



Australian Government

PUAOPE030 Establish and manage emergency evacuation centre

Release: 1

PUAOPE030 Establish and manage emergency evacuation centre

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 establish and manage an emergency evacuation centre.

This includes establishing an evacuation centre, managing human resources and physical resources, coordinating information flow and evacuation services, and managing centre closure or transition to other sheltering arrangements.

This unit is applicable to a person who is responsible for undertaking evacuation centre management and/or operations.

An evacuation centre may be established:

- in response to a disaster or emergency event
- in a building specifically selected for its safer location
- for the purpose of providing accommodation
- for the purposes of dealing with an emergency
- to temporarily house evacuees and provide relief services.

Concepts and principles for evacuation centres may also be applied in part to relief centres and welfare centres.

The authorisation to perform this role is in accordance with jurisdictional emergency management arrangements.

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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Establish evacuation centre

- 1.1 Evacuation centre plans, arrangements, procedures and facilities are assessed in consultation with stakeholders for suitability in accordance with scale of emergency and possible impacts
- 1.2 Initial resource needs for the evacuation centre are assessed and arrangements for supply of resources and services are activated
- 1.3 Financial and administrative procedures, including records management and task delegations, are clarified and applied
- 1.4 Situational awareness is maintained and resourcing is modified accordingly
- 1.5 Communication plan is developed, confirmed, documented and distributed
- 1.6 Centre layout is optimised to ensure efficiency, privacy, security and safety of personnel and evacuees
- 1.7 Evacuation centre services are tailored to address the needs of evacuees and personnel
- 1.8 Risk-management process is undertaken

2 Manage human resources sustainability

- 2.1 Roles and responsibilities are assigned in accordance with evacuation centre organisational structure
- 2.2 Regular operational briefings, debriefings and handovers are undertaken
- 2.3 Safety, security and wellbeing of personnel are monitored in accordance with policies and procedures
- 2.4 Rosters are established and adapted in accordance with the size and scale of response

3 Manage physical resources

- 3.1 Evacuation centre maintenance and risk register is organised and regularly reviewed

- 3.2 Records of consumables and equipment are maintained
 - 3.3 Stock and equipment are safely stored and handled
 - 3.4 Consumables and equipment are maintained, stored, managed, recorded and equitably distributed
 - 3.5 Expenditure is tracked and administered in accordance with organisational financial procedures
- 4 **Manage and support evacuees**
 - 4.1 Evacuees are registered and orientated to centre supports and services
 - 4.2 Evacuee needs are identified and appropriate supports implemented
 - 4.3 Areas suitable for children are established and protocols for interacting with children are followed at all times
 - 4.4 Planning and management for animals in emergencies is considered and appropriate actions taken
 - 4.5 Evacuation centre operational procedures and code of conduct are applied
 - 4.6 Regular engagement and operational briefings are conducted with evacuees in accordance with organisational procedures
 - 4.7 Safety, security, and wellbeing of evacuees are monitored in accordance with organisational policies and procedures
 - 4.8 Incidents are reported and resolved in accordance with organisational procedures
- 5 **Coordinate information flow on evacuation services**
 - 5.1 Regular communication arrangements with stakeholders are established, confirmed, and maintained
 - 5.2 Accurate and timely service delivery information is provided to stakeholders and evacuees
 - 5.3 Key decisions, rationale and service activity are recorded to enable evaluation and reporting
 - 5.4 Protocols for the management of media and VIP visits are implemented

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| | 5.5 | Reporting is undertaken in accordance with jurisdictional event requirements |
| 6 Manage evacuation centre closure or transition to other shelter arrangements | 6.1 | Transition or closure arrangements of evacuation centres are determined, communicated and implemented |
| | 6.2 | Debrief of centre personnel is undertaken |
| | 6.3 | Equipment and materials audit is undertaken against the evacuation centre assets register, damages and losses are reported and resources are released or returned to providers |
| | 6.4 | Facility handover back to owner is undertaken in accordance with established agreements |
| | 6.5 | Post-event reporting is conducted |
| | 6.6 | Lessons management process is undertaken |

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 PUAOPE030 Establish and manage emergency evacuation centre

Modification History

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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 organisational policies, procedures, plans and protocols
- communicating and engaging effectively and appropriately with evacuation centre management team, other agencies and affected evacuees
- implementing, reviewing and monitoring an evacuation centre plan, including:
 - documenting, recording and reporting relevant evacuation centre activities
 - establishing an evacuation centre
 - implementing work health and safety (WHS)/occupational health and safety (OHS) requirements
 - managing day-to-day operations of the centre
 - managing evacuation centre closure or transition to other shelter arrangements
 - monitoring and adjusting evacuation services to meet changing conditions
- managing an evacuation centre team, support services and evacuees, including:
 - facilitating and supporting the lessons management process
 - facilitating on-the-job coaching and supervision of personnel
 - implementing briefings, debriefings and shift handover mechanisms
 - prioritising and managing escalation of issues, challenges and incidents
- using interpersonal skills, including decision making, diplomacy, tact, negotiation and conflict resolution.

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:

- codes, legislation, principles and standards that underpin evacuation centre management, including:
 - humanitarian principles
 - WHS Act
- communication and engagement strategies when managing evacuees, including:

- local culture in the community
- pets and assistance animals
- requirements to meet dietary, physical, disability, mobility and pre-existing medical conditions
- specific age, health, socioeconomic status, cultural, gender diversity, language and religious needs
- supervision arrangements for children and youth
- evacuation centre plan, including:
 - intention and scope of evacuation centre plan
 - other relevant procedures and plans, including:
 - communications plan
 - operational plans
 - reporting requirements for managing an evacuation centre
 - reporting spontaneous evacuation centres
 - signing in/out procedures
 - supply procedures, including supply register
 - procedures for accessing the evacuation plan
 - responsibilities and authority for implementing and reviewing the plan
- evacuation centre management organisational structure
- key processes for implementation in an evacuation centre, including:
 - first aid
 - food safety
 - incident reporting procedures
 - managing donated goods
 - on-site guests, media and visitors
 - registration process
 - storage of vehicles that belong to evacuees
 - walk-through of an evacuation centre
- limitations of an evacuation centre, including:
 - providing relief services to the wider community who are not residing in the shelter
 - maintaining operations beyond reasonable timeframe
 - limited capacity to address higher care needs
 - susceptibility to hazard exposure and changing event dynamics
 - reliant on capacity and capability of agencies to respond
- personnel and volunteers involved in running and supporting an evacuation centre, including:
 - agency responsible for the shelter stage
 - evacuation management centre team
 - evacuees undertaking responsibilities within the centre
 - owners of the facility
 - range of agencies working in the centre to provide support services

- site security
- supply chain managers
- reasons for people accessing an evacuation centre as an evacuee, including:
 - appropriate relocation to mitigate risks
 - unable to access or rely on family or social networks for support
 - unable to find their own sheltering solution
- relevant state, territory and Commonwealth emergency management arrangements
- role of evacuation centre, including:
 - providing shelter for evacuees
 - shelter as part of the five-stage evacuation process.

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 relevant exercises, case studies and/or simulations
- appropriate materials, equipment, tools and personal protective equipment (PPE) currently used in industry
- 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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