



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR017A Manage recovery functions and services

Revision Number: 2

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Modification History

PUAEMR017A Release 2: Layout adjusted. PC, Required Knowledge and Evidence Guide revised.

PUAEMR017A Release 1: Primary release.

Unit Descriptor

This unit describes the outcomes required to manage a range of recovery functions and services such as financial assistance, personal support programs, health services, rebuilding programs and business continuity.

It necessarily involves recovery planning (post emergency) and coordinating service delivery together with the monitoring and review of its effectiveness.

Application of the Unit

This unit applies to individuals who might be members of a recovery committee, or directly supporting such members.

People involved in managing recovery functions may include state/territory and municipal recovery coordinators and their deputies; liaison officers and managers; centre and assistance program managers; and representatives from government and non government service providers, welfare agencies, allied professionals and community and business leaders.

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

ELEMENT	PERFORMANCE CRITERIA
1. Obtain, analyse and share information on impact of emergency	1.1 A comprehensive knowledge base is developed using existing networks and reliable sources of information. 1.2 Available data and information are analysed to reveal patterns and trends. 1.3 Recovery needs of the affected community and special needs of vulnerable groups are identified in consultation with stakeholders. 1.4 Needs analysis is reviewed as circumstances change. 1.5 A package of recovery functions and services is designed to meet identified needs. 1.6 Analysis outcomes and chosen service model are documented and provided to relevant stakeholders and service providers.
2. Plan the delivery of recovery functions and services	2.1 Relevant agencies and community representatives are engaged in planning and decision making. 2.2 Relevant legislation, regulations and emergency arrangements are identified and applied. 2.3 Pre prepared recovery plans are applied/adapted to suit recovery functions and services. 2.4 Likely impacts of the event are modelled to determine how needs and required recovery services may change. 2.5 Capacity and capability to deliver required recovery services is reviewed. 2.6 Recovery priorities are established by considering political context, public expectations, required services and available resources. 2.7 Appropriate delivery strategies are developed in consultation with stakeholders prior to community endorsement and multi agency commitment.
3. Coordinate the delivery of recovery functions and services	3.1 Stakeholders and service providers are given regular, up to date information about the event, impacts, likely developments and service priorities. 3.2 Resources are managed to ensure that recovery functions and services are delivered effectively. 3.3 Workloads are managed to ensure the well being of all staff. 3.4 Incoming information about needs and service delivery is collected, analysed and used to review priorities. 3.5 Delivery of recovery functions and services is adjusted in response to changing circumstances and priorities and in conjunction with other functions and

ELEMENT**PERFORMANCE CRITERIA**

- services.
- 3.6 Community, political and media expectations and interests are managed.
- 3.7 Transition to mainstream services is managed sensitively and in a timely manner.
- 4. Evaluate the delivery of recovery functions and services**
- 4.1 Feedback from stakeholders and service providers is sought, collected and analysed.
- 4.2 ***Operational records***, minutes of meetings and records of decisions are analysed.
- 4.3 Instances where recovery services were deficient or poorly delivered are identified and analysed and recommendations to improve future practice made.
- 4.4 Evaluation outcomes are reported to key stakeholders to inform future recovery planning and models of service delivery.

Required Skills and Knowledge

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

Required Skills

- analysis of information (including historical) about disaster impacts on individuals and communities and their recovery needs
- communication - lobbying, negotiating, advocacy, managing conflicts, empathy, diplomacy, chairing meetings, public speaking, active listening
- conduct high level briefings and debriefings, keeping all stakeholders informed
- consistent, reliable judgment
- cultural sensitivity including working with translators and interpreters
- design and conduct of research
- flexibility, work under high pressure, maintain own well being
- leadership, human resource management, monitoring of staff welfare
- media liaison
- problem solving, lateral thinking
- project management including risk management
- work in multi professional teams

Required Knowledge

- community development principles and processes
- diversity of community/social aspirations, needs and values
- likely impacts on communities and individuals of emergencies and disasters, and recovery needs
- protocols and procedures for release of information
- models of recovery operations and approaches to service delivery
- organisational budgeting and administrative processes and delegations
- relevant legislative/regulatory framework, local/state/territory statutory and emergency management arrangements

Evidence Guide

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

Assessment must confirm the ability to:

- analyse recovery needs and identify required recovery functions and services
- develop effective plans for the delivery of recovery functions and services
- coordinate the effective and efficient delivery of recovery functions and services
- evaluate and report the effectiveness of delivery to inform future emergency planning.

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 managing recovery functions and services that involve the cooperation of multi agencies, organisations and/or service providers in the workplace or in a simulated workplace environment

Specific resources for assessment

Access is required to the opportunity to manage recovery functions and services 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

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.

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| <p><i>Available data and information</i> may include:</p> | <ul style="list-style-type: none"> • damage/impact and loss assessments • impact modelling • media reports • offers of assistance • requests for services |
| <p><i>Stakeholders</i> may include</p> | <ul style="list-style-type: none"> • staff • client groups • decision makers • members of the public • community groups • industry groups • public and private sector organisations • non-government organisations • elected officials |
| <p><i>Legislation, regulations and emergency management arrangements</i> may include:</p> | <ul style="list-style-type: none"> • 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, <i>Recovery</i> |
| <p><i>Recovery functions and services</i> may include:</p> | <ul style="list-style-type: none"> • in the social environment: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

Service providers may include:

- architects
- engineers
- planners
- builders
- business recovery advisers
- 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
- recovery program/service managers, Australian/state/ territory/local government administration and technical (IT) staff
- suppliers of demolition and debris removal services
- suppliers of earthworks, road making and revegetation services
- utility workers (power, water, drainage, sanitation, garbage)

Information about needs and service delivery 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 service requests, jobs completed

Operational records may include:

- demographic data and community profiles
- financial records
- historical records
- incident reports and damage assessments
- media reports
- personal accounts, daily/weekly logs and file notes
- service requests

Unit Sector(s)

Not applicable.

