

40684**Support the operation of a Civil Defence Centre during an emergency**

Kaupae Level	3
Whiwhinga Credit	2
Whāinga Purpose	<p>This skill standard is for people working in a Civil Defence Centre in an emergency.</p> <p>People credited with this skill standard are able to: describe the operation of a Civil Defence Centre (CDC); and assist with key tasks to support the operation of a CDC.</p> <p>This skill standard can be used for assessment within programmes across the Emergency Management sector.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Describe the operation of a Civil Defence Centre during an incident response.	a. Explain the purpose of a CDC.
	b. Outline the services available in a fully set up CDC.
	c. Describe a layout for a CDC that meets the safety and cultural needs of impacted people.
	d. Identify the purpose of reception in a CDC.
	e. Identify the management of a CDC.
	f. Outline support agencies roles and responsibilities in a CDC.
	g. Identify and explain the roles and tasks of volunteers in CDC operations.
	h. Determine the differences between the operation of a CDC and a Community Led Centre (CLC) or marae.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
2. Assist with key tasks in a Civil Defence Centre.	a. Record evacuee details using the designated system and following privacy protocols.
	b. Communicate clearly with evacuees while collecting information.
	c. Demonstrate cultural awareness and inclusivity when assisting diverse populations.
	d. Assist with stocktake of resources and reporting of shortages.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Candidate evidence must comply with the welfare plan of the Civil Defence Emergency Management organisation and the Privacy Act 2020.

Learning outcome 2 may be assessed in simulated conditions.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Welfare

- The elements of welfare for diverse community groups.
- Holistic wellbeing models e.g. Te Whare Tapa Wha.

Civil Defence Centres

- Definitions of terminology used in welfare.
- Function of emergency Civil Defence Centres.
- Management of emergency Civil defence Centres.
- Supervision of civil defence centre and reporting lines.
- Working in a civil defence centre: roles and responsibilities.
- Welfare services may include – needs assessment, psychosocial support, accommodation, financial assistance, household goods and services, animal welfare.
- Support agencies in a Civil Defence Centres may include – Public Health, Te Puni Kōkiri, Ministry of Primary Industries, Police, Salvation Army New Zealand, Red Cross, and Ministry of Social Development.
- Other providers of welfare in the community.

- Specific needs of impacted people: service dogs and CDC guidelines; cultural, faith-based or spirituality requirements.
- Examples of interior layout features include – a needs assessment area, catering area, access to administration facilities, toilets and private areas for evacuees to discuss issues.
- Examples of exterior layout features include – security, transport, access, parking and animal control.
- Health and Safety.

Community Led Centres (CLC)

- Difference between CLC and CDC operations.
- Community Emergency Hub model.
- Marae layout and tikanga.
- Transition of Community Led centres to Civil defence centres.
- CDEM support for a CLC by discretion of the Controller and Welfare Manager.

Assisting with key tasks within a CDC

- Registration and information management.
- Needs assessment and welfare support.
- Resources distribution and logistics.
- Communication and teamwork.
- Emergency procedures and problem solving.
- Professionalism and conduct.

Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- Civil Defence Emergency Management Act 2002.
<https://www.legislation.govt.nz/act/public/2002/0033/latest/whole.html>.
- Health and Safety at Work Act 2015.
<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>.
- National Emergency Management Agency: Te Rākau Whakamarumaru. (2020, November 9). *Guidelines and technical standards issued under the CDEM Act. 2002.*
<https://www.civildefence.govt.nz/cdem-sector/guidelines>.
- National Emergency Management Agency: Te Rākau Whakamarumaru. (2020, November 9). *Welfare services in an emergency director's guidelines.* <https://www.civildefence.govt.nz/cdem-sector/guidelines/welfare-services-in-an-emergency/welfare-services-in-an-emergency-directors-guideline>.
- National Emergency Management Agency: Te Rākau Whakamarumaru. (2020, September 20). *Welfare services, arrangements and resources for welfare in an emergency.*
<https://www.civildefence.govt.nz/cdem-sector/welfare>.
- National Emergency Management Agency: Te Rākau Whakamarumaru. (2020, November 9). *CDEM Groups.* <https://www.civildefence.govt.nz/cdem-sector/cdem-groups>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Civil Defence Emergency Management > Civil Defence Emergency Management Response
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0223

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	24 July 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 7336.		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.