types of complaints are identified and clarified with senior team members.
- 1.3 For designated complaints, complainant is contacted and relevant details are gathered and recorded.
- 1.4 Complaints procedures are explained to complainant and questions are answered or referred to team members for follow-up and advice.

2. Plan preliminary investigation of complaints

- 2.1 Preliminary investigation activities are identified and planned in consultation with team members and according to council policy.
- 2.2 ***Data*** gathering, recording and reporting requirements are identified and relevant equipment and documentation are prepared.
- 2.3 Contingency plans for dealing with potential conflict are considered and discussed with senior team members.

3. Conduct and report on preliminary investigations

- 3.1 Investigation is carried out efficiently and effectively according to council policy and advice from senior team members.
- 3.2 On-site discovery of issues beyond the authority of the investigator are referred to senior team members.
- 3.3 Data and information are collected and recorded.
- 3.4 Communications with community members are cordially conducted and potential conflicts managed effectively.
- 3.5 Report is prepared and submitted to the team for information or direction.
- 3.6 ***External authorities*** are notified, as required by council procedures.
- 3.7 Complainant is advised of outcome or referred to senior officers according to council policy.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- conducting investigations according to council policy
- using data gathering equipment, such as sound-level meters, sample containers and digital cameras
- reading and interpreting a range of information, including legislation, codes, standards and policies relevant to the job role
- communicating and liaising with professional practitioners
- demonstrating clear, open communication and consultation with the community and stakeholders and managing stakeholder relationships using a range of communication techniques to assess their needs and expectations
- achieving effective working relationships that demonstrate an ability to work collaboratively with people from diverse backgrounds
- problem solving and conflict management
- monitoring own work and adjusting to meet agreed standards and expectations
- engaging in activities that promote own ongoing learning requirements, which may include maintaining current knowledge of legislation and common law
- using technology relevant to the job/role, which may include the use of computers and other relevant office technology
- record keeping
- report writing

Required Knowledge

- common environmental health issues and their effect on the community and the environment
- relevant environmental health legislation
- relevant council policies and procedures
- methods for data gathering and recording
- conflict resolution strategies

Evidence Guide

Overview of assessment requirements

A person who demonstrates competency in this unit will be able to perform the outcomes described in the elements to the required performance level detailed in the performance criteria. The unit's skill and knowledge requirements must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.

Critical aspects of evidence to be considered

The demonstrated ability to:

- analyse complaints and select appropriate responses
- conduct communication with complainants and community members efficiently and effectively, managing potential conflict effectively
- plan and conduct preliminary investigations and data gathering efficiently and effectively
- refer issues beyond the authority of the investigator to senior team members and notify external authorities as required
- collect, record and report data and information according to council procedures

Context of assessment

On the job or in a simulated work environment.

Method of assessment

The following assessment methods are suggested:

- observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies
- written and oral questioning to assess knowledge and understanding
- completion of workplace documentation
- third-party reports from experienced practitioners
- completion of self-paced learning materials, including personal reflection and feedback from trainer, coach or supervisor

Evidence required for demonstration of consistent performance

Competency must be demonstrated in all elements across a range of variables relevant to council's size, location and strategic plan.

Resource implications

Access to a workplace or simulated case study that provides the following resources:

- copies of federal, state or local government legislation, including Health Acts and environmental protection
- appropriate Australian standards
- professional journals and reports

- council policies, procedures and guidelines
- relevant data sources
- relevant authorities

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<i>Environmental health issues</i> may include:	• air, water or land pollution • pest or vector control • excessive noise • intensity of insects or pest animals • implications of seasonal conditions • stray animals • contaminated sites
<i>Relevant legislation and council procedures</i> may include:	• federal, state or territory and local government legislation, including the Health Act and Australian standards • professional journals and reports • environmental protection legislation • public and environmental health legislation • local government legislation • council policies, procedures and guidelines • strategic, business and management plans • local ordinances, laws and by-laws
<i>Data</i> may include:	• air, soil and water samples • noise level readings • dates and times of nuisance • degree of disturbance or annoyance • observation of: • pests or evidence of pests • insects • mould • rubbish • sharps • water • stray animals • pollution
<i>External authorities</i> may include:	• police and emergency services • environmental protection authority • water authorities • justice department • conservation authorities • industry • local government departments

- community services
- youth services
- aged services

Unit Sector(s)

Health and Environment