



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR008A Contribute to an emergency risk management process

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the competency required to participate in the consideration of risks to local/regional community safety that require whole-of-community or multi-organisation attention.

The emergency risk management process used will be developed in close cooperation with the **community** and consistent with the Australian Standard AS/NZS 4360.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Clarify the community context	1.1 Information about known risks, safety concerns, expectations and desired outcomes is collected and analysed 1.2 Safety concerns, drivers, recent events, community views and sensitivities are identified 1.3 Relevant policies, procedures and existing emergency management documentation and arrangements are identified 1.4 Input to building an initial picture of community characteristics, safety expectations and perceptions of risk is provided 1.5 Significance of available information for own organisation/constituency is assessed and reported 1.6 Scope and focus of a feasible emergency risk management project are determined
2 Develop a sustainable emergency risk management methodology	2.1 Own role, organisational responsibilities, limits of authority, scope of community knowledge and expertise are outlined to other group members 2.2 Organisational resources that can be provided to support the emergency risk management process are identified 2.3 Sources of useful, credible information are identified through stakeholders, community networks and interested parties 2.4 Practical consultation and decision making strategies are suggested and debated 2.5 Processes for accountability and timely communication of accurate, consistent information to stakeholders are developed 2.6 Feedback on the proposed project scope and objectives and emergency risk management process is obtained from own

- organisation/constituency
- 2.7 Draft project plan is jointly refined and finalised prior to communication with stakeholders
- 3 Develop risk statements and treatment options
- 3.1 Credibility, accuracy and currency of available risk information is assessed
- 3.2 Additional information is sought from specialists, organisations and other stakeholders regarding information gaps and conflicting data or views
- 3.3 Risk statements are jointly developed by considering sources of risk, elements at risk and community/environmental vulnerability
- 3.4 Risk statements are jointly analysed by considering the likelihood and consequences of occurrences
- 3.5 Input is provided to help assess the effectiveness of existing treatment strategies
- 3.6 Treatment options for risks are suggested that take into account implications for stakeholders, practical constraints and established assessment criteria
- 3.7 Feedback on risks and treatment options is obtained from own organisation/constituency and other stakeholders
- 3.8 Recommendations are jointly developed and submitted for approval
- 4 Promote ownership for the process and outcomes
- 4.1 Comprehensive consultation is undertaken at all stages
- 4.2 All positions and commitments are properly authorised before being communicated to others
- 4.3 Management is kept informed of project progress, proposed variations in strategy, decisions and recommendations
- 4.4 Variations to commitment of resources are negotiated with management
- 4.5 All stages of the process, decisions taken and outcomes are documented in accordance with accountability, legislative, regulatory and organisational requirements

- 4.6 Opportunities for improving emergency risk management processes are reported
- 5 Work cooperatively with other participants and stakeholders
 - 5.1 Commitment is demonstrated by sharing knowledge and expertise, completing allocated tasks on time and encouraging others to help achieve common goals
 - 5.2 Meeting procedures are observed
 - 5.3 Accurate information is provided at all times
 - 5.4 Opinions and advice are contributed while appreciating the boundaries and cultures of organisations and diverse views of other participants
 - 5.5 A wide range of reactions and views are actively sought
 - 5.6 Language used in meetings is appropriate to the broad range of participants
 - 5.7 Confidentiality and sensitivity of information and meeting processes are respected
 - 5.8 Conflicts are resolved constructively with a minimum of fuss
 - 5.9 Overall community safety outcomes are placed above personal or organisational/constituency interests

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence

Assessment must confirm the ability to:

- provide constructive information and advice based on expertise, knowledge and experience of an organisation, constituency or community
- keep their organisation/constituency informed of the emergency risk management process and outcomes and seek their regular input and feedback
- work collaboratively with other participants to achieve outcomes that contribute to improved community safety
- provide constructive input and gain organisational/constituency support for the outcomes through effective consultation and feedback

Interdependent assessment of units

Pre-requisite units: Nil

Co-requisite units: Nil

Underpinning knowledge

Australian Standard AS/NZS 4360

Culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks

Emergency Risk Management Guidelines (1999)

Emergency risk management process and the kinds of emergency risk management terminology, risk, PPRR concepts and principles, mitigation outcomes and benefits for communities

Group dynamics, strategies for resolving conflict

ISO9000 and 14000 series quality standards

Legislative and regulatory requirements, agency/organisational arrangements relevant to emergency risk management

Meeting procedures

Organisational requirements for the provision of information, and authorisation of resources, and approval of reports/recommendations

Roles and responsibilities of key response/recovery agencies and organisations

State/Territory emergency risk management guidelines

Underpinning skills

Analyse positions of group members and stakeholders, priorities of organisations and individuals

Analyse risks and implications and impacts of proposed treatments

Demonstrate effective interpersonal interactions

Listen actively

Locate and interpret community information

Negotiate commitment of organisation/constituency

Promote two-way communication with organisation/constituency

Resolve conflicts constructively

Summarise and explain key information clearly

Teamwork

Value diversity of views and perceptions of risks

Resource implications

Access to a community and the opportunity to contribute to an actual, or simulated, emergency risk management process and consider a range of community safety concerns.

Consistency in performance

Competency should be demonstrated in a range of contexts throughout the life of a community emergency risk management project, or during components of a number of projects.

Context of assessment

Competency should be assessed participating in a group emergency risk management process and contributing to the joint development of a set of recommendations that address community safety in the workplace or in a simulated workplace environment.

Critical aspects of evidence

Assessment must confirm the ability to:

provide constructive information and advice based on expertise, knowledge and experience of an organisation, constituency or community

keep their organisation/constituency informed of the emergency risk management process and outcomes and seek their regular input and feedback

work collaboratively with other participants to achieve outcomes that contribute to improved community safety

provide constructive input and gain organisational/constituency support for the outcomes through effective consultation and feedback

Interdependent assessment of units

Pre-requisite units: Nil

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Range Statement

Communities are groups with shared associations and may include

Geographic groups of people such as:

neighbourhoods

cities, towns, suburbs

local areas, regions, States/Territories, nation

Groups of people exposed to a particular hazard

Groups such as government organisations, non-government organisations, members of parliament

Providers of goods, services and information (lifelines)

transport, utilities, communications

health, safety, comfort

Shared-experience groups of people such as:

particular-interest groups, professional groups

age, ethnic groups, language groups

Workers in industry sectors such as:

agriculture

manufacturing (e.g. food processing)

commercial

mining

emergency services

Information may include

Characteristics of natural, local and built environments

Demographics (population distribution, social, cultural, health status and education data)

Details of key infrastructure and emergency/support services

Economic activity reports (employment, products, services, revenue)

Government reports (e.g. environmental impacts)

Known risks may include

Commercial activity and legal relationships

Economic

Human behaviour and individual activities

Management activities and controls

Natural events

Political circumstances

Technology/technical issues

Terrorism

Drivers may include

Changes in community characteristics

Changes in insurance policies and premiums

Changes in legislation, policies and disaster/emergency management plans

Emergency incidents reports/debriefs

New sources of risk or changed perception of risk

Obvious and unmet risks

Policies and procedures may include

Agreements between agencies and/or organisations
Emergency management arrangements specified in legislation or policies
Existing disaster or emergency management plans
Standard operating procedures, operational manuals

Sources of information may include

Community information booklets
Credible individuals, group and community leaders
Documented risk assessments by companies, organisations libraries, research reports,
Australian Bureau of Statistics data, special needs groups, significant cultural organisations
Family and historical records
Media, council and emergency service personnel and records

Stakeholders may include

Emergency services (e.g. fire, police, SES, ambulance, recovery agencies)
Event organisers (e.g. concerts, car rallies, sport)
Hospital/medical personnel and care givers
Interest, community, professional and industry groups
Local business people
Local government (e.g. elected representatives, shire engineers, community development officers)
Managers of high occupancy facilities (e.g. shopping centres, high rise apartment/office blocks)
Managers of critical infrastructure (e.g. telecommunications, mining, petrochemical and gas)
Providers of utilities (power, water, radio/TV)
School staff
State/Territory/Commonwealth agencies (e.g. public works, human services, health, transport, natural resources, primary industry, environmental protection, emergency management)
Tourist operators
Venue operators

Consultation and decision making strategies may involve

Advertising in local media
Broadcast facsimile and email messages, web sites
Contacting individual organisations, professional bodies, unions and recreational/sport associations
Distributing pamphlets
Focus groups, workshops, surveys
Initiating media interviews
Meetings with groups, key individuals and leaders of minority/ethnic/cultural groups
Letters and articles written for specific audiences
Presentations to a variety of community groups; speaking at community functions
Preparing media releases

Treatment options may include

All aspects of emergency management practices arising from considering prevention/mitigation, preparedness, response and recovery including:
building codes
community education
community restoration, reconstruction
critical incident stress management, personal support and counselling
emergency management planning

financial support
mutual aid agreements
legislation and regulation
land use management
safety standards
training and exercises
warning systems

Avoidance, transfer, and acceptance of risk

Practical constraints may include

Arrangements, roles and responsibilities set down in existing emergency management plans

Availability of technical expertise, technology, equipment

Budgets, time, availability and capability of people

Land use planning

Legislation covering emergency management, environmental management, safety standards, local government regulations

Legislation relevant to Indigenous people in the area

Limited community knowledge of emergency risk management processes and benefits

Political, social and cultural considerations

Assessment criteria for selecting treatment options may include

Administrative efficiency

Compatibility with other treatment options

Continuity of effects

Cost

Creation of new risks

Economic and environmental impacts

Equity

Impact on individual's rights

Jurisdictional authority

Leverage

Potential to reduce risk

Political acceptability

Public and pressure group reaction

Timing

Legislative, regulatory and organisational requirements may include

Acts dealing with disasters, emergencies, occupational health and safety and the environment

Equal employment opportunity

Land use planning

Local government regulations

Privacy

Regulations for handling and transport of dangerous goods

Safety standards

Communities are groups with shared associations and may include

Geographic groups of people such as:

neighbourhoods

cities, towns, suburbs

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Groups of people exposed to a particular hazard

Groups such as government organisations, non-government organisations, members of parliament

Providers of goods, services and information (lifelines)

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Shared-experience groups of people such as:

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Workers in industry sectors such as:

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Information may include

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Event organisers (e.g. concerts, car rallies, sport)

Hospital/medical personnel and care givers

Interest, community, professional and industry groups

Local business people

Local government (e.g. elected representatives, shire engineers, community development officers)

Managers of high occupancy facilities (e.g. shopping centres, high rise apartment/office blocks)

Managers of critical infrastructure (e.g. telecommunications, mining, petrochemical and gas)

Providers of utilities (power, water, radio/TV)

School staff

State/Territory/Commonwealth agencies (e.g. public works, human services, health, transport, natural resources, primary industry, environmental protection, emergency management)

Tourist operators

Venue operators

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Unit Sector(s)

Not applicable.