



Australian Government

PUAOPE007B Command agency personnel within a multi-agency emergency response

Release 3

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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 competence to command an organisation's personnel within a multi-agency emergency response environment.

Command is the internal direction of the members and resources of an organisation in the performance of the organisation's roles and tasks by agreement or in accordance with relevant legislation. Command operates vertically within an organisation.

Application of the Unit

This unit applies to Public Safety personnel who have a command role within their own organisation and are required to administer that command in a multi-agency response environment. It does not include the requirement to administer command of personnel from other agencies in a multi-agency response.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE021A Control a Level 1 incident

PUAOPE015A Conduct briefings and debriefings (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 command	<p>1.1 Command is exercised in accordance with organisation authority and guidelines.</p> <p>1.2 The identity, location and contact details of the commander are communicated to internal personnel and to relevant external authorities/organisations/individuals pertinent to the emergency/incident.</p>
2. Establish a command facility	<p>2.1 An appropriate <i>command facility</i> is established and operated in accordance with organisational guidelines.</p> <p>2.2 Details of the facility are communicated to internal personnel and to relevant external authorities/organisations/individuals as required.</p>
3. Establish a command structure	<p>3.1 A command structure is established appropriate to the nature and complexity of the task (s) undertaken by the organisation.</p> <p>3.2 The command structure is expanded, contracted or modified in response to changes within the emergency environment.</p>
4. Establish procedures to permit command to be exercised	<p>4.1 Command structure is communicated to internal personnel and external authorities/individuals whom may have a regulatory interest applicable to the emergency/incident.</p> <p>4.2 Command <i>information management system</i> is implemented.</p> <p>4.3 Communication mechanisms and procedures are implemented between levels of command in accordance with organisational guidelines.</p> <p>4.4 Liaison is established and maintained to meet control and command requirements.</p> <p>4.5 A public information system is established in accordance with control plan requirements.</p>
5. Determine operational command plan	<p>5.1 Tasks are received and/or determined in accordance with the control requirements.</p> <p>5.2 Operational command plan to implement strategies is developed and modified as required in accordance with organisational guidelines.</p> <p>5.3 Appropriate tactics to effectively manage the emergency/incident are identified in accordance with the operational command plan.</p>

ELEMENT	PERFORMANCE CRITERIA
6. Manage resources under organisation command	<p>6.1 <i>Resources</i> are deployed to ensure that the operational command plan is implemented in accordance with organisational guidelines.</p> <p>6.2 Human and physical resources are effectively managed to achieve command plan outcomes.</p>
7. Manage operation(s)	<p>7.1 Operations are conducted in accordance with the operational command plan.</p> <p>7.2 Significant changes in status and actions taken are reported consistent with organisational policy and procedures.</p> <p>7.3 Operations are redirected as required to meet changes in the conditions which affect the emergency/incident situation.</p>
8. Conclude operation(s)	<p>8.1 Physical, human and capital resources are accounted for in accordance with organisational guidelines.</p> <p>8.2 <i>Debriefing</i> requirements are met in accordance with organisational guidelines.</p> <p>8.3 Operational documentation is completed to organisation standards.</p> <p>8.4 Reports are produced as required.</p>
9. Review operations	<p>9.1 Plans and guidelines are evaluated and reviewed.</p> <p>9.2 Effectiveness of command and interaction with control 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 the control facility, other organisations' personnel and external authorities
- analyse emergency situations both functionally and strategically
- development of response plans including predicting consequences and identifying improvements
- effective and efficient deployment of human and physical resources including:
 - operative and non-operative personnel
 - materials
 - equipment and consumables
- effective deployment, monitoring and communication of organisation allocated task(s)
- identification and correct use of equipment
- implement response in accordance with organisational procedures and within bounds of authority
- incorporate risk management and contingency processes
- liaise effectively with emergency controller
- operation of work systems and equipment
- processes and procedures
- secure emergency/operations site
- select, prioritise, implement and evaluate appropriate strategies
- strategically react to changes within the emergency environment
- 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

- applications of relevant agreements
- code of practice or other legislative requirements
- emergency site layout
- identification and correct use of equipment
- knowledge of current principles and practices to conduct an activity which exercises elements of public safety management
- organisational command structure
- processes and procedures
- 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 deployment, monitoring and communication of organisation allocated task(s)
- analysis of emergency situations both functionally and strategically
- selection, prioritisation, implementation and evaluation of appropriate strategies
- implementation of response in accordance with organisational procedures and within bounds of authority
- securing emergency/operations site
- strategic reaction to changes within the emergency environment,
- incorporation of risk management and contingency processes
- effective liaison with emergency controller and
- logging and recording all actions and decisions

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-organisation response environment. This includes resources relating to: equipment, personnel, facilities etc appropriate to the emergency situation and within the bounds of responsibility as designated within the requirements of control.

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
- range
- 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
- search and rescue
- fauna rescues e.g. 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

Civil/political events may include:

- economic
- general strike
- terrorism
- sabotage
- hostage situation(s)

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

- 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 location
- demography

Resources may include:

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

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
- public/media information dissemination
- security and authorisation assignment
- recording and documenting of incident

Personnel support activities may include supply of:

- catering
- sanitation
- shelter
- rest/relief counselling services
- stress management services
- proximity to emergency/incident

Command facility

establishment procedures and principles may include consideration of:

- size and type of structure
- special incident requirements
- communication modes
- logistical operations
- site access and exit requirements
- security requirements
- equipment characteristics
- support services
- amenities
- parking
- topography
- environment
- climatic conditions
- logistical operations

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

Internal and external personnel and authorities may include:

- operational personnel
- 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 stakeholders

Support services may include:

- emergency agencies
- water
- gas and power agencies
- welfare and counselling organisations
- medical organisations

- equipment suppliers
 - contractors
 - community service organisations
 - land management agencies
 - transport
- Debriefing*** may include:
- critical incident stress debriefing
 - performance evaluations
 - operational analysis
- Agreed reporting mechanisms*** will involve:
- authorisation
 - distribution and development 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 include:
- operations
 - planning
 - logistics
 - communications
- Sources of information/documents*** may include:
- emergency procedures
 - standard operating procedures
 - maps
 - field reports
 - 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, 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

Unit Sector(s)

Not applicable.