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PUAEMR015 Establish and manage a recovery centre

Release: 1

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Modification History

Release 1. 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 set up and operate an emergency recovery centre to provide comprehensive recovery services. It includes establishing a recovery centre; managing human resources and physical resources; coordinating information flow, recovery services, transition to mainstream services and managing the closure of a recovery centre.

The mix of recovery and/or outreach services provided may change throughout the life of a centre to reflect a changing emphasis from short term relief to long term recovery. This may involve management of centre infrastructure; promotion of the centre; management of paid and volunteer staff in a stressful environment; administration, information and financial management and the coordination of service providers.

The unit applies to personnel with responsibility for the management of a recovery centre.

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

1	**Establish recovery centre**	**1.1**	Emergency recovery plans and arrangements, manuals and contact lists are located and implemented
		1.2	Recovery centre useability and convenience are assessed given the likely scale of the emergency and impacts
		1.3	Recovery centre initial resource needs are assessed and suppliers are selected, in accordance with organisational procedures
		1.4	Financial matters, administrative procedures and task delegations are clarified and applied
		1.5	Utilities and communications are connected and equipment or materials are acquired, in accordance with organisational procedures
		1.6	Links with existing and emerging stakeholders are established to determine level of involvement with recovery centre
		1.7	Regular communication with recovery committee manager is established, in accordance with organisational procedures
		1.8	Centre layout is designed or organised to optimise efficiency, privacy, security and Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) guidelines, in accordance with organisational procedures
2	**Manage human resources sustainably**	**2.1**	Capacity or capability of available personnel is assessed and roles and responsibilities are assigned
		2.2	Regular operational briefings are provided to update staff, in accordance with organisational procedures
		2.3	Screening, inducting and integrating new staff is established, in accordance with organisational procedures
		2.4	Strategies to ensure wellbeing of all staff are implemented, in accordance with organisational policies and procedures
		2.5	Staffing contingency plans and rosters are adjusted to meet changing needs and circumstances
3	**Manage physical resources**	**3.1**	An accurate recovery centre assets register is established and maintained

	3.2	Centre maintenance is organised regularly, in accordance with organisational procedures
	3.3	Records of consumables and equipment used are maintained, in accordance with organisational procedures
	3.4	Expenditure is tracked and administered, in accordance with financial organisational procedures
	3.5	Risks are assessed regularly and contingency plans developed for expansion and back up of resources
4 Coordinate information flow and recovery services	**4.1**	Stakeholders are identified and a communication plan is developed, in accordance with organisational procedures
	4.2	Community is provided with accurate and timely service delivery information
	4.3	Client satisfaction is monitored to ensure inquiries are handled, in accordance with organisational procedures
	4.4	Accurate client files are maintained using an integrated electronic database
	4.5	Key decisions, rationale and service activity levels are recorded to enable reporting and evaluation
	4.6	Information is reported to stakeholders, in accordance with organisational procedures
	4.7	Strategy for the management of media and very important person visits is developed and implemented
5 Manage recovery centre closure and transition to mainstream services	**5.1**	Transition of emergency centre arrangements are negotiated and publicised to the community to ensure continuity of services
	5.2	Capacity of mainstream services to meet ongoing recovery needs is promoted, in accordance with media strategy
	5.3	Files and information records are checked and rectified, as required
	5.4	Arrangements for the transportation and secure storage of files and information records are made, in accordance with organisational procedures

Australian Industry Standards

5.5	Statistical and financial summaries of recovery services delivered are prepared
5.6	An audit of equipment and materials is undertaken against the recovery centre assets register, damages and losses are reported and resources are released or returned to providers
5.7	Recovery centre is restored before handover to owner
5.8	Operational debriefing is held with recovery centre personnel to evaluate the centre's operation, service delivery and to identify ongoing service delivery needs
5.9	Arrangements are made to ensure the smooth transition of staff to normal duties
5.10	Audit and reporting requirements are completed to assist in future recovery planning

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 PUAEMR015A Establish and manage a recovery centre.

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