



Australian Government

Assessment Requirements for PUAEMR015 Establish and manage a recovery centre

Release: 1

Assessment Requirements for PUAEMR015 Establish and manage a recovery centre

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least two occasions and includes

- analysing recovery centre financial reports
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- conducting briefings and debriefings including
 - detail of specific activities
 - emergent issues
 - following organisational policies and procedures
 - identification of persons in charge, organisations and people involved in the operation
 - methods and timing of communication
 - overview of recovery purpose and operations
 - overview of the nature and impact of the emergency
 - preparing communication reports and information briefs to suit a range of audiences
 - protocols and procedures
 - resources available and not available
 - staff arrangements including such as shift timings, breaks, meals and additional support
- establishing and managing a recovery centre including
 - collecting data and information
 - communicating with community members with diverse needs, perspectives and cultural backgrounds
 - demonstrating interpersonal skills including diplomacy, tact, negotiation and conflict resolution
 - demonstrating organisational skills including prioritising, resource assessment and allocation and use of equipment
 - layout of recovery centre and promotion of services
 - maintaining accurate files and records
 - managing daily recovery centre operations
 - managing recovery centre closure and transition to mainstream services
 - monitoring and adjusting recovery services to suit changing needs

- liaising with other organisations, service providers, coordinators and controllers
- locating recovery plans and identifying arrangements and initial resource needs
- recognising stress behaviours and recovery needs of clients and personnel
- working with competing and conflicting priorities and possible shortage of resources.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- audit and reporting requirements including
 - analysis of service statistics
 - comparison of grant applications against operational logs and grant criteria
 - coronial inquiries
 - evaluation and revision of policies and procedures
 - key decisions and rationale
- characteristics of common emergency events together with related impacts, recovery needs and issues
- communication strategies for promoting the centre's recovery services
- design principles for recovery centres along with essential equipment, systems, consumables and initial resource requirements
- layout of the recovery centre including
 - appropriate signage
 - car parking
 - childminding
 - floor plan to optimise access and mobility
 - heating and cooling
 - office storage
 - public noticeboard and staff information boards
 - reception, interview, meeting, staff and quiet rooms for privacy including toilets, showers, kitchen and catering facilities
 - security
 - technological connections
- legislative and regulatory framework
- local, state and territory emergency management arrangements and recovery programs
- organisational documentation, policies and procedures including facility emergency response plans
- principles of recovery management
- procedures relating to recovery centre manager role and responsibilities including financial management, coordinating appeals and donations, liaison, auditing, reporting, centre administration and media requirements
- range of stakeholders who contribute to emergency and disaster recovery operations, including grants, assistance programs and services

- recovery plans and arrangements including
 - arrangements specified in legislation or regulation
 - existing recovery plans, agreements or memoranda of understanding and contact lists
 - local planning regulations, development controls and environmental plans
 - organisational or jurisdictional emergency recovery policies or procedures including media protocols and techniques
 - Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements including risk mitigation
- specific needs and sensitivities of affected communities including cultural, language, religious, physical and dietary requirements
- WHS/OHS principles and procedures for ensuring safety of recovery operation personnel and visitors

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - a recovery centre in the workplace or in a simulated workplace environment
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>