

# ERC Training

*Training with a difference*

This one day Emergency Relief Centre (ERC) training course is delivered by two emergency management specialists each with over 15 years practical experience with emergency service response agencies and local government. They received a Resilient Australia Award for their innovative recovery strategy, an LGPro Excellence Award for their multi-agency field exercises and an "Excellence in Emergency Communications" Award from EMPA post the South West Fires.

They have comprehensive first hand experience on the front line and have led teams through a variety of major emergencies. Their knowledge and experience is comprehensively unique where they pride themselves on having successfully performed all the roles they teach.

Course overview:

- What is emergency relief?
- What is an ERC?
- How to set up an ERC
- Working in an ERC
- Councils roles and responsibilities
- Emergency management relief & recovery structure
- COVID-19 compliance & strategies
- Relief support agencies
- Communication techniques
- Considering specific needs of the community
- Supporting animals at ERC's
- Recording information
- Managing donations & spontaneous volunteers
- Strategies to maintain your personal well being

***"I used everything I was taught in this training when activating and operating an ERC during an emergency."***

Feedback provided by course participant.

**By attending this training students will:**

- Understand and demonstrate how to approach and interact with emergency affected community
- Gain an understanding of relief support agencies and their roles
- Learn how to manage and record information during an emergency
- Ensure relief services recognise community diversity
- Ensure emergency relief is adaptive, based on continually assessing needs
- Be able to successfully operate and manage an ERC during an emergency
- Gain more confidence and become passionate about their role in emergency management
- Be able to effectively plan for and operate an ERC within COVID-19 restrictions

**Student feedback:**

*"It was a great introduction to my role in an ERC."*

*"Supportive and informative trainers."*

*"Good practical training."*

*"Very engaging and used lots of real life examples."*

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