

Human and Social Recovery Training and Capability Development Framework, Training Matrix

Training Matrix Information Paper

Version Final

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Community Recovery Strategy and Engagement

Community Recovery

Department of Treaty, Aboriginal and Torres Strait
Islander Partnerships, Communities and the Arts

Table of Contents

- Purpose3
- Background3
- Course completion timeframes4
- Surge deployment5
- State and State and District Recovery Event Management Team training (SREMT & DREMT).....6
- Additional resources.....6
- Contacts7

Purpose

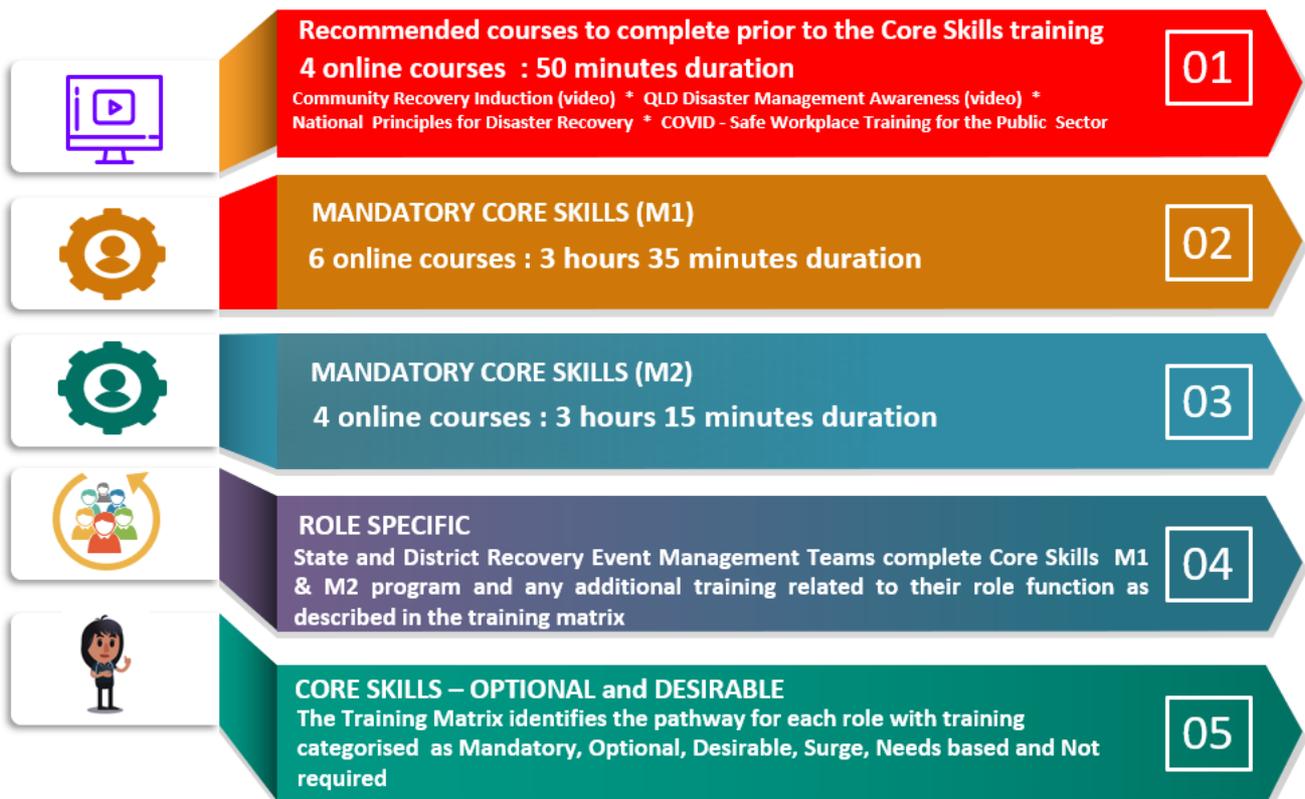
This information paper outlines the Human and Social Recovery Training and Capability Development Framework online course program and articulates the training requirements for the Community Recovery Ready Reserve workforce.

Background

The Community Recovery Ready Reserve (CRRR), workforce operates within the guidelines of Standard Operating Procedures to deliver a range of services to impacted individuals and communities after a disaster event. Community Recovery Ready Reserve members and other identified groups are required to have knowledge and understanding of these systems and processes and how they apply during a community recovery event.

The Human and Social Recovery Training and Capability Development Framework is designed to ensure that Ready Reserve members are prepared for activation and have the knowledge, skills and abilities to undertake the roles assigned to them when working in a community recovery event. The training framework is a blended model that consists of self-paced online learning courses and virtual training for State and District Recovery Event Management Teams. Self-paced online courses are hosted in the iLearn Learning Management System (LMS), and organised into induction, mandatory, role specific and optional categories.

Mandatory Core Skills courses are completed by all members of the Community Recovery Ready Reserve and refreshed annually in preparation for the disaster event season. In addition to completing the mandatory course schedule, any Ready Reserve members who are assigned to a role in the State or District Event Management Teams, are also required to complete the relevant online course for their function. The Human and Social Recovery Training and Capability Development Training Matrix (the Training Matrix), articulates the training pathways for all community recovery stakeholders to ensure they meet their training requirements. The matrix also identifies the components of the Induction program and the four tiers of capability development and the learning pathway for the Community Recovery Ready Reserve.



The Training Matrix is based on the concept of developing a competent, confident, capable, and engaged recovery workforce. It identifies the level of importance of training as it relates to the requirements of a role and describes how additional mandatory, optional and recommended courses can contribute to the capability of an individual to perform their role and to develop the competencies required for functional roles in the State and District Recovery Event Management Teams.

The structure of the Training Matrix details:

- online course topics
- tiers of capability
- training groups
- training pathways
- minimum requirements for surge deployment
- estimated seat times for individual course completion
- completion timeframes for mandatory training.

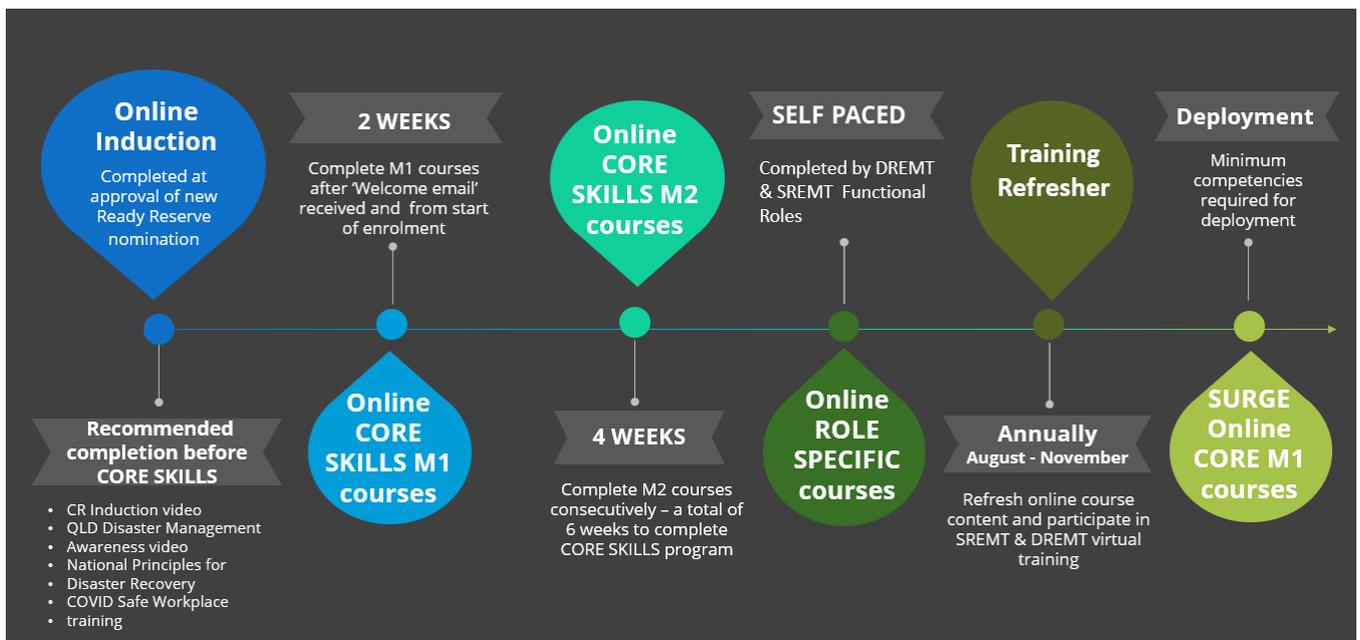


Course completion timeframes

Community Recovery Ready Reserve members commit to completing the Community Recovery training program. On approval of their Ready Reserve nomination, members must complete the online induction program and watch the Queensland Disaster Awareness video. These short programs establish the context for Community Recovery operations in the Queensland State Disaster

Management Arrangements. The mandatory Core Skills online training is then completed within 6 weeks from the time of nomination approval, receiving access to iLearn and enrolling into the first course. The Core Skills M1 training program is prioritised for completion in the first 2 weeks followed by another 4 weeks to complete the Core Skills M2 training. Any additional time required to complete the Core Skills program may be negotiated with the relevant Agency Key Contacts, however all approved Ready Reserve members must aim to have completed their initial training within this timeframe and refreshed any updated content by 1st November each year.

This timeframe does not include completion of any other courses in the training matrix that is not part of the identified training pathway for a particular cohort. All Ready Reserve members are also encouraged to complete as many courses as they can to build their personal and professional capability in the context of community recovery. The diagram below shows the continuum of the course completion timeframes.



Surge deployment

One of the features of the recovery workforce is that the demand for workers fluctuates according to the scale, type, and location of disasters.

Community Recovery has arrangements in place to recruit from the whole of government workforce structures to meet surge demand. In addition, there are arrangements across non-government, the private sector, and interjurisdictional agreements to engage recovery workers to boost capacity when needed.

When recovery operations are scaled up following a disaster, Ready workers recruited as part of the surge model are deployed with little or no training to prepare them for the community recovery environment. This gap is addressed by the Training Matrix and defines the minimum surge training required to work in a community recovery event.

The Surge training program includes the Induction program and course content from the mandatory online program. The Induction program provides an overview of community recovery and the functions of the State and District Recovery Event Management Teams. It manages the departments expectation of compliance with cooperate policy and procedures including code of conduct behaviour and workplace health and safety.

Ready Reserve members whose training completion is interrupted by a disaster event activation but who have completed the Core Skills M1 program including the induction program, are considered to have satisfied the requirement for deployment.

State and State and District Recovery Event Management Team training (SREMT & DREMT)

When activated for a disaster event, Community Recovery stands up operational structures called the State and District Recovery Event Management Teams (SREMT & DREMT). Refresher training for State and District Recovery Event Management Teams is scheduled annually between September and November.

These sessions are delivered by Community Recovery virtually using MS Teams to allow for statewide participation and focus on updates to procedures, practices, and systems for any of the functional tasks of the SREMT & DREMT.

The audience for these sessions is:

- Ready Reserve members that have a current role in the SREMT and DREMT
- Ready Reserve members that are interested in nominating for a Manager or Team Leader role
- Agency Key Contacts as a source of general information
- Senior Community Recovery Advisors
- Community Recovery staff.

Session enrolments and recordings are managed using iLearn and attendance and completion is recorded in the individuals learning record on the Learning Management System (LMS).

It is preferred that Ready Reserve participating in these sessions have completed their mandatory training and the relevant role specific course.

Additional resources

The following resources have been developed to assist your understanding of the training requirements for Community Recovery. They can be used individually by CRRR members or distributed by Agency Key Contacts to a broader group.

These resources include:

- the Human and Social Recovery Training and Capability Development Framework Training Matrix information paper (this document)
- the [Training Matrix](#)
- [Training Matrix infographic – a quick reference guide](#)
- [FAQs training requirements](#).

Contacts

For more information about the content in this information paper and related resources, please contact:

- Community Recovery team: community.recovery@communityrecovery.qld.gov.au