



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR008B Contribute to an emergency risk management process

Revision Number: 1

PUAEMR008B Contribute to an emergency risk management process

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the competency required to participate in the consideration of risks to local/regional community safety that require whole-of-community or multi-organisation attention.

The emergency risk management process used will be developed in close cooperation with the community and consistent with the Australian Standard AS/NZS 4360.

Application of the Unit

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s Nil

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Clarify the community context

- 1.1 **Information** about **known risks**, safety concerns, expectations and desired outcomes is collected and analysed
- 1.2 Safety concerns, **drivers**, recent events, **community** views and sensitivities are identified
- 1.3 Relevant **policies, procedures** and existing emergency management documentation and arrangements are identified
- 1.4 Input to building an initial picture of community characteristics, safety expectations and perceptions of risk is provided
- 1.5 Significance of available information for own organisation/constituency is assessed and reported
- 1.6 Scope and focus of a feasible emergency risk management project are determined

2. Develop a sustainable emergency risk management methodology

- 2.1 Own role, organisational responsibilities, limits of authority, scope of community knowledge and expertise are outlined to other group members
- 2.2 Organisational resources that can be provided to support the emergency risk management process are identified
- 2.3 Sources of useful, credible information are identified through **stakeholders**, community networks and interested parties
- 2.4 Practical **consultation and decision making strategies** are suggested and debated
- 2.5 Processes for accountability and timely communication of accurate, consistent information to stakeholders are developed
- 2.6 Feedback on the proposed project scope and objectives and emergency risk management process is obtained from own organisation/constituency
- 2.7 Draft project plan is jointly refined and finalised prior to communication with stakeholders

3. Develop risk statements and treatment options

- 3.1 Credibility, accuracy and currency of available risk information is assessed
- 3.2 Additional information is sought from specialists, organisations and other stakeholders regarding information gaps and conflicting data or views

ELEMENT**PERFORMANCE CRITERIA****4. Promote ownership for the process and outcomes**

- 3.3 Risk statements are jointly developed by considering sources of risk, elements at risk and community/environmental vulnerability
- 3.4 Risk statements are jointly analysed by considering the likelihood and consequences of occurrences
- 3.5 Input is provided to help assess the effectiveness of existing treatment strategies
- 3.6 ***Treatment options*** for risks are suggested that take into account implications for stakeholders, ***practical constraints*** and established assessment criteria
- 3.7 Feedback on risks and treatment options is obtained from own organisation/constituency and other stakeholders
- 3.8 Recommendations are jointly developed and submitted for approval

- 4.1 Comprehensive consultation is undertaken at all stages
- 4.2 All positions and commitments are properly authorised before being communicated to others
- 4.3 Management is kept informed of project progress, proposed variations in strategy, decisions and recommendations
- 4.4 Variations to commitment of resources are negotiated with management
- 4.5 All stages of the process, decisions taken and outcomes are documented in accordance with accountability, legislative, regulatory and organisational requirements
- 4.6 Opportunities for improving emergency risk management processes are reported

5. Work cooperatively with other participants and stakeholders

- 5.1 Commitment is demonstrated by sharing knowledge and expertise, completing allocated tasks on time and encouraging others to help achieve common goals
- 5.2 Meeting procedures are observed
- 5.3 Accurate information is provided at all times
- 5.4 Opinions and advice are contributed while appreciating the boundaries and cultures of organisations and diverse views of other participants

ELEMENT**PERFORMANCE CRITERIA**

- 5.5 A wide range of reactions and views are actively sought
- 5.6 Language used in meetings is appropriate to the broad range of participants
- 5.7 Confidentiality and sensitivity of information and meeting processes are respected
- 5.8 Conflicts are resolved constructively with a minimum of fuss
- 5.9 Overall community safety outcomes are placed above personal or organisational/constituency interests

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse positions of group members and stakeholders, priorities of organisations and individuals
- analyse risks and implications and impacts of proposed treatments
- demonstrate effective interpersonal interactions
- listen actively
- locate and interpret community information
- negotiate commitment of organisation/constituency
- promote two-way communication with organisation/constituency
- resolve conflicts constructively
- summarise and explain key information clearly
- teamwork
- value diversity of views and perceptions of risks

Required Knowledge

- Australian Standard AS/NZS 4360
- culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks
- Emergency Risk Management Guidelines (1999)
- emergency risk management process and the kinds of emergency risk management terminology, risk, PPRR concepts and principles, mitigation outcomes and benefits for communities
- group dynamics, strategies for resolving conflict
- ISO9000 and 14000 series quality standards
- legislative and regulatory requirements, agency/organisational arrangements relevant to emergency risk management
- meeting procedures
- organisational requirements for the provision of information, and authorisation of resources, and approval of reports/recommendations
- roles and responsibilities of key response/recovery agencies and organisations
- state/territory emergency risk management guidelines

Evidence Guide

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- provide constructive information and advice based on expertise, knowledge and experience of an organisation, constituency or community
- keep their organisation/constituency informed of the emergency risk management process and outcomes and seek their regular input and feedback
- work collaboratively with other participants to achieve outcomes that contribute to improved community safety
- provide constructive input and gain organisational/constituency support for the outcomes through effective consultation and feedback

Consistency in performance

Competency should be demonstrated in a range of contexts throughout the life of a community emergency risk management project, or during components of a number of projects

Context of and specific resources for assessment

Context of assessment

Competency should be assessed participating in a group emergency risk management process and contributing to the joint development of a set of recommendations that address community safety in the workplace or in a simulated workplace environment

Specific resources for assessment

Access to a community and the opportunity to contribute to an actual, or simulated, emergency risk management process and consider a range of community safety concerns

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Communities are groups with shared associations and may include

Geographic groups of people such as:

- neighbourhoods
- cities, towns, suburbs
- local areas, regions, states/territories, nation

Groups of people exposed to a particular hazard

Groups such as government organisations, non-government organisations, members of parliament

Providers of goods, services and information (lifelines)

- transport, utilities, communications
- health, safety, comfort

Shared-experience groups of people such as:

- particular-interest groups, professional groups
- age, ethnic groups, language groups

Workers in industry sectors such as:

- agriculture
- manufacturing (eg. food processing)
- commercial
- mining
- emergency services

Information may include

Characteristics of natural, local and built environments

Demographics (population distribution, social, cultural, health status and education data)

Details of key infrastructure and emergency/support services

Economic activity reports (employment, products, services, revenue)

Government reports (eg. environmental impacts)

Known risks may include

Commercial activity and legal relationships

Economic

Human behaviour and individual activities

RANGE STATEMENT

	Management activities and controls
	Natural events
	Political circumstances
	Technology/technical issues
	Terrorism
Drivers may include	Changes in community characteristics
	Changes in insurance policies and premiums
	Changes in legislation, policies and disaster/emergency management plans
	Emergency incidents reports/debriefs
	New sources of risk or changed perception of risk
	Obvious and unmet risks
Policies and procedures may include	Agreements between agencies and/or organisations
	Emergency management arrangements specified in legislation or policies
	Existing disaster or emergency management plans
	Standard operating procedures, operational manuals
Sources of information may include	Community information booklets
	Credible individuals, group and community leaders
	Documented risk assessments by companies, organisations libraries, research reports, Australian Bureau of Statistics data, special needs groups, significant cultural organisations
	Family and historical records
	Media, council and emergency service personnel and records
Stakeholders may include	Emergency services (eg. fire, police, SES, ambulance, recovery agencies)
	Event organisers (eg. concerts, car rallies, sport)
	Hospital/medical personnel and care givers
	Interest, community, professional and industry groups
	Local business people
	Local government (eg. elected representatives, shire

RANGE STATEMENT

Consultation and decision making strategies may include

engineers, community development officers)

Managers of high occupancy facilities (eg. shopping centres, high rise apartment/office blocks)

Managers of critical infrastructure (eg. telecommunications, mining, petrochemical and gas)

Providers of utilities (power, water, radio/TV)

School staff

State/territory/commonwealth agencies (eg. public works, human services, health, transport, natural resources, primary industry, environmental protection, emergency management)

Tourist operators

Venue operators

Advertising in local media

Broadcast facsimile and email messages, web sites

Contacting individual organisations, professional bodies, unions and recreational/sport associations

Distributing pamphlets

Focus groups, workshops, surveys

Initiating media interviews

Meetings with groups, key individuals and leaders of minority/ethnic/cultural groups

Letters and articles written for specific audiences

Presentations to a variety of community groups; speaking at community functions

Preparing media releases

Treatment options may include

All aspects of emergency management practices arising from considering prevention/mitigation, preparedness, response and recovery including:

- building codes
- community education
- community restoration, reconstruction
- critical incident stress management, personal support and counselling
- emergency management planning
- financial support

RANGE STATEMENT

	<ul style="list-style-type: none"> • mutual aid agreements • legislation and regulation • land use management • safety standards • training and exercises • warning systems
	Avoidance, transfer, and acceptance of risk
Practical constraints may include	<p>Arrangements, roles and responsibilities set down in existing emergency management plans</p> <p>Availability of technical expertise, technology, equipment</p> <p>Budgets, time, availability and capability of people</p> <p>Land use planning</p> <p>Legislation covering emergency management, environmental management, safety standards, local government regulations</p> <p>Legislation relevant to Indigenous people in the area</p> <p>Limited community knowledge of emergency risk management processes and benefits</p> <p>Political, social and cultural considerations</p>
Assessment criteria for selecting treatment options may include	<p>Administrative efficiency</p> <p>Compatibility with other treatment options</p> <p>Continuity of effects</p> <p>Cost</p> <p>Creation of new risks</p> <p>Economic and environmental impacts</p> <p>Equity</p> <p>Impact on individual's rights</p> <p>Jurisdictional authority</p> <p>Leverage</p> <p>Potential to reduce risk</p> <p>Political acceptability</p> <p>Public and pressure group reaction</p> <p>Timing</p>

RANGE STATEMENT**Legislative, regulatory and organisational requirements may include**

Acts dealing with disasters, emergencies, occupational health and safety and the environment
Equal employment opportunity
Land use planning
Local government regulations
Privacy
Regulations for handling and transport of dangerous goods
Safety standards

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s Nil