



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBSC503B Contribute to managing the scene of an emergency

Release: 1

HLTAMBSC503B Contribute to managing the scene of an emergency

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit involves management of procedures involving client care at the scene of an emergency

Application of the Unit

Application

Application of skills described in this competency unit refers to maintaining an ambulance presence in emergency situations, which may involve coordination with and by other emergency service personnel

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Assess the environment to identify real and potential hazards

- 1.1 Gather information to enable accurate assessment of the *situation or incident*
- 1.2 Accurately identify existing and potential *hazards*
- 1.3 Access the approach to an incident accurately, looking for visible signs of danger
- 1.4 Position appropriate resources to facilitate safe and timely ambulance access and egress

2. Communicate with those involved in the incident

- 2.1 Communicate *information* about the incident or scene to coordinator in accordance with organisation policies
- 2.2 Communicate information to people involved in the incident in accordance with organisation policies
- 2.3 Identify any *religious, social and/or cultural issues* that may impact client care and welfare

ELEMENT**PERFORMANCE CRITERIA****3. Control hazards**

3.1 Negate or minimise existing and potential hazards to the safety and welfare of clients and others

3.2 Wear and/or use personal protective clothing and equipment as necessary

3.3 Implement infection control procedures when necessary

3.4 Manage resistive and/or combative clients appropriately

3.5 Ensure security of the scene for ambulance personnel is secured by the Ambulance Command in consultation with Incident Control

3.6 Utilise resources appropriately as needed

4. Utilise established networks and relationships

4.1 Establish formal and informal networks to support ongoing and future liaisons and collaboration

4.2 Develop and utilise relationships in a way which provides identifiable benefits to the organisation from shared expertise, information and/or resources

4.3 Support mutual cooperation through contribution to relevant network meetings and/or forums

4.4 Consult with affected and interested parties to support organisation goals and objectives

ELEMENT**PERFORMANCE CRITERIA****5. Communicate with other services to ensure safety at scene**

- 5.1 Identify the need for liaison with *medical and other emergency and allied services* according to situation and local ambulance standard operation procedure
- 5.2 Carry out liaison with medical and other emergency and allied services in accordance with local ambulance standard operation procedure
- 5.3 Provide information to other organisations in a clear, concise and comprehensive manner
- 5.4 Communicate with other organisations in accordance with organisation policy and procedures
- 5.5 Gather information from other organisations to inform the improvement of services and to avoid duplication of effort

6. Monitor the environment

- 6.1 Monitor the environment to identify changes that may compromise safety or client care
- 6.2 Quickly recognise environmental changes requiring further control and promptly communicate to appropriate agencies

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Relevant policies and procedures relating to emergency management, including:
 - organisation policies and procedures
 - allied service procedures
 - state policies and procedures
- A working knowledge of command, control and coordination responsibilities
- Relevant national standards such as:
 - Australian Emergency Manual Safe and Healthy Mass Gatherings - Emergency Management Australia - Canberra - 1999
 - Emergency Risk Management and Process - Emergency Management Australia
 - Australia/New Zealand Risk Management Standard
- Infection control procedures
- Procedures to control restive and combative clients
- Services provided by medical and other emergency and allied agencies, and their limitations
- Use of communications equipment and systems
- Relevant hazards and potential hazards and their effect
- Awareness of role and responsibilities of other organisations
- Knowledge of current practices and procedures for communicating in the workplace
- Organisation's confidentiality requirements
- Organisation policy and procedures relating to liaison with other organisations

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate the management of situations/incidents requiring:

REQUIRED SKILLS AND KNOWLEDGE

- identification and management of hazards
- establishment and maintenance of inter-service liaison
- infection control procedures
- resistive and combative client control procedures
- identification of resources and their uses
- communication and interpersonal skills

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Use problem solving skills including:
 - using available resources innovatively
 - analysing information quickly
 - managing multiple competing priorities
 - making decisions that ensure the overall effective management of the scene of an emergency
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - liaising with personnel from other services
 - asking for clarification from persons at the scene
 - negotiating solutions
 - effectively communicating instructions to a wide range of people
 - acknowledging and responding to a range of views
 - public speaking
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding incident reports and case management materials
 - preparing handover reports for staff from associated services and/or receiving agencies
- Use interpersonal skills, including:
 - working with others
 - relating to persons from differing cultural, social and religious backgrounds.
- Apply effective stress management techniques/skills
- Network and develop relationships
- Use networks effectively

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 this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence must include observation of performance in the workplace or in a simulated work situation
- Where, for reasons of safety, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible
- Evidence must include demonstration over a period of time to ensure consistency of performance

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Scene (situation or incident) may include, but is not limited to:

- Road traffic accidents
- Household accidents
- Events such as concerts
- Exhibitions, sporting events
- Street scene
- Bush/cliff accidents
- Fire ground incidents
- Airport accidents
- Public transport accidents

Hazards are dangers or risks that may affect or influence ambulance care and may include, but are not limited to:

- Fire
- Flood
- Power/electricity
- Lighting
- Surfaces
- Atmospheric conditions
- Climatic conditions
- Vehicles
- Structures
- Bystanders
- Gases and fluids (including hazardous chemicals)
- Biological factors
- Bodily fluids
- Tidal changes
- Human judgement and influence

RANGE STATEMENT

- Information likely to be gathered may include, but is not limited to:*
- Details of the incident/event
 - Name and profile of those directly involved
- Religious, social and/or cultural issues refer to:*
- Values and beliefs that may influence the administration of client care and general welfare of the client. These values are identified and assessed in terms of their importance to the client, based on the judgement of the ambulance personnel
- Medical services may include, but are not limited to:*
- First Aid support agencies
 - State Medical Emergency Response Plan personnel
 - Local general practitioners
 - District nursing service
- Emergency and allied services may include, but are not limited to:*
- Ambulance command
 - Incident control
 - Police
 - Fire
 - SES
 - Voluntary ambulance personnel
 - Electricity and water services
- Organisations may include*
- Public safety organisations
 - Government organisations
 - Emergency response organisations
 - Local
 - State/territory and commonwealth
 - Government
 - Suppliers
 - Non-government organisations e.g. Red Cross
 - Salvation Army
 - Volunteers
 - Rescue

RANGE STATEMENT

Affected and interested parties may include

- Local community
- Business community
- Commonwealth
- State/Territory and Local Governments

Organisation goals and objectives may vary between sectors and organisations and may include

- Organisation performance standards
- Organisation personnel practices and guidelines
- Organisation quality standards
- Customer focussed service delivery
- Community awareness of public safety issues
- Effective response to incidents/ operations/ emergencies
- Community participation in public safety activities
- Inter-organisation cooperation and collaboration
- Organisation goals and objectives may vary between sectors and organisations

Unit Sector(s)

Not Applicable