



Australian Government

PUARCV002 Provide relief and recovery services to disaster-affected communities

Release: 1

PUARCV002 Provide relief and recovery services to disaster-affected communities

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 work as a team member during relief and ongoing recovery operations. The role may involve assisting in the provision of welfare and support services to disaster-affected people via outreach, or at evacuation centres, relief or recovery centres.

Recovery workers performing this role may be deployed intra and inter-state.

It includes preparing for a relief and/or recovery role, assessing immediate needs, providing information and assistance, contributing to reports for assistance, providing client support services information, as well as contributing to reports and documentation.

This unit applies to a recovery team member who will be working under the supervision of a team leader.

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

Pre-requisite Unit

Not applicable.

Competency Field

Recovery.

Unit Sector

Public Safety.

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 Prepare for relief and/or recovery roles | 1.1 Team briefing, including local recovery arrangements, is undertaken and role is confirmed |
| | 1.2 Allocated tasks and expectations are clarified |
| 2 Assess immediate needs | 2.1 Relevant information about disaster-affected individuals is recorded in accordance with required protocols |
| | 2.2 Immediate needs of disaster-affected individuals and initial support are identified and documented |
| | 2.3 Potential strengths of disaster-affected individuals to support themselves and/or the community are identified and documented |
| 3 Contribute to assessing requests for assistance | 3.1 Advice regarding availability and eligibility for disaster relief and recovery grants is provided |
| | 3.2 Applications for disaster relief grants are reviewed in accordance with established eligibility criteria |
| | 3.3 Damage listed on disaster relief grant applications is verified |
| | 3.4 Information and recommendations for financial assistance are contributed to and forwarded in accordance with communication protocols |
| | 3.5 Recovery needs are identified, and support services are provided in response to identified individual and community needs |
| 4 Provide support services | 4.1 Administrative tasks relating to role and client support services are undertaken |
| | 4.2 Disaster-affected individuals requiring additional support are documented |
| | 4.3 Disaster-affected individuals are referred to other agencies based on client consent, needs and services required, and in accordance with established guidelines |
| | 4.4 Potential ongoing needs of disaster-affected people and communities are identified and appropriate actions taken |
| | 4.5 Liaison with team members and relevant people from other agencies is undertaken to enable coordination of services provided |

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| 5 Contribute to preparation of reports and documentation | 5.1 Administrative documentation is completed, collated and recorded in accordance with established procedures |
| | 5.2 Operational briefings and debriefings are undertaken and regular reporting is provided according to communication protocols |
| | 5.3 Information is prepared and submitted to team leader 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. No equivalent 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 PUARCV002 Provide relief and recovery services to disaster-affected communities

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 separate occasion and include:

- confirming eligibility criteria for specific forms of assistance
- identifying assistance measures to meet needs of disaster-affected individuals and communities
- preparing referrals
- talking to disaster-affected individuals to obtain and record relevant information about them and their needs
- working as part of a team with communities and people from a range of cultural backgrounds and following instructions in accordance with recovery arrangements
- working collaboratively and sensitively with people from diverse cultural backgrounds.

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:

- administrative tasks relating to support services
- community-centred approaches
- definitions of disaster and recovery
- disaster assistance services, processes and practices
- effective communication principles
- principles of cross-cultural communication
- recovery stakeholders
- recovery environments
- role of psychological first aid in disaster recovery and when to refer disaster-affected people to mental health practitioners
- services provided by outreach, evacuation centres, relief or recovery centres
- support services available for disaster-affected individuals and communities.

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
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

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