40691   Conduct needs assessment in an emergency management context

Kaupae | Level	4
Whiwhinga | Credit	3
Whāinga | Purpose	This skill standard is for people conducting needs assessments in emergency management situations.
	People credited with this skill standard are able to: explain the welfare needs assessment system used in emergency management; apply welfare considerations for diverse community groups; and conduct needs assessments in both facility-based and outreach settings.
	This skill standard can be used for assessment within programmes across the Emergency Management sector.

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

Hua o te ako | Learning outcomes	Paearu aromatawai | Assessment criteria
1. Explain the welfare needs assessment system used in emergency management.	a. Explain the purpose of a needs assessment and when one should be completed.
	b. Outline needs assessment modalities and platforms.
	c. Outline the rights and responsibilities of needs assessors with reference to legislation.
	d. Outline the psychosocial support available for needs assessors.

Hua o te ako | Learning outcomes	Paearu aromatawai | Assessment criteria
2. Apply welfare considerations for diverse community groups in the context of needs assessment.	a. Identify key aspects of cultural safety during needs assessment.
	b. Examine the psychosocial factors affecting diverse populations in the needs assessment process.
	c. Identify key considerations for people with disabilities during the needs assessment process.
	d. Identify the demographics of impacted communities and describe the needs of vulnerable populations in the context of needs assessment.
	e. Develop strategies to address diverse needs in preparation for a needs assessment.
3. Conduct needs assessments in both facility-based and outreach settings.	a. Demonstrate active listening techniques during needs assessment scenarios.
	b. Use clarifying and or probing questions during needs assessment scenarios.
	c. Use de-escalation techniques during needs assessment scenarios.
	d. Perform needs assessments in both facility-based and outreach needs assessment settings following established processes.
	e. Record needs assessment data accurately following established processes.

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

Assessment specifications:

- Te Tiriti o Waitangi obligations must be integrated into all aspects of the assessment and should demonstrate how the principles are applied in the context of emergency management.

- Needs assessment processes and formats may vary region to region.

- Assessment must align with current emergency management standard operating procedures (SOP).

- Learning outcome 3 must be assessed under role play or simulated exercise.

Definition:

Vulnerable population refers to individuals or groups who are at higher risk of harm, adverse outcomes, or barriers to accessing support before, during, or after an emergency or disaster. These vulnerabilities may be due to physical, social, economic, or cultural factors.

Ngā momo whiwhinga | *Grades available*

Achieved.

Ihirangi waitohu | Indicative content

Needs Assessment:

- Needs assessment in emergency management: purpose at community, local, regional, and national levels.

- Information collection: types of data collected, use, and data pathways.

- Assessment modalities: rapid, detailed, and community-based needs assessment methods.

- Assessment platforms: online, facility-based, and outreach (phone and face-to-face).

- Responsibilities of needs assessors: legal responsibilities (Privacy Act, Health and Safety at Work Act, Oranga Tamariki Act, Summary Offences Act).

- Support mechanisms: include access to psychosocial support to facilitate debriefing, identify lessons learned, and inform ongoing practice and skills development.

Communication Skills:

- Types of questions: open, closed, clarifying, and probing.

- Active listening: verbal and non-verbal acknowledgments (e.g., minimal encouragers, paraphrasing).

- Non-verbal communication: facial expressions, voice modulation (tone, pace, pitch), gestures, and spatial setup during in-person assessments.

- Managing situations: techniques for de-escalation and resolving conflicts.

Supporting Diverse Community Groups:

- Wellbeing models: holistic approaches to wellbeing.

- Cultural safety: understanding and respecting diverse cultural practices and norms.

- Impact of psychosocial factors on welfare needs. Psychological and emotional well-being, social and community support networks, cultural considerations, economic and financial stability, safety and security concerns and access to healthcare and essential services

- Disability considerations: ensuring accessibility and appropriate support for individuals with disabilities.

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, 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.

- Oranga Tamariki Act 1989.
  https://www.legislation.govt.nz/act/public/1989/0024/latest/dlm147088.html.

- Privacy Act 2020. https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html

- Summary Offences Act 1981.
  https://www.legislation.govt.nz/act/public/1981/0113/latest/whole.html.

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	NA
Kōrero whakakapinga	Replacement information	N/A		
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.