



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR021A Facilitate emergency planning processes

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the competency required to collaboratively facilitate the development of new and the revision of existing emergency plans by organisations such as local government, emergency services or government agencies and departments; event organisers; managers of utilities, critical infrastructure or high occupancy buildings; private sector and industries.

The unit recognises that emergency planning requires processes and outcomes to be regularly checked, tested, revised and updated as conditions change. Planning is also seen as an important way of building the resilience of organisations and communities through their active involvement in the process.

Application of the Unit

Application of the Unit

The application of this unit would inform roles of individuals with responsibility for the facilitation of preparedness activities, processes and arrangements within organisations which includes the involvement of the wider community and complex stakeholder environments. The requirements for arrangements may be driven by multiple legislative and regulatory contexts.

Situations for the application of this unit may include preparedness plans, event management plans, strategic risk plans, land use plans and arrangements, public event emergency management.

Applicable roles and jobs may involve emergency management, recovery, response, business continuity, risk management, emergency services liaison and event management.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Pre-requisite Unit/s Nil

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. **Establish the emergency planning context and framework**

- 1.1 Authority to plan is confirmed with reference to legislation, organisational direction, *community* or other managerial agreement
- 1.2 *Planning environment* is clarified by analysing *drivers* and risk assessment
- 1.3 *Considerations that may impact on the planning framework* are identified and analysed
- 1.4 Key *stakeholders*, are identified along with their potential interests, sensitivities, roles and responsibilities
- 1.5 Planning team/group is established with an appropriate balance of expertise, stakeholder representation and authority to achieve desired outcomes
- 1.6 *Emergency plan* aims and objectives are developed and refined with key stakeholders

ELEMENT	PERFORMANCE CRITERIA
2. Develop agreed planning processes and methodology	<p>2.1 Practical constraints and existing emergency management arrangements are considered when developing a feasible project scope</p> <p>2.2 Frameworks for project planning, management and evaluation are developed with key stakeholders</p> <p>2.3 Processes for negotiating outcomes, key performance indicators, information management, reporting, accountability and decision making strategies are developed and agreed within existing accountabilities</p> <p>2.4 Consultation and community education strategies are updated/developed which support community and key stakeholder ownership</p> <p>2.5 Sources of expertise are identified to contribute specialised information and analysis as required</p> <p>2.6 Accountability and responsibility for specific tasks or planning components is negotiated and clarified with appropriate individual, organisation or service provider</p>
3. Undertake research and analysis for emergency management planning	<p>3.1 Plan is regularly reviewed in response to new information or changes in resources and planning environment</p> <p>3.2 Appropriate research tools and consultation strategies are chosen</p> <p>3.3 Comprehensive body of community information, risks and safety expectations is sourced/built/updated using credible sources</p> <p>3.4 Effectiveness of current emergency management strategies are assessed to address the vulnerability of communities and environments by analysing their susceptibility and resilience to risk</p> <p>3.5 Need for new/updated emergency plans is confirmed for risks that have the potential to become an emergency event</p>

ELEMENT**PERFORMANCE CRITERIA****4. Develop/refine
emergency management
planning outcomes**

- 4.1 Emergency management arrangements relating to the effective operations and coordination of resources are identified and reviewed
- 4.2 Potential gaps or duplication in emergency management roles and responsibilities of organisations are identified
- 4.3 Broad categories and types of resources and services that are likely to be required are identified
- 4.4 Financial and contractual arrangements for accessing or acquiring resources and services are developed
- 4.5 Arrangements for the command, control and coordination of the response to an emergency incident are addressed in the plan
- 4.6 Arrangements for the restoration/recovery of the community structure and facilities, and provision of support to affected people are addressed in the plan
- 4.7 Potentially critical resource/service shortfalls and communication deficiencies, within and between organisations are identified
- 4.8 Contingencies to address potential problems are developed with relevant organisations and service providers
- 4.9 Implications of new/revised emergency management plans for strategic and operational business planning, review of legislation/policy/procedures and provision of training and community education programs are assessed and determined

ELEMENT**PERFORMANCE CRITERIA****5. Document the emergency plan**

- 5.1 Plan is jointly developed based on feedback received on draft plan obtained from stakeholders
- 5.2 Quick accessibility of essential information and any amendments via the plan structure is ensured
- 5.3 Plan purpose, control/coordination arrangements and any functional/threat specific sub plans are specified in sufficient detail
- 5.4 Clear and concise language appropriate for the audience/s is used
- 5.5 Consistency of related plans and sub plans is ensured
- 5.6 Process is established to maintain currency of the plan

6. Validate the plan

- 6.1 Plan is exercised/reviewed for functionality and relevance in accordance with a specified review schedule and post significant incidents/events
- 6.2 Outcomes of exercise and/or review are used to refine plan

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

- communicate effectively in writing
- define and provide recommendations to solve problems
- manage projects
- undertake research and analysis
- use effective interpersonal communication skills
- work with and consult stakeholders
- work cooperatively

Required Knowledge

- appropriate, current and relevant international and Australian Standards
- culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks
- current state/territory/agency emergency management plans
- planning process and the impact, outcomes and benefits for stakeholders
- relevant emergency risk management terminology, concepts and principles
- relevant jurisdictional emergency management arrangements
- research tools/methodologies

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- explain the emergency planning process
- develop an appropriate and sustainable emergency planning process in cooperation with planning team/group and stakeholders
- work with planning team/group and stakeholders to develop plans that are readily usable and able to be implemented effectively
- develop emergency plans that have stakeholder approval and support
- evaluate planning process and outcomes with stakeholders.

Consistency in performance

Competency should be demonstrated in an all hazard, all risk environment context with a diverse stakeholder group.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed making significant contributions to an emergency planning process either as an individual or as the representative of a stakeholder, organisation or constituency in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to:

- organisational community
- opportunity to participate in an actual, or simulated, emergency planning process.

EVIDENCE GUIDE

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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

Culturally and linguistically diverse (CALD) groups

Geographic groups of people such as:

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

Groups of people exposed to a particular hazard

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

Providers of goods, services and information such as:

- transport, utilities, communications
- health, safety, comfort
- civic construction and design

Shared-experience groups of people such as:

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

Workers in industry sectors such as:

- agriculture
- manufacturing (such as food processing)
- commercial
- mining
- emergency services

Planning environment may include

Planning for response, which may include:

- collecting, processing and disseminating information
- coordinating and deploying resources
- establishing and effectively using communications systems
- evacuation
- evacuation plans and procedures/processes
- infrastructure procedures
- liaison between organisations, agencies
- management structure

RANGE STATEMENT

- negotiating outside assistance and providing assistance to other areas
- operation of the emergency operations/coordination centre
- preparing and activating warnings, distributing public information
- protecting in place
- roles of support organisations
- training

Planning for evacuation may include identifying:

- enabling legislation and/or regulations
- evacuation routes
- health and safety needs of mass gatherings
- management structure
- organisations responsible for arranging and coordinating transport
- organisations responsible for conducting and assisting with the evacuation
- organisations responsible for operating evacuation centres
- preparation and activation of warnings, distribution of public information, media management
- registration teams
- sites suitable as assembly areas
- sites suitable as evacuation centres
- strategies for communicating with diverse ethnic, cultural and language groups
- strategies for gaining community cooperation

Planning for recovery, which may include:

- counselling emotionally affected people
- establishing and managing emergency financial relief schemes
- managing environmental rehabilitation programs
- managing overwhelming demand
- management structure
- planning for business continuity
- providing immediate emergency accommodation
- providing personal support
- roles and responsibilities of agencies and organisations
- repairing or replacing damaged infrastructure, public

RANGE STATEMENT

	<ul style="list-style-type: none"> utilities, services and assets • surveying and assessing damage to public and private property
Drivers may include	<p>Changes in community characteristics</p> <p>Changes in insurance policies and premiums</p> <p>Changes in legislation, policies and disaster/emergency management plans</p> <p>Corporate governance</p> <p>Environmental changes</p> <p>Management practices</p> <p>New sources of risk or changed perception of risk</p> <p>Planning deficiencies</p> <p>Recent emergency incident reports/debriefs, safety issues</p> <p>Recent judicial decisions</p> <p>Safety issues</p> <p>Strategic and corporate plans</p>
Considerations that may impact on the planning framework may include	<p>Existing arrangements</p> <p>Legislative requirements</p> <p>Organisational requirements</p> <p>Plans</p> <p>Policies</p> <p>Procedures</p> <p>Regulatory requirements</p>
Legislative, organisational and regulatory requirements may include	<p>Acts dealing with disasters, emergencies, occupational health and safety and the environment</p> <p>Building codes</p> <p>Environmental management and sustainability</p> <p>Land use planning</p> <p>Local government regulations</p> <p>Planning requirements for public health, building, fire prevention</p> <p>Privacy</p>

RANGE STATEMENT

	Regulations for handling and transporting dangerous goods
Policies and procedures may include	<p>Agreements between agencies and/or organisations</p> <p>Emergency management arrangements specified in legislation or policies</p> <p>Existing disaster or emergency management plans</p> <p>Standard operating procedures (SOPs)</p>
Stakeholders may include	<p>Culturally and linguistically diverse (CALD) groups</p> <p>Education providers</p> <p>Emergency services (fire, police, SES, ambulance, recovery agencies)</p> <p>Event organisers (concerts, car rallies, sport)</p> <p>Hospital/medical personnel and care givers</p> <p>Interest, community, professional and industry groups</p> <p>Local business people</p> <p>Local government (elected representatives, shire engineers, community development officers)</p> <p>Providers of critical infrastructure (utilities, telecommunications, mining, petrochemical and gas)</p> <p>Managers of high occupancy facilities (shopping centres, high rise apartment/office blocks)</p> <p>State/territory/commonwealth agencies (public works, human services, health, transport, natural resources, primary industry, environmental protection, emergency management)</p> <p>Tourist operators</p> <p>Vulnerable groups</p> <p>Venue operators</p>
Emergency plans may include	<p>Plans developed to address specific risks</p> <p>Plans required by commonwealth/state/territory legislation</p> <p>Plans required by regulators and permit conditions</p>
Practical constraints may include	<p>Arrangements, roles and responsibilities set down in existing emergency management plans</p> <p>Availability of technical expertise, technology,</p>

RANGE STATEMENT

	<p>equipment</p> <p>Budgets, time, availability and capability of people</p> <p>Land use planning</p> <p>Legislation covering emergency management, environmental management</p> <p>Limited community knowledge of emergency risk management processes and benefits</p> <p>Local government regulations</p> <p>Management support</p> <p>Political, social and cultural considerations</p> <p>Safety standards</p>
Consultation and community education strategies may include	<p>Advertising in local media</p> <p>Broadcast facsimile and email messages, websites</p> <p>Contacting individual organisations, professional bodies, unions and recreational/sports associations</p> <p>Focus groups, workshops, surveys</p> <p>Meetings with groups, key individuals and leaders of minority/ethnic/cultural groups</p>
Research tools may include	<p>Affinity analysis</p> <p>Brainstorming, visioning</p> <p>Cause and effect analysis, force field analysis</p> <p>Emergency risk management process and tools</p> <p>Rank-It, SWOT analysis</p>
Community information may include	<p>Characteristics of natural, local and built environments</p> <p>Demographics (population distribution, social, cultural, health status and education data)</p> <p>Details of key infrastructure and emergency/support services</p> <p>Economic activity reports (employment, products, services, revenue)</p> <p>Government reports (such as environmental impacts)</p>
Sources of community information may include	<p>Community information booklets</p> <p>Credible individuals, group and community leaders</p>

RANGE STATEMENT

	<p>Documented outcomes of emergency risk management processes conducted by communities, organisations and companies</p> <p>Family and historical records</p> <p>Libraries, research reports, Australian Bureau of Statistics data</p> <p>Media, council and emergency services personnel and records</p> <p>Specific needs groups, significant cultural organisations</p> <p>Specific agencies records and plans</p>
Sources of risk may include	<p>Commercial activity and legal relationships</p> <p>Economic</p> <p>Human behaviour and individual activities</p> <p>Industrial activities</p> <p>Management activities and controls</p> <p>Mass gatherings</p> <p>Natural events</p> <p>Political circumstances</p> <p>Technology/technical issues</p> <p>Terrorism</p>
Planning outcomes may include	<p>Agency plans at district/regional level</p> <p>Emergency or disaster plans at national, state/territory, district/regional and local levels</p> <p>Support or functional plans developed at state/territory, district/regional and local levels for services such as:</p> <ul style="list-style-type: none"> • communications • engineering • evacuation • health • recovery/welfare • transport <p>Threat specific plans developed at state/territory, district/regional and local levels to deal with threats from hazards such as:</p> <ul style="list-style-type: none"> • cyclone

RANGE STATEMENT

- emergency animal disease
- flood, water, public health
- fire
- hazardous materials
- marine pollution
- terrorism

Unit Sector(s)

Not applicable.