



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR010B Undertake emergency planning

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

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This unit covers the competency required to collaboratively develop new/revised emergency plans by organisations such as: local government, emergency service or government agencies and departments; event organisers; managers of utilities, critical infrastructure or high occupancy buildings; and service providers.

The unit recognises that emergency planning requires processes and outcomes to be regularly checked, tested, revised and updated as conditions change. Planning is also seen as an important way of building the resilience of organisations and *communities* through their active involvement in the process.

Application of the Unit

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s Nil

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Establish the planning context and framework

- 1.1 A planning committee is established with an appropriate balance of expertise, representation and authority to achieve desired outcomes
- 1.2 Authority to plan is confirmed by reference to legislation, government direction, community or other managerial agreement
- 1.3 Planning environment is clarified by analysing **drivers**
- 1.4 **Legislative, regulatory and organisational requirements, policy, procedures**, existing arrangements and plans that may impact on the planning framework are identified and analysed
- 1.5 Key **stakeholders**, are identified along with their potential interests, sensitivities, roles and responsibilities
- 1.6 Planning aims and objectives are developed and refined with management and other key stakeholders

2. Develop agreed planning processes and methodology

- 2.1 **Practical constraints** are considered when developing a feasible project scope
- 2.2 Frameworks for project planning, management and evaluation are jointly developed
- 2.3 Processes for negotiating outcomes and making decisions are developed within existing accountabilities
- 2.4 **Consultation and community education strategies** are developed
- 2.5 Information management, reporting and accountability strategies are developed and agreed
- 2.6 Project is broken down into a logical sequence of manageable and time related activities and the required resources identified
- 2.7 Ability of committee members and their organisations to undertake specific planning activities is jointly assessed
- 2.8 Sources of expertise are identified to contribute specialised information and analysis as required
- 2.9 Accountability for specific tasks or planning components is negotiated with the appropriate individual, organisation or service provider

ELEMENT**PERFORMANCE CRITERIA****3. Undertake research and analysis**

- 3.1 Project scope is regularly reviewed in response to new information or changes in resources and planning environment
- 3.2 Appropriate **research tools** and consultation strategies are chosen
- 3.3 A comprehensive body of **community information**, risks and safety expectations is built/updated using credible sources
- 3.4 Effectiveness of current prevention/mitigation, response and recovery strategies is assessed
- 3.5 Vulnerability of communities and environments is determined by analysing their susceptibility and resilience to risk
- 3.6 Need for new/updated response, **evacuation** and **recovery** plans is confirmed for risks that have the potential to become an emergency event

4. Develop/refine planning outcomes

- 4.1 Emergency management arrangements related to the effective control of operations and coordination of resources are reviewed or developed
- 4.2 Potential gaps or duplication in roles and responsibilities of all organisations are identified
- 4.3 Broad categories and types of resources and services that are likely to be required are identified
- 4.4 Financial and contractual arrangements for accessing or acquiring resources and services are developed
- 4.5 Arrangements for the command, control and coordination of the response to an emergency incident are addressed in the plan
- 4.6 Round trip nature of the evacuation process and the **stages of evacuation** are addressed in the plan
- 4.7 Arrangements for the restoration of the community structure and facilities and provision of support to affected people are addressed in the plan
- 4.8 Potentially critical resource/service shortfalls and communication deficiencies between organisations are identified
- 4.9 Contingencies to address potential problems are developed with relevant organisations and

ELEMENT**PERFORMANCE CRITERIA**

	service providers
	4.10 Implications of new/revised plans for business planning, review of legislation/policy/procedures and provision of training and community education programs are assessed
5. Document the planning outcomes	5.1 Draft plan is jointly developed 5.2 Draft plan's structure enables all users to quickly access essential information and any amendments 5.3 Draft plan's purpose, control/coordination arrangements and any functional/threat specific sub plans are specified in sufficient detail 5.4 Language used is clear, concise and appropriate for the community 5.5 Plans and sub plans are consistent 5.6 Planning records, supporting documentation and contact information are maintained by the organisation responsible for version control
6. Validate and implement planning outcomes	6.1 Feedback on the draft plan is obtained from stakeholders 6.2 Crucial arrangements and systems are tested for robustness and flexibility in response to likely scenarios 6.3 Outcomes of testing plan components or sub plans by lead/supporting organisations are used to refine the draft plan 6.4 Compatibility, links and interactions between the draft plan, sub plans and other community safety strategies are tested 6.5 Revisions are signed off by lead/supporting organisations prior to seeking formal plan endorsement by the relevant authority 6.6 Endorsed plan is published and distributed to all relevant parties 6.7 Support for the plan is established by promoting its specific benefits to stakeholders
7. Monitor and review the planning process and outcomes	7.1 A maintenance and audit schedule is established in accordance with relevant legislation, policy or procedures 7.2 Plans or components are exercised according to priorities identified in risk assessment

ELEMENT**PERFORMANCE CRITERIA**

- 7.3 Deficiencies in operational systems and procedures identified during audit, activation or exercising of the plan are analysed and reported to the relevant party
- 7.4 Significant changes in risk, vulnerability or available resources are recognised and accommodated
- 7.5 Contact information for key personnel is regularly updated
- 7.6 Plan amendments are negotiated, documented and authorised in accordance with version control procedures
- 7.7 Opportunities for improving emergency planning processes are reported
- 7.8 Audit and reporting requirements are completed

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- consider wide range of alternatives before making logical decisions
- define and solve problems
- demonstrate attention to detail
- demonstrate effective interpersonal interactions
- encourage the participation of other committee members
- gain cooperation of stakeholders
- listen actively
- locate and interpret community information
- manage components of projects
- negotiate collective outcomes
- provide credible, reliable and timely information and well reasoned advice and opinions
- recognise the relevance and significance of information for the planning process
- resolve conflicts constructively with a minimum of fuss
- summarise and explain key information clearly
- think creatively ('big picture', 'outside the box')
- value diversity of views and perceptions of risks
- work cooperatively
- work within organisational boundaries and cultures
- write clearly, concisely using accurate terminology

Required Knowledge

- Australian Standard AS/NZS 4360
- culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks
- decision making techniques
- emergency risk management terminology, concepts and principles
- group dynamics, strategies for team building and resolving conflict
- meeting procedures
- planning process and the kinds of outcomes and benefits for communities
- relevant legislative and regulatory requirements
- research tools and demographic and economic analysis techniques, emergency risk management tools

Evidence Guide

EVIDENCE GUIDE

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EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- explain the planning process and promote its benefits to a wide range of audiences
- develop an appropriate and sustainable emergency planning process in cooperation with the committee and own organisation/constituency
- work with committee members and own organisation/constituency to develop plans that are readily understandable by users and able to be implemented effectively
- work cooperatively with others to develop emergency plans that have own organisation/constituency approval and broad community and stakeholder support
- promote ownership from stakeholders for the planning process used and the planning outcomes
- evaluate planning process and outcomes with organisation/constituency
- maintain momentum and achieve allocated planning tasks within available resources

Consistency in performance

Competency should be demonstrated in a range of contexts throughout the life of an emergency planning project, or during components of a number of projects

Context of and specific resources for assessment

Context of assessment

Competency should be assessed making significant contributions to an emergency planning process either as an individual or as the representative of a stakeholder, organisation or constituency in the workplace or in a simulated workplace environment

Specific resources for assessment

Access to a community and the opportunity to participate in an actual, or simulated, emergency planning process

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Communities are groups with shared associations and may include

Geographic groups of people such as:

- neighbourhoods
- states/territories, cities, towns, suburbs
- local government areas, regions, states/territories and the 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
- tourists

Workers in industry sectors such as:

- agriculture
- manufacturing (eg. food processing)
- commercial
- mining
- emergency services

Drivers may include

Changes in community characteristics

Changes in insurance policies and premiums

Changes in legislation, policies and disaster/emergency management plans

New sources of risk or changed perception of risk

Strategic and corporate plans

Planning deficiencies

Recent emergency incident reports/debriefs, safety issues

Recent judicial decisions

RANGE STATEMENT**Legislative, regulatory and organisational requirements may include**

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

Building codes

Land use planning

Local government regulations

Planning requirements for public health, building, fire prevention

Privacy

Regulations for handling/transport of dangerous goods

Safety standards

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 (SOPs)

Stakeholders may include

Emergency services (eg. fire, police, SES, ambulance, recovery agencies)

Event organisers (eg. concerts, car rallies, sport)

Hospital/medical personnel and care givers

Interest, community, professional and industry groups

Local business people

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

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

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

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

School staff

State/territory/commonwealth agencies (eg. public works, human services, health, transport, natural resources, primary industry, environmental protection, emergency management)

Tourist operators

RANGE STATEMENT

Practical constraints may include	Venue operators 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 Limited community knowledge of emergency risk management processes and benefits Local government regulations Political, social and cultural considerations Safety standards
Consultation and community education strategies may include	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 Letters and articles written for specific audiences Meetings with groups, key individuals and leaders of minority/ethnic/cultural groups Presentations to a variety of community groups; speaking at community functions Preparing media releases
Research tools may include	Affinity analysis Brainstorming, visioning Cause and effect analysis, force field analysis Emergency risk management tools Rank-It, SWOT analysis
Community information	Characteristics of natural, local and built environments

RANGE STATEMENT**may include**

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 (eg. environmental impacts)

Sources of community information may include

Community information booklets

Credible individuals, group and community leaders

Documented outcomes of emergency risk management processes conducted by communities, organisations and companies

Family and historical records

Libraries, research reports, Australian Bureau of Statistics data

Media, council and emergency service personnel and records

Special needs groups, significant cultural organisations

Sources of risk may include

Commercial activity and legal relationships

Economic

Human behaviour and individual activities

Industrial activities

Management activities and controls

Natural events

Political circumstances

Technology/technical issues

Terrorism

Planning for response may include

Collecting, processing and disseminating information

Communications systems

Coordinating and deploying resources

Liaison between organisations, agencies

Management structure

Negotiating outside assistance and providing assistance to other areas

RANGE STATEMENT**Planning for the evacuation may include identification of**

Operation of the emergency operations centre

Preparation and activation of warnings, distribution of public information

Roles of support organisations

Enabling legislation and/or regulations

Evacuation routes

Health and safety needs of mass gatherings

Management structure

Organisations responsible for arranging and coordinating transport

Organisations responsible for conducting and assisting with the evacuation

Organisations responsible for operating evacuation centres

Preparation and activation of warnings, distribution of public information, media management

Registration teams

Sites suitable as assembly areas

Sites suitable as evacuation centres

Strategies for communicating with diverse ethnic, cultural and language groups

Strategies for gaining community cooperation

Planning for recovery may include

Assisting with business continuity

Counselling emotionally-affected people

Establishing and managing emergency financial relief schemes

Managing environmental rehabilitation programs

Managing overwhelming demand

Management structure

Providing immediate emergency accommodation

Providing personal support

Roles and responsibilities of agencies and organisations

Repairing or replacing damaged public utilities, services and assets

RANGE STATEMENT**Planning outcomes may include**

Surveying and assessing damage to public and private property

Emergency or disaster plans at national, state/territory, district/regional and local levels

Support or functional plans developed at state/territory, district/regional and local levels for services such as:

- communications
- engineering
- evacuation
- health
- recovery/welfare
- transport

Threat specific plans developed at state/territory, district/regional and local levels to deal with threats from hazards such as:

- cyclone
- emergency animal disease
- flood, water, public health
- fire
- hazardous materials
- marine pollution
- terrorism

Stages of evacuation include

Warning

Withdrawal

Shelter

Reunion

Return

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s

PUAEMR005B Design and manage activities which exercise elements of emergency management