



Australian Government

PUAEMR037 Manage recovery functions and services

Release: 1

PUAEMR037 Manage recovery functions and services

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 manage a range of recovery functions and services including financial assistance, personal support programs, health services, rebuilding programs and business continuity. It includes obtaining, analysing and sharing information on the impact of the emergency, planning delivery of recovery functions and services, coordinating delivery of recovery functions and services and evaluating the delivery of recovery functions and services.

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 organisations, 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.

PERFORMANCE CRITERIA

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

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| 1 Obtain, analyse and share information on impact of emergency | 1.1 Reliable information on extent and impact of the emergency is gathered and analysed to identify patterns and trends |
| | 1.2 Recovery needs of the affected community, including vulnerable groups, are identified in consultation with entities |
| | 1.3 Analysis of community needs is regularly reviewed as recovery circumstances change |
| | 1.4 Delivery strategies are developed in consultation with entities prior to community endorsement and multi-organisational commitment |
| | 1.5 Analysis outcomes and chosen service model are documented and provided to entities and recovery 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 Package of recovery functions and services are identified, developed and adapted to meet community needs |
| | 2.4 Likely event impacts are modelled to identify how needs and recovery services may change |
| | 2.5 Capability and capacity to deliver recovery services is monitored and reviewed |
| | 2.6 Recovery priorities are established through consideration of political context, public expectations, required services and available resources |
| 3 Coordinate delivery of recovery functions and services | 3.1 Incoming information about needs and service delivery is collected, analysed and used to review priorities |
| | 3.2 Recovery management organisations and service providers are provided regular up to date information about event, impacts, likely developments and priorities |
| | 3.3 Resources are managed to ensure recovery functions and services are delivered in accordance with agreed |

recovery arrangements

- 3.4 Workloads of personnel are monitored and managed
 - 3.5 Delivery of recovery functions and services are adjusted in response to changing circumstances and priorities
 - 3.6 Community, political and media expectations and interests are managed
 - 3.7 Transition to mainstream services is managed within agreed timelines
- 4 **Evaluate delivery of recovery functions and services**
 - 4.1 Lessons management process is applied to recovery activities undertaken and is documented
 - 4.2 Emergency management plans and arrangements are reviewed and modified in accordance with the evaluation of recovery functions and services

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 PUAEMR017 Manage recovery functions and services.

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 PUAEMR037 Manage recovery functions and services

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

- 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
- communicating information about recovery functions and services
- completing required documentation
- demonstrating decision making about recovery functions and services
- developing plans and strategies for delivery of recovery functions and services
- evaluating delivery of recovery functions and services
- following organisational policies and procedures
- identifying vulnerable groups
- managing community, political and media expectations and interest
- monitoring and managing wellbeing of personnel
- reviewing and modifying emergency plans and arrangements
- transitioning to mainstream services.

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 methods for managing recovery functions and services
- community development principles and processes including needs and recovery service delivery research methodology
- data and information collection techniques
- disaster recovery funding arrangements
- diversity of community
- entities and networks including community leaders and members, business owners and/or operators, government and utility organisations
- legislative and regulatory frameworks including local, state and territory statutory and emergency management arrangements

- lessons management
- likely impacts on communities and individuals of emergencies and their recovery needs
- models of recovery operations and approaches to service delivery
- organisational documentation, policies and procedures
- protocols and procedures for the release of information
- recovery service budgeting, administrative processes and delegations
- risk mitigation.

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, operational manuals and records.

Links

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