



Australian Government

Department of Education, Employment and Workplace Relations

PUAOPE017A Coordinate resources for a multi-agency incident

Revision Number: 2

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Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted.
1	PUA00 V8.1	Primary release on TGA.

Unit Descriptor

This unit covers the competency required to bring together organisations and other resources to support an incident.

Incidents that require such resource coordination are typically Level 3 incidents, which are characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions.

This unit also covers the systematic acquisition and application of organisational, human and equipment resources in an incident.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to people who perform the role of emergency coordination at a Level 3 incident.

The authorisation to perform this role is subject to emergency state/territory emergency management arrangements.

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

ELEMENT	PERFORMANCE CRITERIA
1. Commence coordination	<p>1.1 Coordination arrangements are invoked in accordance with agreed authority/responsibility.</p> <p>1.2 <i>Coordination function</i> is <i>established</i> within an Incident Control Centre or facility in consultation with Incident Controller.</p> <p>1.3 Coordination arrangements are communicated to participating organisations and to relevant authorities/organisations pertinent to the <i>type of incident</i>.</p>
2. Establish and maintain a coordination network	<p>2.1 <i>Coordination network</i> and structure is established appropriate to the nature and complexity of the incident .</p> <p>2.2 Coordination network is integrated with the control and command activities to meet the objectives of the control plan using <i>communications processes and systems</i> as required.</p> <p>2.3 Coordination network is expanded, contracted or modified in response to changes within the incident environment.</p>
3. Manage resource requirements in accordance with control requirements	<p>3.1 <i>Resources</i> are <i>identified</i> through the coordination network and external providers/authorities which may be appropriate to control requirements including <i>sources of information and/or documents</i>.</p> <p>3.2 Resources are <i>acquired</i> to meet the requirements of the <i>Incident Action Plan</i> and <i>Recovery Plan</i> including <i>personnel support</i> activities.</p> <p>3.3 Resources are supplied to meet operational requirements within negotiated timeframes.</p> <p>3.4 Allocation of resources is monitored to ensure operational effectiveness and to confirm additional requirements.</p>
4. Conclude coordination activities	<p>4.1 An <i>audit</i> is undertaken to ensure resources are acquired and supplied in a cost-effective and efficient manner (where applicable) according to <i>standard procedures</i>.</p> <p>4.2 Resources released from the incident are returned to providers as appropriate.</p>
5. Review coordination	<p>5.1 <i>Debriefings</i> are conducted to evaluate coordination effectiveness using <i>consultative processes</i> where appropriate.</p> <p>5.2 Reports are produced as required and communicated in accordance with established protocols and <i>agreed</i></p>

ELEMENT**PERFORMANCE CRITERIA**

| *reporting mechanisms.*

Required Skills and Knowledge

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

Required Skills

- access information and support from the control facility
- apply relevant agreements, codes of practice or other legislative requirements
- communicate with colleagues and stakeholders effectively
- deploy human and physical resources effectively and efficiently
- implement coordination plans including predicting consequences and identifying improvements
- manage logistics
- use a range of information technology devices including computers
- use equipment
- use tools and techniques to solve problems

Required Knowledge

- control and organisation command structure
- electronic data exchange systems
- focus of operation of work systems and equipment
- incident site layout
- other organisations' personnel and external authorities
- principles and practices to conduct an activity which exercises elements of public safety management
- radio frequency devices
- resources including operative and non-operative personnel, materials, equipment and consumables
- security and confidentiality of material

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:

- implement coordination response in accordance with control plan and within bounds of authority
- identify, select, prioritise, implement and evaluate appropriate strategies for the acquisition and deployment of resources in accordance with control and command plan requirements
- analyse resource requirements in accordance with present and future control requirements
- implement and maintain an effective communication system both internal and external to an incident
- monitor the deployment of resources in meeting control requirements
- maintain procurement and workplace records
- strategically react to changes within the incident environment
- incorporate risk management and contingency processes
- evaluate performance of coordination in meeting the requirements of control
- modify activities to cater for variations and changes in incident contexts and environments
- apply underpinning knowledge and skills when establishing plans
- describe consequences
- complete tasks
- identify improvements
- apply safety precautions relevant to the task
- show evidence of application of relevant workplace procedures including hazard policies and procedures, issue resolution procedures, job procedures and work instruction guidelines relating to the procurement of resources, quality assurance procedures (where in existence), privacy, confidentiality and security procedures, waste, pollution and environmental management recovery processes.

Consistency in performance

Competency should be demonstrated over time in a

Context of and specific resources for assessment

range of actual or simulated workplace environments.

Context of assessment

Competency should be assessed in an operational environment or in an industry-approved multi-agency simulated workplace environment.

Specific resources for assessment

Access is required to:

- incidents or simulation of incidents, in a multi-agency response environment
- equipment, personnel, facilities appropriate to the incident and within the bounds of responsibility as designated within the requirements of the Incident Controller

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

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.

- | | |
|--|---|
| <p><i>Establishing coordination function</i> may include considering:</p> | <ul style="list-style-type: none"> • Amenities • Communication modes • Equipment characteristics • Logistical operations • Parking • Proximity to incident • Security requirements • Site access and exit requirements • Size and type of structure • Special incident requirements • Support services |
| <p><i>Type of incident</i> (imminent or actual) may include:</p> | <ul style="list-style-type: none"> • Civil/political incidents such as: <ul style="list-style-type: none"> • civil unrest • economic • eco-terrorism • enemy attack • general strike • hostage situation/s • sabotage • terrorism • Marine rescue • Natural events such as: <ul style="list-style-type: none"> • avalanche snow/ice/hail • biological • drought • dust/sand storms • earthquakes/land shifts • extreme heat/cold • fire (forest, grassland, urban) • flood/wind driven water • hurricane/typhoon • landslide/mudslide • lightning storm • pandemic • tornado/cyclone • tsunami |

- windstorm/tropical storm
- volcanic eruption
- Rescue
- Search
- Technological/industrial incidents such as:
 - building/structure collapse
 - business interruption
 - dam/levee failure
 - explosion/fire
 - extreme air pollution
 - financial collapse
 - fuel/resource shortages
 - hazardous material releases
 - hazardous material spills
 - power/utility failure
 - radiological accidents
 - strikes
 - transportation accidents

Coordination network may include:

- Community services organisations
- Contractors
- Equipment suppliers
- Gas and power agencies
- Land management agencies
- Local, state/territory and commonwealth government authorities
- Medical organisations
- Operative and support organisations
- Other emergency organisations
- Water
- Welfare and counselling organisations

Communications processes and systems may include:

- Audio and visual recording mechanisms
- Communication responsibilities of personnel
- Data retrieval
- Data transfer
- Designation of appropriate modes and channels of communication
- Inter organisation liaison
- Interpersonal communications
- Procedures and protocols
- Radio communications
- Recording
- Security and authorisation assignment
- Storage and dispatch modes
- Telecommunications
- Types of technology - electronic data exchange devices

Resources may include:

- Communication devices
- Equipment
- Local, state/territory and commonwealth governments
- Machinery
- Operations personnel
- Support personnel
- Technology devices
- Vehicles
- Volunteers

Identifying and acquiring resources may include:

- Cost benefit analysis
- Geographical analysis
- Logistics
- Networking

- | • Supply-demand financial analysis

Sources of information and/or documents may include:

- Applicable state, territory, commonwealth legislation and regulations which relate to:
 - codes of practice
 - conventions
 - freedom of information
 - environment protection
 - equal employment opportunity and affirmative action
 - equal opportunity
 - memorandum of understanding/agreement
 - occupational health and safety (OH&S)
 - policies
 - privacy and confidentiality legislation
 - procurement procedures
 - protocols
 - public safety
 - quality assurance procedures
 - standards and certification requirements
 - state of emergency
 - workers compensation
 - workplace relations
- Communications technology equipment
- Client requirements
- Emergency procedures
- Evacuation procedures
- OH&S procedures
- Oral, aural or signed communications
- Organisational and workplace operating procedures and policies
- Personal and work area procedures and practices
- Relevant Australian or international documentation in disaster/emergency management
- Standard operating procedures

Incident Action Plan may include:

- Accommodation and welfare arrangements
- Communications Plan
- Incident objectives
- Information on alternative or fallback strategies
- Information Plan for dissemination of information to all stakeholders
- Information regarding the necessary logistical arrangements

- Management arrangements, including establishment of sectors and divisions
- Management structure if established
- Maps or site plans of the incident
- Medical Plan and consideration of OH&S issues
- Resources to be allocated to each division and sector
- Statement of current situation and predictions of the incident's likely development (including key risk exposures)
- Strategies to achieve defined incident objectives
- Structural chart depicting the personnel in the incident management arrangements, including establishment of sectors and divisions
- Timing of meetings and changeovers
- Traffic management

- Recovery Plan** may include:
- Re-establishment of infrastructure
 - Rehabilitation
 - Relocation of members of the public
- Personnel support activities** may include supply of:
- Catering
 - Medical
 - Rest/relief counselling services
 - Sanitation
 - Shelter
 - Stress management services
- Audit** may comprise:
- Damage reports
 - Reconciliation
 - Supply cost
 - Supply mechanisms
- Standard procedures** may include:
- Australian Standards
 - Defence Instructions
 - Doctrine pamphlets
 - Job guides, other publications
 - Manufacturers' handbooks, industry specifications and technical instructions
 - OH&S regulations
 - Organisational policies and procedures
 - Procedure manuals
 - Relevant local government by-laws
 - Relevant state/territory or commonwealth legislation
 - Routine Orders
 - Standing Operating Procedures
 - Standing Orders
 - Written and verbal orders
- Debriefings** may include:
- Financial analysis
 - Logistics
 - Operational analysis
 - Performance evaluation
 - Supply-demand
- Consultative processes** may include:
- Clients
 - Emergency management specialists
 - Emergency organisations
 - Higher authorities
 - Media
 - OH&S specialists
 - Other professional or technical staff and/or organisations
 - Public

- Agreed reporting mechanisms*** will involve:
- Authorisation
 - Distribution and development of reports in accordance with regulatory and organisational requirements and may include:
 - briefing papers
 - coronial reports
 - final reports
 - legal reports
 - media reports
 - ministerial reports
 - performance evaluations
 - situation reports - within incident for external distribution
 - status reports

Unit Sector(s)

Not applicable.