



Australian Government

PMAOMIR575 Coordinate welfare support activities in response to an incident

Release: 1

PMAOMIR575 Coordinate welfare support activities in response to an incident

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR575B Coordinate welfare support activities in response to an incident

Application

This unit of competency covers the skills and knowledge required to oversee and coordinate welfare support activities in response to an incident.

Welfare support activities are those activities which contribute to the welfare support of employees and their families, such as:

- access to medical services
- access to counselling services
- financial support
- necessary transport and accommodation
- pastoral care.

An incident is an event which causes, or could have caused, injury or illness; damage to plant, material or the environment; disruption to production or public alarm.

This unit of competency applies to incident management team members who are required to set up the necessary logistics and ensure that work is carried out in accordance with legislation, company welfare program and associated procedures. They will be required to establish effective welfare support systems, ensure that welfare support systems are effective in operation and focus, and establish workable linkages between welfare and other aspects of organisational life.

They will be required to:

- deal sympathetically with family members
- ensure that family members are aware of the range of support services available
- assist family members to obtain those services
- make recommendations to the organisation concerning changes or improvements to the system.

This unit of competency applies to an individual working alone or as part of an incident management team and working in liaison with other members of the incident management team and the incident manager, as appropriate.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Incident readiness and response

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Notify families of those effected by the incident	1.1	Ascertain details and circumstances and state of employees affected by the incident
		1.2	Accurately and promptly relay relevant information to families of affected employees
		1.3	Supply appropriate and timely situational reports when necessary
2	Set up logistical support required for carrying out welfare support activities	2.1	Determine the logistical requirements to effectively carry out welfare support activities
		2.2	Acquire and set up logistical requirements in accordance with procedures
3	Coordinate and ensure that welfare support activities are conducted appropriately	3.1	Ensure that personnel conduct welfare support activities in accordance with procedures, reflect a sensitivity to the needs of those affected by the incident, and promote a positive image of the company
		3.2	Coordinate proper documentation of results of welfare support activities
4	Respond to issues arising from welfare support activities	4.1	Determine issues arising from welfare support activities
		4.2	Address issues when within the area of responsibility
		4.3	Relay issues outside the area of responsibility to the

- appropriate personnel for action
- 4.4 Follow through issues until final resolution has been reached
- 4.5 Maintain communication with appropriate personnel or persons regarding the progress and/or resolution of issues
- 5 **Contribute to the evaluation of the company welfare support activities**
- 5.1 Conduct consultations to assess the effectiveness of welfare support activities
- 5.2 Provide input/feedback to the appropriate personnel for evaluation of company welfare support activities

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria

and HSE requirements, the HSE requirements take precedence.

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Logistical requirements Logistical requirements include one or more of the following:

- call centre
- setting up a team of appropriate workers to assist
- quick access to relevant files and documents
- arrangements with external agencies
- financial requirements

Issues Issues arising from welfare support activities include one or more of the following:

- lack of effective communication with family members
- confusion or misunderstandings concerning welfare service provision
- contradictory or misleading information
- internal confusion or obfuscation by sectors of the organisation

Unit Mapping Information

Release 1. Supersedes and is equivalent to PMAOMIR575B Coordinate welfare support activities in response to an incident

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>