



Australian Government

PUAEMR014 Deliver recovery services

Release: 2

PUAEMR014 Deliver recovery services

Modification History

Release 2.0 This is the second release of this unit of competency in the PUA Public Safety Training Package.

Clarification of text, addition/deletion of Performance Criteria and minor changes to Knowledge and Performance Evidence.

Release 1.0 This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to deliver administrative, technical and/or professional services in a recovery service. This is provided by individuals working within a recovery framework of existing emergency management legislation, regulations, plans and arrangements. It includes clarifying service delivery requirements, implementing an action plan for service delivery and delivering recovery services.

The range of services provided will vary markedly with the scale and type of emergency and will address aspects of recovery in the social, built, economic and natural environments. Please note that the unit is not applicable to individuals performing management roles in the delivery of a recovery service.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Clarify service delivery requirements

- 1.1** Nature of role is established within overall emergency recovery strategy and service delivery model
- 1.2** Scope, limits and priorities for recovery services are clarified with entities
- 1.3** Range of information to be collected during recovery service delivery is confirmed
- 1.4** Communication is established with recovery services manager and other providers to ensure integration of delivery and collection of information

2 Implement action plan for service delivery

- 2.1** Service delivery action plan is communicated to relevant entities
- 2.2** Service delivery implications of potential short, medium and long term recovery issues are considered
- 2.3** Contingencies to address likely recovery issues are communicated with entities
- 2.4** Service delivery action plan is implemented in consultation with relevant entities

3 Deliver recovery services

- 3.1** Team members are briefed and assigned tasks and roles consistent with their capability and capacity
- 3.2** Services are delivered in accordance with the recovery framework
- 3.3** Services are delivered in cooperation with other service providers to ensure seamless delivery
- 3.4** Requests for services outside assigned scope are referred to appropriate service providers
- 3.5** Established protocols and administration systems are used to track jobs and expenditure
- 3.6** Confidentiality of information is maintained in accordance with organisational procedures
- 3.7** Quality and progress of service delivery is monitored and adjusted within agreed scope
- 3.8** Information about community needs, service level activity and suggested improvements to delivery is

collected and reported to the recovery services manager

3.9 Team members are debriefed

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAEMR014A Deliver recovery services.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>