



Australian Government

PUAECL005 Support communities for crisis

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the Public Safety Training Package.

Application

This unit describes the skills and knowledge required to build resilience so that communities and organisations are better placed to manage threats and opportunities in a crisis. It applies to government and non-government roles with assigned accountability or responsibility for mitigation, preparedness and response and recovery functions of communities and/or organisations.

A crisis includes varying events of significant disruption having a broad effect on relationships among communities and/or organisations. It is characterised by high levels of adverse ambiguity, uncertainty, opportunity and change. Leaders in a crisis need to independently make sense of uncertain situations, creatively seek solutions and apply judgment and decision making in highly pressurised environments.

Emergency service leaders typically work autonomously, within collegiate environments, that require the ability to build and develop relationships and partnerships for mandated action within a broad range of informal and formal groups. Emergency service leadership roles are complex requiring the individual to make ethical decisions in variable, evolving and dynamic circumstances.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Initiate, build and maintain relationships

- 1.1.** Demonstrate the strategies that can be used when identifying leaders and connectors within a community and/or organisation during a crisis
- 1.2.** Debate the importance of cultivating relationships with leaders, community members and/or organisations that is based on an awareness of strengths, interests, sensitivities, dependencies and responsibilities
- 1.3.** Ascertain what relationships with voluntary associations and community organisations, regulators, suppliers and industry associations must be created and maintained during all phases of a crisis
- 1.4** Design a program that builds trust and collaborative leadership and provide a justification for the model

2 Establish and grow partnerships with agencies and organisations

- 2.1.** Identify relationship and partnership synergies that can be used during and following a crisis that displays an awareness of potential interests, sensitivities, dependencies and responsibilities
- 2.2.** Nominate and assess models for building meaningful relationships and partnerships using various communication methods
- 2.3.** Identify how to lead and maintain strategic partnerships based on trust, collaborative goals and agreed parameters

3 Support communities

- 3.1.** Map community and organisational strengths, challenges and assets in all phases of a disaster
- 3.2.** Demonstrate how to support and lead communities and/or organisations in deciding on their priority actions during a crisis
- 3.3.** Create a plan of action to support communities and/or organisations to identify resilience activities following a crisis

4 Design and facilitate implementation of

- 4.1** Design a model that demonstrates how to leverage social infrastructure networks and assets in support of

strategies

resilience activities

- 4.2** Identify and implement adaptive resilience strategies to address community and/or organisational needs

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAECL005 Support communities for crisis

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- adhering to legislative, regulatory and procedural guidelines
- communicating and consulting in an appropriately sensitive and engaging way with a community in crisis
- demonstrating leadership in community decision making
- developing and maintaining strategic relationships with organisations, community groups and individuals
- facilitating community involvement in mapping strengths, opportunities, assets and challenges
- identifying and reporting on community strengths, challenges and limitations
- managing leadership tasks and contingencies
- participating in community engagement activities, including meetings
- providing written strategies and plans
- reflecting critically on the qualities required to build and maintain relationships and partnerships
- undertaking community liaison in a business or event crisis
- working collaboratively to build strategic partnerships with other agencies and organisations

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- change and/or transformation in communities or organisations
- collaborative leadership
- community and organisational resilience theory
- community and organisational vulnerabilities and environments
- infrastructure and asset dependencies and interdependencies
- management of leadership tasks and contingencies
- participatory action research that builds community understanding including individual, community and organisational asset mapping, community profiling and assessment of

community recovery needs

- public discourse and using formal and informal information flows and structures such as traditional media, social media platforms, leadership groupings, emergent community groups and social networks
- public participation including engagement theory and practice
- service arrangements including
 - emergency management arrangements
 - legislative or regulatory frameworks
 - mutual aid agreements
 - recovery programs at local, state and territory levels
- social and organisational psychology during and following traumatic events
- social structure, network analysis and social capital
- structure, processes and characteristics of community based organisations
- theory, models and tools for shifting culture and generating new resilient and innovative pathways and solutions

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment of this unit will require an exercise that closely simulates work practices and replicates the range of crisis leadership activities likely to be encountered by the individual, alone or as part of a team, within a community and/or organisational context.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or other simulations
- appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational manuals.

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