



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR021A Facilitate emergency planning processes

Revision Number: 2

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Modification History

PUAEMR021A Release 2: Layout adjusted. PC, Required Skills and Knowledge, Range and Evidence Guide revised.

PUAEMR021A Release 1: Primary release.

Unit Descriptor

This unit describes the outcomes required to collaboratively facilitate development of new, or revision of existing emergency plans in a multi-agency and community context. Such plans may focus on one or more aspects of emergency management, i.e. prevention, preparedness, response and/or recovery.

Application of the Unit

This unit applies to people responsible for developing emergency management plans within or by local government, emergency service or government agencies and departments, event organisers, utilities, critical infrastructure or high occupancy buildings, and service providers. The unit focuses on planning which requires input from a number of different organisations and the community.

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. Establish the emergency planning context and framework	1.1 Authority to plan is confirmed with reference to legislation, organisational direction, community or other managerial agreement . 1.2 Planning environment is clarified by analysing drivers and risk assessment. 1.3 Considerations that may impact on the planning framework are identified and analysed . 1.4 Stakeholders, their potential interests, sensitivities, roles and responsibilities are identified. 1.5 Planning team/group is established with an appropriate balance of expertise, stakeholder representation and authority to achieve desired outcomes. 1.6 Emergency plan aims and objectives and governance framework are developed and refined with stakeholders.
2. Develop agreed planning processes and methodology	2.1 A feasible project scope is developed, considering practical constraints 2.2 Processes for negotiating outcomes, key performance indicators, information management, reporting, accountability and decision making strategies are developed and agreed within existing accountabilities. 2.3 A consultation and communication plan is developed and implemented. 2.4 Sources of expertise are identified to contribute specialised information and analysis as required. 2.5 A project plan is prepared and approved in consultation with stakeholders.
3. Undertake research and analysis for emergency management planning	3.1 Plan 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 Comprehensive body of community information, risks and safety expectations is sourced/built/updated using credible sources. 3.4 Effectiveness of current emergency management strategies are assessed to address the vulnerability of communities and environments by analysing their susceptibility and resilience to risk. 3.5 The plan's role as an appropriate risk treatment is confirmed.

ELEMENT	PERFORMANCE CRITERIA
4. Develop/refine emergency management planning outcomes	4.1 Emergency management arrangements are reviewed or developed to identify potential gaps or duplication in roles and responsibilities. 4.2 Emergency management strategies and responsibilities are identified and confirmed in consultation with stakeholders. 4.3 Broad categories and types of resources and services that are likely to be required, including potential critical shortfalls, 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 any emergency response or recovery are addressed in the plan. 4.6 Contingencies to address potential problems are developed with relevant organisations and service providers. 4.7 Community and organisational implications of new/revised emergency management plans are identified in consultation with stakeholders.
5. Document the emergency plan	5.1 Plan is iteratively developed in consultation with stakeholders. 5.2 Plan is prepared in a format prescribed by organisational standards and consistent with broader jurisdictional emergency management arrangements. 5.3 Clear and concise language appropriate for the audience/s is used. 5.4 Planning records, supporting documentation and contact information are maintained to organisational standards.
6. Validate the plan	6.1 A maintenance, audit and exercise schedule is implemented in consultation with stakeholders. 6.2 Outcomes of exercise and/or review are used to refine plan in consultation with stakeholders.

Required Skills and Knowledge

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

Required Skills

- build and maintain effective networks and relationships across multiple agencies or organisations
- communicate effectively in writing
- define and provide recommendations to solve problems
- facilitate group work
- manage complex projects
- undertake research and analysis
- use effective interpersonal communication skills
- work with and consult stakeholders
- work cooperatively
- write clearly, concisely using accurate terminology

Required Knowledge

- Fundamentals of risk management included in Australian Standard AS/NZS ISO 3100:2009 *Risk management—Principles and guidelines*
- Fundamentals of emergency management planning included in Australian Emergency Management Manual 43 *Emergency Planning*
- culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks
- current state/territory/agency emergency management plans
- planning process and the impact, outcomes and benefits for stakeholders
- relevant emergency risk management terminology, concepts and principles
- relevant jurisdictional emergency management arrangements
- research tools/methodologies for geographic, demographic and economic research
- group dynamics, strategies for team building and resolving conflict
- meeting procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- explain the emergency planning process
- develop an appropriate and sustainable emergency planning process in cooperation with planning team/group and stakeholders
- work with planning team/group and stakeholders to develop plans that are readily usable and able to be implemented effectively
- develop emergency plans that have stakeholder approval and support
- evaluate planning process and outcomes with stakeholders.

Consistency in performance

Competency should be demonstrated in at least two multi-agency contexts, with a diverse stakeholder group, one of which may be simulated.

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 is required to:

- organisational community
- opportunity to participate in an actual, or simulated, emergency planning process.

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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.

Drivers may include:

- changes in community characteristics
- changes in legislation, policies and disaster/emergency management plans
- changes in insurance policies and premiums
- new sources of risk or changed perception of risk
- planning deficiencies
- recent emergency incident reports/debriefs, safety issues
- recent judicial decisions
- changes in strategic and corporate plans

Considerations that may impact on the planning framework may include:

- arrangements specified in legislation
- organisational or jurisdictional emergency risk management policies or procedures
- existing disaster 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

Emergency plans may include:

- plans developed to address specific risks
- plans required by commonwealth/state/territory legislation
- plans required by regulators and permit conditions

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

- Research tools** may include:
- government regulations
 - limited community knowledge of emergency management planning processes and benefits
 - political, social and cultural considerations
 - affinity analysis
 - brainstorming, visioning
 - cause and effect analysis, force field analysis
 - emergency risk management process and tools
 - SWOT analysis
 - bow-tie analysis
 - cost:benefit analysis
- Community information** may include:
- characteristics of natural, social, economic 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 (such as environmental impacts)
 - emergency risk assessment studies
- Risks** may include:
- commercial and legal relationships
 - economic systems and relationships
 - human behaviour
 - natural events
 - built environment failures
 - disease (plant, animal or human)
 - political circumstances
 - technology/technical issues, management activities and controls

Unit Sector(s)

Not applicable.