

40692**Lead a Civil Defence Centre during an emergency**

Kaupae Level	5
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is intended for people involved in Civil Defence Emergency Management (CDEM) with responsibilities related to the operation of a Civil Defence Centre (CDC) during an emergency.</p> <p>People credited with this standard are able to: establish an activated CDC; allocate responsibilities to CDC team members; lead the CDC team to achieve operational objectives. 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. Establish an activated Civil Defence Centre (CDC) in an emergency.	a. Ensure a site assessment is conducted.
	b. Verify readiness of CDC staffing, resources, equipment and communications systems.
	c. Establish contact with the Emergency Operations Centre (EOC), Welfare Team Leader, and Facility Coordinator to align situational awareness.
	d. Coordinate with welfare agencies to assess and address welfare service needs.
	e. Support welfare manager in the mobilisation of CDC staff.
2. Allocate responsibilities to CDC team members.	a. Identify and assign roles and responsibilities within the CDC team structure following established staffing requirements.
	b. Brief team on welfare services, safety protocols and available resources.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Lead the CDC team to achieve operational objectives.	a. Facilitate regular team updates and meetings, ensuring alignment with Incident Management Team directives.
	b. Create and maintain staffing rosters to ensure continuous operations, including overnight shifts.
	c. Implement conflict management strategies and provide support to maintain the welfare team.
	d. Conduct end of shift hand overs to communicate updates, challenges, and next steps.
	e. Maintain up to date needs assessments information, ensuring data is secure and privacy guidelines are followed.
	f. Maintain status reports, track resource allocation, and document logistics for ongoing and future operational needs.

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

Assessment specifications:

- Learners are recommended to complete skill standard 40684, *Support the operation of a Civil Defence Centre during an emergency*, before assessment of this standard.
- This standard is to be assessed in simulated conditions or as part of a structured exercise.
- Assessment exercise must comply with current legislation and guidelines.
- Practical components must include readiness checks, team briefings, and staff roster creation.
- Learners must provide evidence of compliance with the CDEM Welfare Plan and all relevant CDEM legislation, including but not limited to the Privacy Act 2020, and the Health and Safety at Work Act 2015.
- Learning outcome 1 is assessed in accordance with organisational standard operating procedures (SOP).

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Facility activation and readiness: physical site assessments to establish suitability of facilities for operation safety checks, resource verification.
- Communication systems setup and testing.
- Welfare services and supporting agencies in a CDC.

- Team coordination and responsibilities: role allocation, needs assessment team establishment, and operational briefings.
- Leadership in operations: conflict resolution, resource management, communication strategies including team updates and debriefings.
- Administration and compliance: accurate evacuee data recording and resource tracking. Compliance with legal obligations under privacy, health and safety, and CDEM legislation.

Rauemi | Resources

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

- Bill of Rights Act 1990. <https://www.legislation.govt.nz/act/public/1990/0109/latest/whole.html>.
- 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 Civil Defence Emergency Management Plan Order 2015. <https://www.legislation.govt.nz/regulation/public/2015/0140/latest/dlm6485804.html>.
- National Emergency Management Agency: Te Rākau Whakamarumarū. (n.d.). *Welfare services: Arrangements and resources for welfare in an emergency*. <https://www.civildefence.govt.nz/cdem-sector/welfare>.
- National Emergency Management Agency: Te Rākau Whakamarumarū. (2020). *Welfare services in an emergency*. <https://www.civildefence.govt.nz/cdem-sector/guidelines/welfare-services-in-an-emergency>.
- National Emergency Management Agency: Te Rākau Whakamarumarū. (2020). *National Civil Defence and Emergency Management Plan 2015 and guide to the plan*. <https://www.civildefence.govt.nz/cdem-sector/plans-and-strategies/national-civil-defence-emergency-management-plan-and-guide>.
- Privacy Act 2020. <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.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	N/A
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.