

## HUMAN AND SOCIAL RECOVERY TRAINING AND CAPABILITY DEVELOPMENT FRAMEWORK

<p>Training is a critical factor in the successful delivery of community recovery services in a high pressured environment providing staff with the skills, knowledge and confidence needed to perform their roles.</p> <p>This matrix outlines the online training courses to be completed by the Community Recovery Ready Reserve Workforce and other interested parties.</p> <p>Ready Reserve members who are allocated to perform a role in the State or District Recovery Event Management Team in functional, leadership or management roles are also required to complete the courses identified in the training pathway.</p> <p>A base level of core training is required for surge deployment with these courses identified in the matrix.</p> <p>All courses can be accessed on the Community Recovery Learning Platform on the iLearn Learning Management System.</p>	TRAINING GROUPS		LEARNING PATHWAYS		* MINIMUM SURGE TRAINING FOR DEPLOYMENT FOR ALL READY RESERVE
	<b>CRRR</b>	Community Recovery Ready Reserve	<b>M1</b>	<b>Mandatory</b>	Training considered essential to perform a role or function or associated with a policy or legislative requirement. Courses considered for minimum surge deployment and to be completed within 2 weeks of approval as CRRR member
	<b>DREMT</b>	District Event Coordinator /PCRO's LDMG/DDMG Liaison Officers	<b>M2</b>	<b>Mandatory</b>	Training considered essential to perform a role or function or associated with a policy or legislative requirement. Courses considered as mandatory for completion within 4 weeks after completing the M1 requirements
	<b>SREMT</b>	State Recovery Event Management Team State Disaster Coordination Centre Liaison Officers	<b>D</b>	<b>Desirable</b>	Training is useful to perform a role or function and adds to the level of proficiency. In addition to M1 surge requirements, DREMT & SREMT TL's & Managers complete additional role specific courses related to their role function
	<b>SE</b>	Senior Officers, Senior Executive Leadership, DCHDE - DDMG Rep, Human and Social Recovery Controller (DREMT RED)	<b>NR</b>	<b>Not required</b>	Training that is defined as not necessary for a training group to complete
	<b>IJT, TAS, A, SP</b>	Interjurisdictional Teams (IJT), Temporary Agency Staff (TAS) pre-identified Alumni (A) and DCHDE specialists (SP), assigned to work in the DREMT & SREMT structures	<b>S</b>	<b>SURGE *</b>	To be completed as part of surge deployment requirements if not already completed. Surge courses are identified by an *asterisk and applicable to the cohort that has a M1 & M2 training pathway
	<b>Other</b>	Local councils, non-government organisations, Agency Key Contacts, Agency Deployment Coordinators	<b>NB</b>	<b>Needs Based</b>	Training identified for a group to undertake the training based on their on going need for knowledge and skill development on a particular topic
	<b>Individual learning pathways are available for each position in a training group.</b>		<b>O</b>	<b>Optional</b>	Elective training that uses a self-directed learning approach and allows opportunities to skill up and cross train for multiple roles

Course completion is based on the learning pathway required for a particular role function. In this context the learning program becomes capability development for all levels of the CRRR where knowledge, skills and proficiency is increased as a result of additional training completed

### TRAINING MATRIX

### TRAINING GROUPS

TIERS OF CAPABILITY	CRRR	DREMT	SREMT	SE	IJT, TAS, A, SP	OTHER	SURGE *	ONLINE PRODUCT	F2F	DURATION (MIN)
<b>INDUCTION</b>										
Induction (Desirable-completed online prior to M1&M2; Mandatory - online as part of Surge or delivered face to face by functional Team Leaders and CR Trainers to temporary agency staff and CRRR as part of orientation briefing)	D	D	D	NR	D	NB	*	✓	✓	30
Disaster Management in Queensland video (QFES)*	D	D	D	D	D	D	*	✓	✗	12
COVID-safe practices	NB	NB	NB	NB	NB	NB	*	✓	✗	15
<b>CORE SKILLS M1 &amp; M2 (CS-M1 &amp; CS-M2)</b>										
Queensland Human Rights Act 2019	M1	M1	M1	M1	M1	O	*	✓	✗	30
Introduction to Community Recovery	M1	M1	M1	M1	M1	O	*	✓	✗	20
Human and Social Recovery Grants ^	M1	M1	M1	M1	M1	NB	*	✓	✗	45
Communicating in Recovery	M1	M1	M1	M1	M1	O	*	✓	✗	60
Psychological First Aid	M1	M1	M1	M1	M1	O	*	✓	✗	30
Self Care in Community Recovery	M1	M1	M1	M1	M1	O	*	✓	✗	20
Operationalising Human and Social Recovery	M2	M2	M2	D	M2	NB		✓	✗	45
Communities in Disaster	M2	M2	M2	D	M2	O		✓	✗	60
Deployment - A Call to Action	M2	M2	M2	D	M2	NB		✓	✗	45
Delivering Outreach Services	M2	M2	M2	D	M2	NB		✓	✗	45
National Principles for Disaster Recovery	O	O	O	D	O	O		✓	✗	20
<b>ROLE SPECIFIC (RS-M1 &amp; RS-M2)</b>										
Planning, Intelligence and Reporting^	D	M2	M2	NR	D	NB	*	✓	✗	20
Managing Logistics	D	M2	M2	NR	D	NB	*	✓	✗	45
Managing Deployment^	D	M2	M2	NR	D	NB	*	✓	✗	60
Managing the Community Recovery Ready Reserve	D	M2	M2	NR	D	NB	*	✓	✗	45
Managing Communications	D	M2	M2	NR	D	NB	*	✓	✗	20
Managing Business Services	D	M2	M2	NR	D	NB	*	✓	✗	20
Administration of Income Tested Grants	D	M2	M2	NR	D	NB	*	✓	✗	60
Administration of Hardship Assistance Grants	D	M2	M2	NR	D	NB	*	✓	✗	60
Community Recovery Assist online grant portal user functions ^	NB	NB	NB	NR	NB	NB	*	✓	✗	120
CHDE Disaster Liaison Officer - Foundations Module #	NB	NB	D	NR	NB	NR		✓	✗	45
SDCC Liaison Officer (QFES LMS) #	NB	NB	D	NR	NB	NR		✓	✓	60
<b>LEADERSHIP AND MANAGEMENT M1 &amp; M2 (LM-M1 &amp; LM- M2)</b>										
Command, Control, Coordination	O	M1	M1	M1	O	NB		✓	✗	20
Functional Recovery Groups	O	D	D	D	O	NB		✓	✗	20
Establishing Service Delivery Models	O	M1	M2	D	O	NB		✓	✗	45
Developing Political Nous	O	D	D	D	O	NB		✓	✗	30
Engage & collaborate with local recovery committees & groups	O	D	NB	D	O	NB		✓	✗	20
Community Engagement & Development	O	D	NB	D	O	NB		✓	✗	20
Leadership, Management and Supervision	O	M1	M1	D	O	NB		✓	✗	20
Coaching and Mentoring	O	NB	NB	D	O	NR		✓	✗	30
Medium to longer term recovery and capacity building	O	D	D	D	O	NB		✓	✗	20
Managing the media ^	O	D	NB	D	O	NB		✓	✗	30
Crisis Leadership^	O	D	NB	D	O	NB		✓	✗	30
<b>EXERCISE AND DEVELOPMENT</b>										
A Guide to Community Recovery Exercise Management	O	D	D	NR	O	NB		✓	✗	20
Communities of Practice	O	D	D	NR	O	NB		✓	✗	20
Community Recovery Partnerships	O	D	D	O	O	NB		✓	✗	1:50
<b>SELF-DIRECTED LEARNING</b>										
The Community Recovery Learning Platform provides information and links to international and national industry related products and training. This includes Disaster Ready, Walk With, AIDR Knowledge Hub, Get Ready QRA, Volunteering Queensland, Australian Red Cross, QDMA	O	O	O	O		O	N/A	N/A	N/A	variable

The course content of this framework is informed by the policies and procedures developed by the Community Recovery Branch and the Australian Red Cross and the Australian Institute for Disaster Resilience.

The online course framework is supported by iLearn Learning Management System (DCYJMA): For further information on community recovery training contact CRBstrategy@chde.qld.gov.au

\* indicates minimum surge course completion for a particular training group

# indicates courses are external to iLearn LMS

^ indicates courses that are being reviewed

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