



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR016A Facilitate community involvement in recovery

Revision Number: 2

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Modification History

PUAEMR016A Release 2: Layout adjusted. Content reviewed.
PUAEMR016A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to support an affected community to develop a strategic approach to its recovery.
This support may include strengthening ongoing community capacity; enhancing the social, economic, environmental and physical infrastructure of the community; and resolving local and external issues hindering recovery.

Application of the Unit

This unit applies to workers involved in middle to senior management of an aspect of disaster recovery.

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

ELEMENT	PERFORMANCE CRITERIA
1. Engage the community to enhance existing community structures and networks	1.1 Recovery plans and arrangements, manuals and contact lists are located and implemented. 1.2 Key stakeholders, their potential interests, sensitivities, dependencies, roles and responsibilities are identified. 1.3 Community capacity is assessed to identify gaps. 1.4 Gaps are addressed by cultivating strategic relationships; building alliances with, and between, key individuals and groups; and developing community leaders. 1.5 Networks, organisations and individuals are routinely provided with opportunities to examine issues and concerns. 1.6 Opportunities are sought for involvement in community forums and decision making. 1.7 A variety of communication and consultation methods is used to provide the community with information in ways that suit their language, literacy and cultural needs.
2. Facilitate the community recovery committee's development of a strategic approach	2.1 Support is provided to establish effective governance structures. 2.2 Support is provided with the identification, assessment and prioritising of community needs and goals. 2.3 Guidance is provided about relevant recovery strategies that will address the community's multiple concerns, needs and aspirations. 2.4 Support is provided to gather and consider community feedback. 2.5 Support is provided to negotiate and select appropriate recovery strategies that promote community goals, plans and activities. 2.6 Support is provided to identify and develop strategies and links for community action. 2.7 Support is provided to regularly review the committee's strategic approach.
3. Facilitate the community's implementation of effective recovery strategies	3.1 Support is provided with identifying and mobilising existing resources. 3.2 Strategies are suggested for accessing additional resources when required. 3.3 Resources are acquired using own networks, where appropriate. 3.4 Support is provided with developing agreed implementation plans.

- 3.5 Support is provided to enable community based recovery activities.
- 3.6 Self management strategies are employed to ensure own well-being.
- 3.7 Effectiveness of recovery strategies and activities, adequacy of resources and expenditure is monitored against plans.
- 3.8 Variations to implementation plans are suggested to accommodate changed circumstances or to achieve more effective outcomes.
- 3.9 Ownership is promoted by keeping stakeholders fully informed about overall recovery progress, specific activities and any variations in recovery strategies or their implementation.
- 3.10 Aspects of the recovery process, decisions taken and outcomes relevant to own role are documented accurately in accordance with accountability and audit requirements.

4. Facilitate sustainability of the community's recovery

- 4.1 Effectiveness of recovery strategies is **evaluated** and recommendations are made for the conduct of ongoing activities.
- 4.2 An agreed departure plan is developed with sufficient lead time.
- 4.3 Ongoing community capacity is secured by ensuring recovery plans are current, resources are adequate and structures are self sufficient.
- 4.4 Long term sustainability of the community is promoted.
- 4.5 Arrangements for transition to mainstream services and sources of indirect support are clearly communicated to all stakeholders.
- 4.6 All audit and reporting requirements are completed.

Required Skills and Knowledge

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

Required Skills

- advocacy, negotiation, mediation, conflict resolution
- group facilitation, leadership, motivation
- interpersonal communication
- liaison, networking with service providers, agencies
- project management including planning, budgeting, organising
- research skills, project/program evaluation
- support multiple agencies and service providers to deal with multiple problems
- work independently with limited supervision and as part of a team
- work with a broad range of diverse groups in the affected community
- work with the media

Required Knowledge

- characteristics of common emergency events together with related impacts, recovery needs and issues
- community profiling, community development principles and practices
- continuous improvement principles
- depending on the work role or services provided, specific knowledge of particular groups or issues such as alcohol and other drugs, risk of self harm, common mental health issues (e.g. trauma); cultural and linguistic diversity, Aboriginal and Torres Strait Islander issues; social policy, social action and social change
- funding sources and their policies and strategies for encouraging community input and participation
- group dynamics

- information dissemination, public speaking, using the mass media
- principles of negotiation and mediation
- relevant legislative/regulatory framework, local/state/territory emergency management arrangements and recovery programs
- structure, processes and characteristics of community based organisations

Evidence Guide

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

Assessment must confirm the ability to:

- communicate effectively with community members with diverse needs, perspectives and cultural backgrounds
- work with community members to develop effective recovery strategies
- provide accurate information and advice as necessary
- provide links to external networks, expertise and resources as necessary
- empower the community to achieve sustainable recovery.

Consistency in performance

Competency should be demonstrated in a range of contexts 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 supporting community members to develop, implement and evaluate recovery strategies and activities in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to the opportunity to support community members during the recovery process in an actual or simulated emergency situation.

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

Recovery plans and arrangements may include:

- arrangements specified in legislation or regulation
- organisational or jurisdictional emergency recovery policies or procedures, including media protocols
- existing recovery plans, agreements or memoranda of understanding
- local planning regulations, development controls and environmental plans

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

Networks may include:

- business owners
- rate payers associations
- chambers of commerce
- community groups
- local organisations directly affected by the emergency
- NGOs
- Government agencies

Issues and concerns may include:

- access to education and training, health services, childcare
- access to public information/services for people with different cultural and linguistic backgrounds
- apparent rifts in community, social cleavage, isolation, apathy, bereavement
- business continuity, economic sustainability
- community displacement, lack of housing, loss of infrastructure
- damage to built and/or natural environments
- increased school absenteeism, domestic violence, child abuse, crime statistics
- lack of employment, financial/income support

Recovery strategies may include:

- accessing recovery funds, assistance and resources
- collection and analysis of information about impacts, needs and issues to inform recovery planning

- consideration of locality development model
- development of community infrastructure, programs and support
- development of self-help processes
- empowerment and ongoing support of new leaders
- engaging non-represented individuals and groups
- initiation of community action, community projects, community planning
- keeping families intact
- promotion and enhanced accessibility/relevance for existing services to a wider group of people
- provision of information for the public and media
- working within local frameworks (e.g. local councils, local organisations and business)

Resources may include:

- general office equipment
- external expertise such as community development workers with relevant recovery experience
- funds (including petty cash) and project budget
- local intelligence and information
- administrative assistance
- background information such as:
 - recovery management plans
 - literature dealing with program and project development
 - funding submissions
 - business/calling cards
- directories (local community resources, street, existing local and recovery services)
- mobile phone
- UHF radio
- laptop computer

Unit Sector(s)

Not applicable.