



Australian Government

PUAOPE029 Conduct liaison during emergency events

Release: 1

PUAOPE029 Conduct liaison during emergency events

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 perform a liaison role (a liaison person) between an organisation managing emergency response and/or recovery and another organisation providing services or assistance in those efforts. It involves establishing the purpose and priorities of the managing and supporting organisations, the amount of decision-making authority delegated (if any), and communication channels and reporting requirements.

The liaison person represents their agency to support the coordination of assistance between the managing and supporting organisations.

Based on a request for a liaison person being made and accepted, a liaison person may be sent from a support organisation to the managing organisation, or vice versa. As such, either may be the sending or receiving organisation.

The unit applies to personnel involved in emergency response and/or recovery within or by emergency service organisations, government agencies, private sector businesses, critical infrastructure owners and operators, community groups, not for profit organisations and community event committees.

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

Pre-requisite Unit

Not applicable

Competency Field

Operations

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 Establish liaison role

- 1.1** Briefing is received from supervisor
- 1.2** Information and equipment to support liaison role is obtained
- 1.3** Contact is established with organisation managing emergency response and/or recovery
- 1.4** Purpose, scope and arrangements related to the liaison role are confirmed with the managing organisation

2 Conduct liaison

- 2.1** Provision of information, personnel, services and materials between managing and supporting organisations is coordinated, monitored and communicated to supervisor
- 2.2** Discussions, negotiations and decisions made to support respective organisational needs are undertaken within bounds of delegated authority
- 2.3** Effective and timely communications are managed across the managing and supporting organisations and operations are monitored to identify current or potential interorganisational problems
- 2.4** Coordination of activities with other providers of information, personnel, services and materials is sought where appropriate
- 2.5** Records of communications between liaison position and others are kept and appropriate record management processes are applied to all documentation captured by the liaison position

3 Contribute to organisational planning

- 3.1** Information is communicated via agreed channels to organisations' planning teams on resource status, including limitations and capability of supporting organisation resources
- 3.2** Information that will maintain and enhance the organisations' common operating picture is provided

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| | 3.3 | Information that relates to safety is communicated and safety recommendations are contributed to the development of operational plans |
| 4 Maintain situation awareness | 4.1 | Awareness of emergency response and/or recovery situation is maintained |
| | 4.2 | Awareness of situation of managing and supporting organisations is maintained |
| | 4.3 | Awareness of other organisations supporting or involved in the emergency response and/or recovery is maintained |
| | 4.4 | Personal levels of stress and fatigue are monitored and managed |
| 5 Conclude and review liaison | 5.1 | Managing organisation is informed of the conclusion of liaison activities |
| | 5.2 | Replacement or alternative liaison arrangements are communicated, supported and/or established, as required |
| | 5.3 | Supervisor is briefed on conclusion of liaison activities |
| | 5.4 | Documentation is completed |
| | 5.5 | Debriefings and post-incident analyses are participated in, as required |
| | 5.6 | Reports are produced, as required |

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 PUA Public Safety Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit.

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 PUAOPE029 Conduct liaison during emergency events

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Performance Evidence

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

- applying appropriate decision-making tools to achieve outcomes
- applying work health and safety (WHS)/occupational health and safety (OHS) requirements
- completing, disseminating and maintaining reports and documentation
- concluding liaison activities
- coordinating and monitoring provision of support
- establishing liaison and confirming cooperative arrangements
- exchanging information
- following organisational policies and procedures
- maintaining situation awareness
- managing stress and fatigue
- participating in briefings and debriefings
- reviewing liaison activities.

Knowledge Evidence

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

- capability of organisational resources
- common operating picture
- communications processes and systems
- electronic data exchange and information management systems
- legislative requirements
- organisational documentation, policies, and procedures
- organisational planning requirements
- process and procedures for briefing and debriefing
- response and/or recovery organisational structures
- sources of information and/or documents
- WHS/OHS requirements, including 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 workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational 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 relevant exercises, case studies and/or simulations
- appropriate materials, equipment, tools, and personal protective equipment (PPE) currently used in industry
- incidents or simulations of incidents in a multi-agency response environment
- applicable documentation, including organisational procedures, industry standards, national resource sharing arrangements, equipment specifications, regulations, codes of practice and operation manuals.

Links

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