

Title	Analyse and report on concerns, issues, needs, and resources in the community		
Level	6	Credits	6

Purpose	People credited with this unit standard are able to: explain community analysis; gather information on concerns, issues, needs, and resources in the community; analyse information gathered on concerns, issues, needs, and resources in the community, and prepare an action plan based on analysis of concerns, issues, needs, and resources in the community.
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Classification	Social Services > Community Work
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to:
 - Official Information Act 1982;
 - Privacy Act 2020.
- 2 Definitions
 - *Community* includes but is not limited to – a community of interest, a community of locality, a cultural community, or a kin group.
Community concerns may include but are not limited to – cultural, economic, environmental, political and social.
Community issues in community may include but are not limited to – alcohol and drug issues, community safety, criminal offending, homelessness.
Community needs may include but are not limited to – access to education, health care, recreation, and social services.
 - *Key people* may include but are not limited to – people within a family, whānau, hapū, iwi, group, agency, or organisation who are given the authority or mana to speak on behalf of those people by virtue of their position, expertise, or knowledge. Where a community of locality is the focus, key people include those identified from a cross section of individuals and organisations that provide services to the community of locality.
 - *Nature of the community* is determined by reference to factors that may include but are not limited to – the age and stage of development, cultures, developmental needs, disabilities, gender, goals, health status, interests, kin relationships, language, sexual orientation, and socio-economic status of the members of the community. People awarded credit for this unit standard demonstrate competence in one context, with any combination of the above factors.
 - *Organisational policies and procedures* are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory

requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

- *Resources* may include but are not limited to – advice, business, financial or legal services, clothing, cultural expertise, educational resources, finance, food, grants, housing, social services, technological resources, transport, oral and written information.

- 3 Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.
- 4 Sources of criteria established by legislation, ethical practice, and service provider guidelines include but are not limited to – Official Information Act 1982, Privacy Act 2020, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.
- 5 People awarded credit in this unit standard must show that their actions are guided and supported by social service practice theories. They may include but are not limited to – body of knowledge related to social service work; cultural theory; practice research.

Outcomes and performance criteria

Outcome 1

Explain community analysis.

Performance criteria

- 1.1 The purpose and rationale of community analysis is explained.
- 1.2 Community analysis is explained in terms of how it can assist in achieving outcomes to meet community concerns, issues, and needs.
- 1.3 Social, ethical, and cultural factors in community analysis are explained.
- 1.4 Community analysis types are explained in terms of principles, purpose, and procedures.

Range community analysis types may include but are not limited to – community profile; cultural analysis; social research; structural analysis; evidence is required for at least two types of community analysis.

Outcome 2

Gather information on concerns, issues, needs, and resources in the community.

Performance criteria

- 2.1 Community analysis types are selected according to the nature of the community and what is known of the community concerns, issues, and needs.
- 2.2 Information sources are identified on concerns, issues, needs and, resources in the community.
- Range sources may include but are not limited to – key people in the community; library; community and agency databases and records; hapū and iwi; cultural authorities; service provider records.
- 2.3 Information is gathered in accordance with the community analysis purpose.
- Range three sources.
- 2.4 Resources in the community which have the potential to address community concerns, issues, and needs are identified.
- 2.5 Information is gathered in accordance with cultural protocols and criteria established by legislation, ethical practice, and service provider guidelines.

Outcome 3

Analyse information gathered on concerns, issues, needs, and resources in the community.

Performance criteria

- 3.1 Information gathered on concerns, issues, needs, and resources in the community is analysed.
- Range information gathered – information on community concerns, issues, and needs; information on resources; information on personal, cultural, and political factors in the community.
- 3.2 The analysis is conducted in accordance with the community analysis purpose.
- 3.3 Concerns, issues, needs, and resources in the community are defined and recorded according to consultation with key people in the community.
- 3.4 Resources that meet community concerns, issues, and needs are identified and recorded.
- 3.5 Gaps in resources are identified and recorded.

Outcome 4

Prepare an action plan based on analysis of concerns, issues, needs, and resources in the community.

Performance criteria

- 4.1 A plan for action is prepared that meets concerns, issues, and needs in the community in consultation with key people.
- 4.2 The analysis, recording of analysis, and plan for action, are completed in accordance with cultural protocols, criteria established by legislation, ethical practice, and organisational policies and procedures.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	7 November 1996	31 December 2022
Revision	2	10 August 1998	31 December 2022
Revision	3	6 January 2000	31 December 2022
Review	4	26 June 2002	31 December 2022
Review	5	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.