Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR009B Facilitate emergency risk assessment

Revision Number: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUAEMR009B Facilitate emergency risk assessment

Modification History

PUAEMR009B Release 2:   Layout adjusted. Minor edits to unit wording.
PUAEMR009B Release 1:   Primary release.

Unit Descriptor

This unit describes the outcomes required to facilitate development of an agreed list of prioritised risks using an emergency risk management process developed in close cooperation with the community and consistent with the Australian Standard AS/NZS ISO 31000:2009. No licencing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to workers who undertake emergency risk assessment with a community or part of a community. Such assessments are conducted at local, regional or state level by local governments, emergency management committees, public safety agencies, major event managers or other organisations that need to understand emergency risk to a community.
This unit is relevant to individuals whose role is to act as the project manager or facilitator for working groups used to conduct an emergency risk assessment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

1	**Identify, define and engage the community**	1.1 A community profile is developed to identify broad characteristics and special needs.
		1.2 Known risks, *stakeholder* analysis, community and agency *sources of information* are used to identify communication and consultation networks that may be useful.
		1.3 A working group is established with an appropriate balance of expertise, representation and authority.
		1.4 Group's knowledge of emergency risk management principles, terminology and processes is developed.
		1.5 Means of implementing the emergency risk management process are negotiated with stakeholders.
		1.6 *Communication options* are selected to develop a communication plan.
		1.7 Need for specialised information, additional skills and expertise is identified.
2	**Establish context and risk criteria**	2.1 Community concerns, *drivers/triggers*; applicable *legislative, regulatory and organisational requirements; policies, procedures* and desired outcomes are identified.
		2.2 Objectives and scope are identified using emergency risk management *standards and guidelines.*
		2.3 *Information on community characteristics*, safety expectations, risk perceptions and the roles and requirements of stakeholders is collected.
		2.4 *Practical constraints*, existing treatment strategies and community expectations are considered when developing relevant *risk criteria.*
		2.5 Draft criteria and supporting explanations are circulated widely for comment.
3	**Identify and analyse risks**	3.1 *Sources of risk* are identified by considering the interaction of hazards, communities and *the environment*.
		3.2 Elements at risk are identified.
		3.3 Vulnerability of communities and/or the environment is determined by considering their susceptibility and resilience to sources of risk.
		3.4 Risk statements describing consequences are generated.
		3.5 Risks are analysed by considering the likelihood of particular consequences occurring.
		3.6 Risks are rated in accordance with agreed risk criteria.

		3.7 Stakeholders are consulted throughout the process.
4	**Evaluate risks**	4.1 Risks requiring additional analysis or treatment are determined.
		4.2 Tolerability and acceptability of risks are agreed with stakeholders.
		4.3 Risk treatments are prioritised using agreed risk criteria.
5	**Promote ongoing commitment and ownership for the process and outcomes**	5.1 Consultation is undertaken at all stages of the process using a wide range of networks and individuals.
		5.2 A variety of communication strategies is used.
		5.3 All stages of the process, decisions taken and outcomes are documented accurately in accordance with accountability and audit requirements.
		5.4 Information is provided to the community in ways that suit their language, literacy and cultural needs.
6	**Monitor and review the process and outcomes**	6.1 Emergency risk assessment is completed efficiently.
		6.2 All relevant data and contact information for key individuals and organisations is regularly reviewed for currency and updated.
		6.3 Risk register is reviewed in accordance with the review schedule or in response to drivers/triggers.
		6.4 Opportunities for improving emergency management processes are reported.

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Required Skills and Knowledge

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

Required Skills

- define and solve problems
- demonstrate effective interpersonal interactions
- gain cooperation of stakeholders
- listen actively
- locate and interpret community information
- manage projects
- maximise the participation of committee members
- monitor and enhance team work
- negotiate agreed outcomes despite incomplete and/or uncertain information
- recognise the relevance and significance of information for the emergency risk management process
- resolve conflicts between participants constructively
- summarise and explain key information clearly
- value diversity of views and perceptions of risks

Required Knowledge

- emergency risk management concepts and principles included in the current National Emergency Risk Assessment Guidelines
- risk management process included in the current Australian Standard (AS/NZS ISO 31000:2009 *Risk management—Principles and guidelines,* and companion handbook HB 327:2010 *Communicating and consulting about risk*
- risk identification tools, such as bow-tie diagram
- format of risk statements and risk register
- structure of risk criteria and the application of scenario dynamics (how a hazard creates consequences)
- concepts of 'credible consequence level', likelihood rating, confidence rating, 'as low as reasonably practicable' principle
- application of spatial analysis techniques
- jurisdiction or organisational emergency risk management principles and guidelines
- problem solving and decision making techniques
- research, demographic and economic analysis techniques

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to:

Assessment must confirm the ability to:

- explain emergency risk management concepts, the process and how to promote its benefits to a wide range of audiences
- apply the emergency risk assessment process (National Emergency Risk Assessment Guidelines)
- facilitate the development of an appropriate and sustainable emergency risk assessment in cooperation with the community and stakeholders
- work with committee members to translate a wide range of risk perceptions, issues of concern and risk evaluation criteria into an agreed set of prioritised risks
- promote community cooperation, input and ownership for the emergency risk management process used and the outcomes
- produce an agreed risk register for a community
- obtain feedback, monitor and review the process and outcomes
- maintain momentum and achieve the project outcomes within available resources
- establish a project and see it through to produce a risk register that has broad community and stakeholder support

Consistency in performance
Competency should be demonstrated in at least two different 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 facilitating a group emergency risk management process in the workplace or in a simulated workplace environment
Specific resources for assessment
For the demonstration of competence in this unit it will be necessary to participate in a real-world project
Underpinning knowledge may be assessed through written assignments, project reports, debriefings and action learning projects in real or simulated environments

Guidance information for

This unit contains many transferable skills, such as

assessment	communication, consultation, research and analysis skills that can be applied in the emergency risk management context.
Assessors should use formative assessment strategies in a simulated environment to contextualise underpinning knowledge. Summative assessment requires application of the unit in a real-world project, often in an action-learning project.

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.

Stakeholders may include:	• staff
• client groups
• decision makers
• members of the public
• community groups
• industry groups
• public and private sector organisations
• non-government organisations
• elected officials
Sources of information may include:	• community information booklets
• credible individuals, group and community leaders
• documented risk assessments by companies, organisations
• family and historical records
• libraries, research reports, Australian Bureau of Statistics data
• special needs groups, significant cultural organisations
• media, council and emergency service personnel and records
Communication options may include:	• community meetings
• pamphlets/flyers/brochures
• print newsletters
• noticeboards
• word of mouth
• posters/billboards
• face-to-face

- email newsletters
- websites
- local newspapers
- text messaging
- social media
- radio and television
- video communication
- blogs

Drivers/triggers may include:	- changes in community characteristics - changes in legislation, policies and disaster/emergency management plans - changes in insurance policies and premiums - new sources of risk or changed perception of risk - planning deficiencies - recent emergency incident reports/debriefs, safety issues - recent judicial decisions - strategic and corporate plans
Legislative, regulatory and organisational requirements may include:	- arrangements specified in emergency management, land-use, environmental or other legislation - organisational or jurisdictional emergency risk management policies or procedures - existing disaster plans, agreements or memoranda of understanding - local planning regulations, development controls and environmental plans
Standards and guidelines include:	- AS/NZS ISO 31000:2009, *Risk management—Principles and Guidelines* - HB 327:2010, *Communicating and consulting about risk* - ISO Guide 73:2009, *Risk management—Vocabulary* - National Emergency, Management Committee (2010), *National Emergency Risk Assessment Guidelines* or updates thereof. - jurisdictional or organisational emergency risk management policies and procedures
Information on community characteristics 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 e.g. environmental impacts
Practical constraints may include:	- arrangements, roles and responsibilities set down in existing emergency management plans - availability of technical expertise, technology, equipment - budgets, time, availability and capability of people - land use planning - legislation covering emergency management,

	environmental management, safety standards, local government regulations
	• limited community knowledge of emergency risk management processes and benefits
	• political, social and cultural considerations
Risk criteria may include:	• the nature and types of causes and consequences that can occur and how they will be measured
	• how likelihood will be defined
	• the timeframe(s) of the likelihood and/or consequence(s)
	• how the level of risk is to be determined
	• the views of stakeholders
	• the level at which risk becomes acceptable or tolerable
	• whether combinations of multiple risks should be taken into account and, if so, how and which combinations should be considered
Sources of risk may include:	• commercial and legal relationships
	• economic systems and relationships
	• human behaviour
	• natural events
	• built environment failures
	• disease (plant, animal or human)
	• political circumstances
	• technology/technical issues
	• management activities and controls
The environment may include:	• social environment (individuals, families and common interest groups that form whole communities),
	• build environment (human-made assets that underpin the functioning of a community),
	• economic environment, and/or
	• natural environment

Unit Sector(s)

Not applicable.