



Australian Government

PUAEMR017 Manage recovery functions and services

Release: 1

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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>