



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR014A Deliver recovery services

Revision Number: 2

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Modification History

PUAEMR014A Release 2: Layout adjusted. Content reviewed.
PUAEMR014A Release 1: Primary release.

Unit Descriptor

This unit covers the outcomes required to deliver administrative, technical, and/or professional services in a recovery context by professionals and volunteers working within a framework of existing emergency management legislation, regulations, plans and arrangements.

Application of the Unit

The range of services provided will vary markedly with the scale and type of emergency and will address aspects of recovery in the social, built, economic and natural environments. No licencing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

- 1 Clarify service delivery requirements**
 - 1.1 Nature of own service role is established within the context of the overall emergency recovery strategy and **service delivery** model.
 - 1.2 Scope, limits and priorities for required recovery services are confirmed with **stakeholders**.
 - 1.3 Range of information to be collected during service delivery is confirmed.
 - 1.4 Effective communication is established with recovery services manager and other **service providers** to ensure integration of service delivery and **collection of information**.
- 2 Develop an action plan for service delivery**
 - 2.1 An action plan is developed in consultation with stakeholders and to **organisational standards**.
 - 2.2 Service delivery implications of potential short, medium and long term recovery issues are considered.
 - 2.3 Contingencies to address the most likely recovery issues are developed.
 - 2.4 Strategies are implemented to ensure the well-being of all staff.
 - 2.5 Action plan is communicated to all stakeholders.
- 3 Deliver recovery services**
 - 3.1 Own team members are briefed/debriefed and assigned tasks and roles consistent with their capability/capacity.
 - 3.2 Services are delivered in a timely, flexible, equitable and culturally appropriate manner.
 - 3.3 Services are delivered in cooperation with other service providers to ensure seamless service delivery.
 - 3.4 All requests for services outside assigned scope are referred to the appropriate service provider.
 - 3.5 Established protocols and administration systems are used to track jobs and expenditure.
 - 3.6 Confidentiality of information about businesses and individuals is maintained.
 - 3.7 Quality and progress of service delivery is monitored and adjusted within agreed scope.
 - 3.8 Information about community needs, service level activity and suggested improvements to service delivery is collected and reported to recovery services manager.

Required Skills and Knowledge

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

Required Skills

- briefing and debriefing
- data collection and evaluation, needs analysis
- high level interpersonal skills (diplomacy, tact, negotiation, conflict resolution)
- liaison with other service providers, recovery coordinators and managers
- observation, sensitivity to recognising stress behaviours and recovery needs
- organisation and project management skills (prioritising, resource assessments and allocations, use of relevant equipment)
- team work
- verbal and written communication with a wide range of community members, professional and administrative personnel

Required Knowledge

- fundamentals of recovery operations outlined in Australian Emergency Management Handbook 2, *Recovery*
- Jurisdiction recovery assistance programs (relevant to service role)
- awareness of cultural and linguistic diversity and availability of translation/interpreter services
- common impacts of emergencies on communities and individuals
- community development approaches and strategies
- community contexts (social, political, economic, cultural, environmental)
- delegations and administrative processes
- OH&S issues relating to services delivery
- organisational budgeting and financial management
- protocols for information management and liaison with the public and media
- recommended approaches to recovery service delivery (relevant to service role)
- relevant legislative/regulatory framework, local/state/territory emergency management arrangements

Evidence Guide

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

Assessment must confirm the ability to:

- deliver recovery services safely, effectively and efficiently
- collect accurate information about community needs and services
- monitor and adjust service delivery within agreed scope
- communicate effectively with recovery managers, other service providers and the community

Consistency in performance

Competency should be demonstrated in at least two contexts (either simulated or real-life) such as:

- throughout the life of a recovery operation
- during components of a number of operations

Context of and specific resources for assessment

Context of assessment

Competency should be assessed delivering recovery services in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to community and the opportunity to deliver recovery services during an actual or simulated emergency.

Guidance information for assessment

This unit contains many transferable skills, such as communication, consultation, research and analysis skills that can be applied in the emergency recovery context. Assessors should use formative assessment strategies in a simulated environment to contextualise underpinning knowledge.

Summative assessment may not be possible in a real-world environment and assessors should confirm that simulated environments are sufficiently complex to be realistic.

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.

Service delivery may include: in the social environment:

- community development
- health and medical needs
- pastoral care, counselling, mental health services
- registration, public information, immediate relief services e.g. temporary accommodation, food, transport, relocation
- cultural support and support for people with mobility, vision and hearing impairment and people with a cognitive disability
- tourists and persons from interstate and overseas

in the built environment:

- debris removal
- structure assessment, stabilisation and demolition
- restoration of essential services (power, water, hospitals, schools)
- restoration of lifelines and communication services, transport links, public transport, supply chains
- re-establish commercial and retail facilities

in the natural environment:

- containment of hazards, decontamination and removal of hazards
- habitat restoration/revegetation/rehabilitation
- erosion stabilisation
- threatened species
- prevent further contamination e.g. weeds, fungal disease

in the economic environment:

- restoration of banking and other financial services
- appeals and donations
- economic redevelopment strategies, business and industry recovery packages
- employment issues
- financial advice, insurance advice
- grants and personal support programs e.g. financial relief

- Stakeholders** may include:
- staff
 - client groups
 - decision makers
 - members of the public
 - community groups
 - industry groups
 - public and private sector organisations
 - non-government organisations
 - elected officials
- Service providers** may include:
- architects, engineers, planners, builders
 - business recovery advisers
 - Australian/state/territory/local government program administration staff
 - financial advisers
 - bank officers
 - insurance assessors
 - non-government and community service organisation staff
 - personal support staff such as social workers, public health workers, and advocates
 - mental health professionals such as psychiatrists, psychologists, counsellors
 - suppliers of demolition and debris removal services
 - suppliers of earthworks, road making and revegetation services
 - utility workers (power, water, drainage, sanitation, garbage)
- Collection of information** may include:
- collection strategies that recognise the diverse cultural, language and linguistic needs of the community
 - feedback from briefings and debriefings
 - phone calls and surveys about unmet community needs and service effectiveness
 - reports on expenditure, resource availability and use, staff welfare
 - summaries of damage assessments, service requests, jobs completed, daily/weekly logs
- Organisational standards** may include:
- arrangements specified in legislation or regulation
 - organisational or jurisdictional emergency recovery policies or procedures
 - existing recovery plans, agreements or memoranda of understanding
 - Australian Emergency Management Handbook 2,

Recovery

Unit Sector(s)

Not applicable.