PUAEMR014A Deliver recovery services

Revision Number: 1

PUAEMR014A Deliver recovery services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit covers the competency required to deliver administrative, technical, and/or professional services in a recovery context by professionals and volunteers working within a framework of existing emergency management legislation, regulations, plans and arrangements.
	The range of services provided will vary markedly with the scale and type of emergency and will address aspects of community, psychosocial, infrastructure, economic and environmental recovery.
	Service providers will deliver recovery services based on their expertise and previous technical/professional/ organisational training.
	While some personnel may lead small service delivery teams, the management of service delivery is addressed in the following unit of competency:
	• PUAEMR017A Manage recovery functions and services.

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 service delivery requirements**	1.1 Nature of own service role is established within the context of the overall recovery strategy and service delivery model
	1.2 Scope, limits and priorities for required recovery services are confirmed
	1.3 Range of information to be collected during service delivery is confirmed
	1.4 Effective communication is established with recovery services manager and other service providers to ensure integration of service delivery and ***collection of information***
2. **Develop an action plan for service delivery**	2.1 Relevant pre-prepared plans are applied/adapted to develop an action plan to satisfy the service requirement
	2.2 Relevant legislative, regulation and safety requirements are identified and addressed in the action plan
	2.3 Service delivery implications of potential ***short***, ***medium*** and ***long term recovery issues*** are considered
	2.4 Contingencies to address the most likely recovery issues are developed
	2.5 Strategies are implemented to ensure the well being of all staff
	2.6 Action plan is communicated to all stakeholders
3. **Deliver recovery services**	3.1 Own team members are briefed/debriefed and assigned tasks and roles consistent with their capability/capacity
	3.2 Services are delivered in a timely, flexible, equitable and culturally appropriate manner
	3.3 Services are delivered in cooperation with other service providers to ensure seamless service delivery
	3.4 All requests for services outside assigned scope are referred to the appropriate service provider
	3.5 Established protocols and administration systems are used to track jobs and expenditure
	3.6 Confidentiality of information about businesses and individuals is maintained
	3.7 Quality and progress of service delivery is

ELEMENT	PERFORMANCE CRITERIA
	monitored and adjusted within agreed scope
	3.8 Information about community needs, service level activity and suggested improvements to service delivery is collected and reported to recovery services manager

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

- briefing and debriefing
- data collection and evaluation, needs analysis
- high level interpersonal skills (diplomacy, tact, negotiation, conflict resolution)
- liaison with other service providers, recovery coordinators and managers
- observation, sensitivity to recognising stress behaviours and recovery needs
- organisation and project management skills (prioritising, resource assessments and allocations, use of relevant equipment)
- team work
- verbal and written communication with a wide range of community members, professional and administrative personnel

Required Knowledge

- Australian/state/territory/local government recovery assistance programs (relevant to service role)
- awareness of cultural and linguistic diversity and availability of translation/interpreter services
- common impacts of emergencies on communities and individuals
- community development approaches and strategies
- community contexts (social, political, economic, cultural, environmental)
- delegations and administrative processes
- OH&S issues relating to services delivery
- organisational budgeting and financial management
- protocols for information management and liaison with the public and media
- recommended approaches to recovery service delivery (relevant to service role)
- relevant legislative/regulatory framework, local/state/territory emergency management arrangements

Evidence Guide

EVIDENCE GUIDE

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EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to: • deliver recovery services safely, effectively and efficiently • collect accurate information about community needs and services • monitor and adjust service delivery within agreed scope • communicate effectively with recovery managers, other service providers and the community. **Consistency in performance** Competency should be demonstrated in a range of contexts such as: • throughout the life of a recovery operation • during components of a number of operations.
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed delivering recovery services in the workplace or in a simulated workplace environment. **Specific resources for assessment** Access is required to: • a community and the opportunity to deliver recovery services during an actual or simulated emergency.
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.

Emergency management legislation, regulations, plans and arrangements may include	Australian/state/territory/local government legislation, regulations, plans, arrangements, procedures, protocols
	Emergency management arrangements and/or legislation
	Environmental protection requirements
	Community requirements
	OH&S Acts and requirements
	Media protocols
	Privacy Act which limits sharing of information between agencies, service providers
	Public and environmental health requirements
	Recovery plans, public information plans
Emergencies may include	Civil and political incidents and events such as economic, general strike, terrorism, sabotage, hostage situation/s, civil unrest, enemy attack
	Natural events such as drought; fire (forest, grass, urban); flood, wind driven water; avalanche, snow, ice, hail; tsunami; windstorm, tropical storm, cyclone; dust and sand storms, lightning storm; pandemic, biological hazard; extreme heat or cold; earthquakes, land shifts, landslide or mudslide, volcanic eruption
	Technical or industrial incidents and events such as hazardous material spills or releases, radiological accidents, extreme air pollution; explosions, fire; dam/levee failure; building/structure collapse; transportation accidents; fuel/resource shortages; power/utility failure; business interruption, strikes, financial collapse
Services that facilitate recovery of infrastructure and the built environment may include	Debris removal
	Engineering and demolition
	Restoration of essential services (hospitals, schools)
	Restoration of lifelines and utilities such as information and communication services, transport links, power,

RANGE STATEMENT

	water supply, drainage, sanitation, accommodation
Services that facilitate economic and financial recovery may include	Appeals and donations
	Economic redevelopment strategies, business/industry recovery packages
	Financial advice, insurance advice
	Grants and personal support programs (e.g. financial relief)
Services that facilitate social/community recovery may include	Community development
	Pastoral care, counselling, mental health services
	Registration, public information, immediate relief services (e.g. temporary accommodation, food, transport, relocation)
Services that facilitate recovery of the natural environment may include	Containment of hazards, decontamination and removal of hazards
	Revegetation
Service providers may include	Architects, engineers, planners, builders
	Business recovery advisers
	Australian/state/territory/local government program administration staff
	Financial advisers, bank officers, insurance assessors
	Non government and community service organisation staff (Red Cross, Rotary, Salvation Army)
	Personal support staff such as social workers, public health workers, advocates and mental health professionals such as psychiatrists, psychologists, counsellors
	Suppliers of demolition and debris removal services
	Suppliers of earthworks, road making and revegetation services
	Utility workers (power, water, drainage, sanitation, garbage)
Collection of information may include	Collection strategies that recognise the diverse cultural, language and linguistic needs of the community
	Feedback from briefings and debriefings
	Phone calls and surveys about unmet community needs

RANGE STATEMENT

	and service effectiveness
	Reports on expenditure, resource availability and use, staff welfare
	Summaries of damage assessments, service requests, jobs completed, daily/weekly logs
Short term recovery issues may include	First aid
	Food/water
	Immediate needs
	Personal support
	Shelter
Medium term recovery issues may include	Counselling services
	Personal support
	Repairs to dwellings
	Restoration of utilities
	Temporary accommodation
Long term recovery issues may include	Community re development
	Economic re development
	Rebuilding of houses
	Reconstruction of infrastructure

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s   Nil

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