



Australian Government

PUAEMR034 Establish and manage a recovery centre

Release: 1

PUAEMR034 Establish and manage a recovery centre

Modification History

Release 1.0 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 establish and manage a recovery centre to provide comprehensive recovery services. It includes establishing a recovery centre, managing human resources and physical resources, coordinating information flow and recovery services and managing recovery centre closure and transition to mainstream services.

The mix of recovery and/or outreach services provided may change throughout the life of a centre to reflect a changing emphasis from short term relief to long term recovery. This may involve management of centre infrastructure, promotion of the centre, management of personnel in a stressful environment, coordination of service providers and the management of administration, information and financial requirements.

The unit applies to personnel with responsibility for managing a recovery centre.

No licensing, legislative 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 Establish recovery centre

PERFORMANCE CRITERIA

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

1.1 Recovery plans, arrangements and procedures are

located and implementation is agreed upon by entities

- 1.2 Recovery centre useability is assessed in consultation with lead organisation, recovery coordinator and/or committee for scale of emergency and possible impacts
- 1.3 Initial resource needs for the recovery centre are assessed and suppliers are selected
- 1.4 Financial and administrative procedures and task delegations are clarified and approved
- 1.5 Links with existing and emerging entities are established in consultation with lead organisation, recovery coordinator and/or committee to determine the level of involvement with the recovery centre
- 1.6 Regular communication with the recovery committee manager and entities is established and maintained
- 1.7 Centre layout is designed and/or organised to optimise efficiency, privacy, security and safety of personnel and the public

2 Manage human resources sustainably

- 2.1 Capacity and capability of available personnel is assessed and roles and responsibilities are assigned
- 2.2 Regular operational briefings are provided to update personnel
- 2.3 Screening, inducting and integrating new personnel is established
- 2.4 Monitoring wellbeing within the recovery centre is implemented in accordance with organisational policies and procedures
- 2.5 Contingency plans and rosters for personnel are adjusted to meet changing needs and circumstances

3 Manage physical resources

- 3.1 Recovery centre assets register is established and maintained
- 3.2 Recovery centre maintenance is organised and regularly reviewed
- 3.3 Records of consumables and equipment used are maintained
- 3.4 Expenditure is tracked and administered in accordance

		with organisational financial procedures
	3.5	Risks are regularly assessed and contingency plans are developed for expansion and back up of resources
4 Coordinate information flow on recovery services	4.1	Entities are identified and a communication plan is developed and distributed
	4.2	Accurate and timely service delivery information is provided to entities and the community
	4.3	Community information is received, analysed and reported to the recovery coordinator
	4.4	Key decisions, rationale and service activity levels are recorded to enable evaluation and reporting
	4.5	Arrangements for the management of media and VIP visits are implemented
5 Manage recovery centre closure and transition to mainstream services	5.1	Transition of recovery centre arrangements are negotiated and publicised to the community, lead organisation, entities, recovery coordinator and/or committee
	5.2	Files and information records are verified, updated and retained, as required
	5.3	Statistical and financial reporting of recovery services delivered is prepared and provided to relevant entities
	5.4	Equipment and materials audit is undertaken against the recovery centre assets register, damages and losses are reported and resources are released or returned to providers
	5.5	Operational debriefing is implemented
	5.6	Arrangements to ensure smooth closure of the recovery centre are made in consultation with lead organisations, and agencies, recovery coordinator and/or committee
	5.7	Evaluation report is completed on recovery service delivery and is provided to lead organisations and agencies

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 not equivalent to PUAEMR015 Establish and manage a recovery centre.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAEMR034 Establish and manage a recovery centre

Modification History

Release 1.0 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 recovery centre financial reports
- applying organisational policies and procedures
- demonstrating decision making
- establishing and managing a recovery centre including
 - allocation and use of equipment
 - appropriate layout of recovery centre and promotion of services
 - daily operations
 - evaluating delivery services
 - maintaining accurate files and records
 - monitoring and adjusting recovery services to suit changing needs
 - recovery centre closure and transition to mainstream services
 - resource management
 - shortages of resources
- implementing recovery plans
- monitoring health and wellbeing of individuals within the recovery centre
- undertaking briefings and debriefings
- using interpersonal skills including diplomacy, tact, negotiation and conflict resolution
- working with competing and conflicting priorities.

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

- characteristics of similar emergency events including related impacts, recovery needs and possible issues
- communication methods for individuals with diverse needs, perspectives and cultural backgrounds
- communication strategies for promoting recovery centre services

- design and/or layout principles for recovery centres including essential equipment, systems, consumables and initial resource requirements
- disaster recovery funding arrangements
- lessons management
- organisational documentation, policies and procedures
- principles of recovery management
- recovery frameworks
- recovery plans and arrangements
- reporting requirements for establishing and managing a recovery centre
- specific needs and sensitivities of communities including cultural, language, religious, physical and dietary requirements.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in operational situations or in simulated operational training situations that reflect workplace conditions.

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.

Resources for assessment must include access to

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

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>