



Australian Government

PUAEMR017 Manage recovery functions and services

Release: 1

PUAEMR017 Manage recovery functions and services

Modification History

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

Application

This unit of competency involves the skills and knowledge required to manage a range of recovery functions and services including financial assistance, personal support programs, health services, rebuilding programs and business continuity. It involves recovery planning (post emergency) and coordinating service delivery including monitoring and reviewing effectiveness.

The unit applies to individuals who are members of a recovery committee or are directly supporting members. This may include state, territory and municipal recovery coordinators and their deputies, liaison officers and managers, centre and assistance program managers and representatives from government and nongovernment service providers, welfare agencies, allied professionals and community and business leaders.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Obtain, analyse and share information on impact of

PERFORMANCE CRITERIA

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

1.1 A comprehensive knowledge base is developed using

emergency	existing networks and reliable sources of information
	1.2 Available data and information are analysed to identify patterns and trends
	1.3 Recovery needs of affected community and special needs of vulnerable groups are identified, in consultation with stakeholders
	1.4 Needs analysis is reviewed as recovery circumstances change
	1.5 A package of recovery functions and services is designed to meet identified community needs
	1.6 Analysis outcomes and chosen service model are documented and provided to stakeholders and service providers
2 Plan delivery of recovery functions and services	2.1 Organisations, agencies and community representatives are engaged in planning and decision making
	2.2 Legislation, regulations and emergency arrangements are identified and applied
	2.3 Pre-prepared recovery plans are applied or adapted to suit recovery functions and services
	2.4 Likely impacts of the event are modelled to determine how needs and recovery services may change
	2.5 Capacity and capability to deliver recovery services is reviewed
	2.6 Recovery priorities are established through consideration of political context, public expectations, required services and available resources
	2.7 Delivery strategies are developed in consultation with stakeholders, prior to community endorsement and multi-organisational commitment
3 Coordinate delivery of recovery functions and services	3.1 Stakeholders and service providers are given regular up to date information about the event, impacts, likely developments and service priorities
	3.2 Resources are managed to ensure that recovery functions and services are delivered, in accordance with organisational procedures

- 3.3 Personnel workloads are managed to ensure wellbeing, in accordance with organisational policies
 - 3.4 Incoming information about needs and service delivery is collected, analysed and used to review priorities
 - 3.5 Delivery of recovery functions and services are adjusted in response to changing recovery circumstances and priorities in conjunction with other functions and services
 - 3.6 Community, political and media expectations and interests are managed, in accordance with organisational procedures
 - 3.7 Transition to mainstream services is managed, in accordance with organisational procedures, sensitively and in a timely manner
- 4 **Evaluate delivery of recovery functions and services**
 - 4.1 Feedback from stakeholders and service providers is sought, collected and analysed, in accordance with organisational procedures
 - 4.2 Operational records, minutes of meetings and records of decisions are analysed
 - 4.3 Instances where recovery services were deficient or poorly delivered are identified and analysed and recommendations to improve future practice are made
 - 4.4 Evaluation outcomes are reported to key stakeholders to inform future recovery planning and models of service delivery

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 unit replaces and is equivalent to PUAEMR017A Manage recovery functions and services.

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 PUAEMR017 Manage recovery functions and services

Modification History

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

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

- analysing information, including historical, about disaster impacts on individuals and communities and their recovery needs
- analysing recovery needs and identifying required recovery functions and services
- applying consistent and reliable judgment including cultural sensitivity when working with translators and interpreters
- communicating information
- conducting briefings and debriefings including keeping stakeholders informed
- coordinating delivery of recovery functions and services
- designing and conducting research including
 - developing plans for delivery of recovery functions and services
 - evaluating and reporting on delivery to inform future emergency planning
 - evaluating delivery of recovery functions and services
 - needs and recovery service delivery
 - obtaining, analysing and sharing information on impact of emergency response plan
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements and risk management processes
- liaising with media
- maintaining own wellbeing whilst working
- managing tasks including lobbying, negotiating, advocating, managing conflict, empathising, using diplomacy, chairing meetings, performing public speaking and listening actively
- monitoring staff welfare
- working in multi-professional teams

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

- communication techniques
- community development principles and processes including needs and recovery service

- delivery research methodology
- data and information including
 - damage and/or impact and loss assessments
 - impact modelling
 - media reports
 - offers of assistance
 - requests for services
- diversity of community and social aspirations needs and values
- legislative and regulatory framework including local, state and territory statutory and emergency management arrangements
- legislation, regulations and emergency management arrangements including:
 - arrangements specified in legislation or regulation
 - organisational or jurisdictional emergency recovery policies or procedures
 - existing recovery plans, agreements or memoranda of understanding
- likely impacts on communities and individuals of emergencies and disasters and their recovery needs
- models of recovery operations and approaches to service delivery
- organisational budgeting and administrative processes and delegations
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements and risk mitigation
- protocols and procedures for the release of information

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 it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and 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, operational manuals and operation records including

- demographic data and community profiles
- financial and historical records
- incident reports and damage assessments
- personal accounts, daily and weekly logs and file notes
- service requests

Links

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