



Australian Government

PUAOPE006B Control multi-agency emergency situations

Release 3

PUAOPE006B Control multi-agency emergency situations

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Editorial changes.
2	PUA12 V1	Layout adjusted. Application revised.
1	PUA00 V8.1	Primary release on TGA.

Unit Descriptor

This unit covers the competency to take and establish control of a multi-agency response to an emergency situation. Control refers to the overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.

Application of the Unit

This unit applies to public safety workers who have a command role within their own organisation and are required to administer control of workers from all agencies in a multi-agency response environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE007B Command agency personnel within a multi-agency (Fire sector specific)
PUAOPE016A Manage a multi team response (Fire sector specific)

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

ELEMENT	PERFORMANCE CRITERIA
1. Take control	<p>1.1 Control is established in accordance with designated responsibility/authority.</p> <p>1.2 The identity of the controller is communicated to participating organisations/authorities and to relevant authorities/organisations pertinent to the emergency/incident situation.</p> <p>1.3 The <i>nature</i> and complexity <i>of the emergency/incident</i> is identified through liaison with relevant personnel/authorities.</p>
2. Establish a control facility	<p>2.1 An appropriate <i>control facility is established</i> in accordance with approved operating procedures and principles.</p> <p>2.2 The establishment of the facility is communicated to participating and relevant personnel/authorities.</p> <p>2.3 Communication systems and procedures are established to facilitate the functions of control.</p>
3. Establish and maintain a control structure	<p>3.1 A control structure is established appropriate to the nature and complexity of the emergency, encompassing specific roles and responsibilities of each participating organisation.</p> <p>3.2 The control structure is expanded or contracted in response to changes within the emergency environment.</p> <p>3.3 Control systems are managed ensuring flow of information is clear, accurate, timely and follows <i>agreed reporting mechanisms</i>.</p> <p>3.4 Control systems are managed ensuring human, physical, fiscal and communication systems are identified, allocated and deployed in accordance with the control structure.</p> <p>3.5 Control systems are managed ensuring accurate recording and reporting systems are established and maintained.</p>
4. Establish procedures to permit control to be exercised	<p>4.1 Control structure is communicated to participating organisations and relevant authorities/individuals who may have a regulatory or economic interest applicable to the emergency/incident.</p> <p>4.2 Communication is implemented to provide an effective exchange between the controller and all organisations engaged in the emergency, supporting organisations, coordinator, higher authorities, media.</p>

ELEMENT	PERFORMANCE CRITERIA
5. Assess the situation and determine priorities	<p>4.3 Liaison is initiated and maintained with those organisations that may provide information or <i>resources</i> applicable to the emergency/incident.</p> <p>5.1 Information about emergency is sought from participating organisations and relevant sources.</p> <p>5.2 The nature, extent and potential of the emergency is continually assessed.</p> <p>5.3 Relevant information is analysed and processed to establish priorities for dealing with the emergency/incident.</p> <p>5.4 Desired objectives are determined to effectively manage the emergency/incident.</p> <p>5.5 Objectives and priorities are continually reviewed in light of information updates, reports and feedback.</p>
6. Develop control plan	<p>6.1 Appropriate strategy(s) are determined to achieve objectives.</p> <p>6.2 Components of the strategy are determined in consultation with organisations.</p> <p>6.3 Control plan is documented in writing.</p> <p>6.4 Control plan is communicated to relevant organisations following established procedures.</p>
7. Implement control plan	<p>7.1 Components of the strategy are allocated to operational and support organisations.</p> <p>7.2 Performance is monitored and reports/feedback communicated through appropriate communication channels.</p> <p>7.3 Control plan is monitored to meet changes in conditions and modifications are made where appropriate.</p>
8. Conclude emergency activities	<p>8.1 Recovery management is initiated.</p> <p>8.2 Physical, human and fiscal resources are accounted for.</p> <p>8.3 Debriefing requirements are met and operational control documentation is completed.</p> <p>8.4 Reports are produced as required.</p>
9. Review emergency activities	<p>9.1 Plans and procedures are evaluated and reviewed.</p> <p>9.2 Effectiveness of the control function and its interaction with command organisations is evaluated and documented.</p> <p>9.3 Reports are produced and communicated in accordance with established protocols.</p>

Required Skills and Knowledge

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

Required Skills

- accessing information and support from organisations
- application of relevant agreements
- codes of practice or other legislative requirements
- development of response plans including predicting consequences and identifying improvements
- effective and efficient use of human and physical resources including:
 - equipment and consumables
 - identification and correct use of equipment
 - materials
 - operative and non-operative personnel
 - personnel and external authorities
 - processes and procedures
- using a range of information technology devices including:
 - computers
 - radio frequency devices
 - electronic data exchange systems etc
- using tools and techniques to solve problems

Required Knowledge

- decision making
- emergency site layout
- knowledge of current principles and practices to conduct an activity which exercises elements of public safety management
- operation of work systems and equipment
- security and confidentiality of material

Evidence Guide

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

It is essential for this unit that competence be demonstrated in effective assignment and monitoring of organisation allocated task(s):

- Analyse emergency situations both functionally and strategically
- Select, prioritise, implement and evaluate appropriate courses of action
- Strategically react to changes within the emergency environment
- Incorporate risk management and contingency processes
- Modify activities to cater for variations and changes in emergency contexts and environments
- Establish plans
- Describe consequences
- Complete tasks
- Identify improvements
- Apply precautions relevant to the task
- Hazard specific policies and procedures
- Issue resolution procedures
- Job procedures and work instructions
- Guidelines relating to safe use of machinery and equipment
- Quality assurance procedures (where existing)
- Privacy
- Confidentiality and security procedures
- Waste pollution and environmental management
- Recovery management processes
- Work completed systematically ensuring minimal damage to equipment and emergency site

Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

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

Specific resources for assessment

Resources should involve access to, or simulation of, emergency situations in a multi-agency response environment This includes resources relating to:

equipment, personnel, facilities etc appropriate to the emergency situation.

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.

Types of emergencies (imminent or actual) may include:

- natural events
- drought
- fire (forest
- grasslands
- urban)
- avalanche snow/ice/hail
- tsunami
- windstorm/tropical storm
- hurricane/typhoon
- biological
- extreme heat/cold
- flood/wind driven water
- earthquakes/land shifts
- volcanic eruption
- tornado/cyclone
- landslide/mudslide
- dust/sand storms
- lightning storm
- oil spills
- marine life rescue

Technological/industrial events may include:

- radiological accidents
- dam/levee failure
- fuel/resource shortages
- hazardous material releases
- explosions/fire
- transportation accidents
- building/structure collapse
- power/utility failure
- extreme air pollution
- strikes
- business interruption
- financial collapse
- high rise or underground incidents
- industrial accident and confined spaces

Civil/political events may include:

- economic
- general strike
- terrorism

Considerations in the determination of the nature extent and potential of an emergency may include:

- sabotage
- hostage situation(s)
- civil unrest
- eco-terrorism
- enemy attack
- risk to life
- risk to property
- risk to environment
- scope and scale of incident including likely duration of incident
- resource availability
- potential for changes in situation
- topography
- weather
- speed of onset
- hazard agent(s)
- location
- demography
- magnitude
- intensity

Resources may include:

- human-operations personnel
- volunteers
- support personnel
- local
- state/territory and federal governments
- physical-equipment
- machinery
- vehicles
- technology devices
- communication devices
- fiscal

Information management system may include:

- data receival
- recording
- storage and dispatch modes
- procedures and protocols
- types of technology – electronic data exchange devices
- audio and visual recording mechanisms
- security and authorisation assignment

Control facility establishment procedures and principles may include consideration of:

- legislation
- proximity to emergency/incident
- size and type of structure

- special incident requirements
 - communication modes
 - topography
 - environment
 - climatic conditions
 - logistical operations
 - site access and exit requirements
 - security requirements
 - equipment characteristics
 - support services
 - amenities
 - span of control
- Communication processes and systems*** may include:
- designation of appropriate modes and channels of communication
 - communication responsibilities of personnel
 - radio communications
 - inter organisation liaison
 - data transfer
 - telecommunications
 - interpersonal communications
- Participating and relevant organisations/authorities*** may comprise:
- emergency organisations
 - ancillary organisations
 - higher authorities
 - public
 - media
 - clients
 - government and semi government authorities and departments
 - witnesses
 - victims
 - occupational health and safety specialists
 - emergency management specialists
 - service providers
 - other analysts and other stakeholders
- Agreed reporting mechanisms*** may include:
- authorisation distribution and developments of reports in accordance with regulatory and organisational requirements and may include:
 - media reports
 - ministerial reports
 - coronial reports
 - situation reports-within emergency
 - for external distribution-status reports

- performance evaluations
 - legal reports
 - final reports
 - briefing papers
- Activities controlled* may include:
- operations
 - planning
 - logistics
 - communications
 - mapping
 - aircraft
 - information displays
 - resourcing
- Sources of information/documents* may include:
- emergency procedures
 - standard operating procedures
 - relevant Australian or international documentation in disaster/emergency management
 - organisational and workplace operating procedures and policies
 - client requirements
 - communications technology equipment
 - oral, aural or signed communications
 - personal and work area
 - work procedures and practices
 - evacuation procedures
 - occupational health and safety procedures
 - applicable State, Territory and Commonwealth legislation and regulations which relate to:
 - public safety
 - state of emergency
 - occupational health and safety regulations and legislation
 - Workplace Relations Act(s)
 - workers compensation
 - privacy and confidentiality legislation
 - freedom of information
 - environment protection legislation
 - equal opportunity
 - equal employment opportunity and affirmative action
 - legislation
 - standards and certification requirements
 - quality assurance procedures

- memorandum of understanding/agreement
- conventions
- protocols
- policies
- codes of practice
- maps
- field reports

Unit Sector(s)

Not applicable.