



Australian Government

PUASES011 Manage emergency operations

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to manage emergency operations, usually within a single agency command context.

Emergency operations are usually the result of an event such as a flood, storm or bushfire that generates a significant response requirement over a large area for protracted periods of time. Operations such as this differ from incidents where relatively small responses are required in tightly defined areas for relatively short periods of time such as a road accident.

The unit is applicable to personnel who act as operational managers during emergency operations.

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

Pre-requisite Unit

Not applicable.

Competency Field

SES Sector

Unit Sector

State/Territory Emergency Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for operations

PERFORMANCE CRITERIA

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

- 1.1** Operational information is obtained, and hazards are identified to permit accurate risk assessment of the problem

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|---------------------------------------|------------|---|
| | 1.2 | Operational plans are activated, in accordance with emergency management practices and procedures |
| | 1.3 | Operations centre is activated and confirmed as ready for use |
| | 1.4 | Operations centre staff recall system is activated |
| 2 | 2.1 | Operations centre tasks are allocated, staff rosters are confirmed, and briefings are conducted, in accordance with organisational procedures and operational plans |
| Manage an operations centre | 2.2 | Internal and external liaison networks are activated and maintained to ensure ongoing communication |
| | 2.3 | Operations centre staff are supervised to ensure they meet Work, Health and Safety (WHS)/ Occupational Health and Safety (OHS) guidelines and other regulatory requirements |
| | 2.4 | Physical and financial resources are managed, in accordance with organisational policies and procedures |
| | 2.5 | Operations centre staff are tasked to collect and collate operational information, in accordance with organisational procedures |
| 3 | 3.1 | Information flow is managed, in accordance with organisational procedures |
| Manage operational information | 3.2 | Operational information is analysed to modify and update plans and prioritise tasks, in accordance with organisational policies, procedures and operational plans |
| | 3.3 | Regular and timely situation reports are raised and distributed, in accordance with organisational procedures and standards |
| | 3.4 | Media liaison is managed, in accordance with organisational procedures and operational objectives |
| | 3.5 | Communication and information systems are implemented and monitored to ensure operational objectives are met |
| 4 | 4.1 | Extent of operational area and objectives are identified and promptly detailed |
| Make operational decisions | 4.2 | Operational strategies are identified, assessed and implemented, in accordance with organisational |

- procedures and emergency management arrangements
- 4.3 Hazards are identified and prioritised, risks assessed to ensure control measure response is appropriate to the type and scale of event
 - 4.4 Response teams are rostered, in accordance with organisational procedures
 - 4.5 Termination of operation is accomplished, in accordance with organisational procedures and operational standards
- 5 Provide leadership**
- 5.1 Briefings are conducted with operational team members
 - 5.2 Operational objectives are identified and communicated to all team members and staff
 - 5.3 Team cohesion is developed and maintained
 - 5.4 Conflict is dealt with promptly and appropriately
 - 5.5 Leadership is displayed through management, guidance, supervision of the performance of staff in emergency operations situations
 - 5.6 Concise, clear delegation and accountability processes are implemented
 - 5.7 Relevant legislation is implemented and complied with
 - 5.8 Signs and symptoms of operational stress in self and others is recognised and action is initiated
- 6 Manage post operation activities**
- 6.1 Debriefing is conducted with operational team members and staff
 - 6.2 Operational reports are prepared, in accordance with organisational procedures and standards

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 equivalent to PUASES011A Manage emergency operations.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>