Community Emergency Hub
Guide

COMMUNITY HALL

All Communities
All Hazards

The first 72 hours after a disaster can be chaotic, confusing, and very stressful.

Emergency services and your local council may not be able to respond immediately to every issue. It can take time for council and other agencies to reach in and provide assistance.

Community members are best placed to support one another during this time.

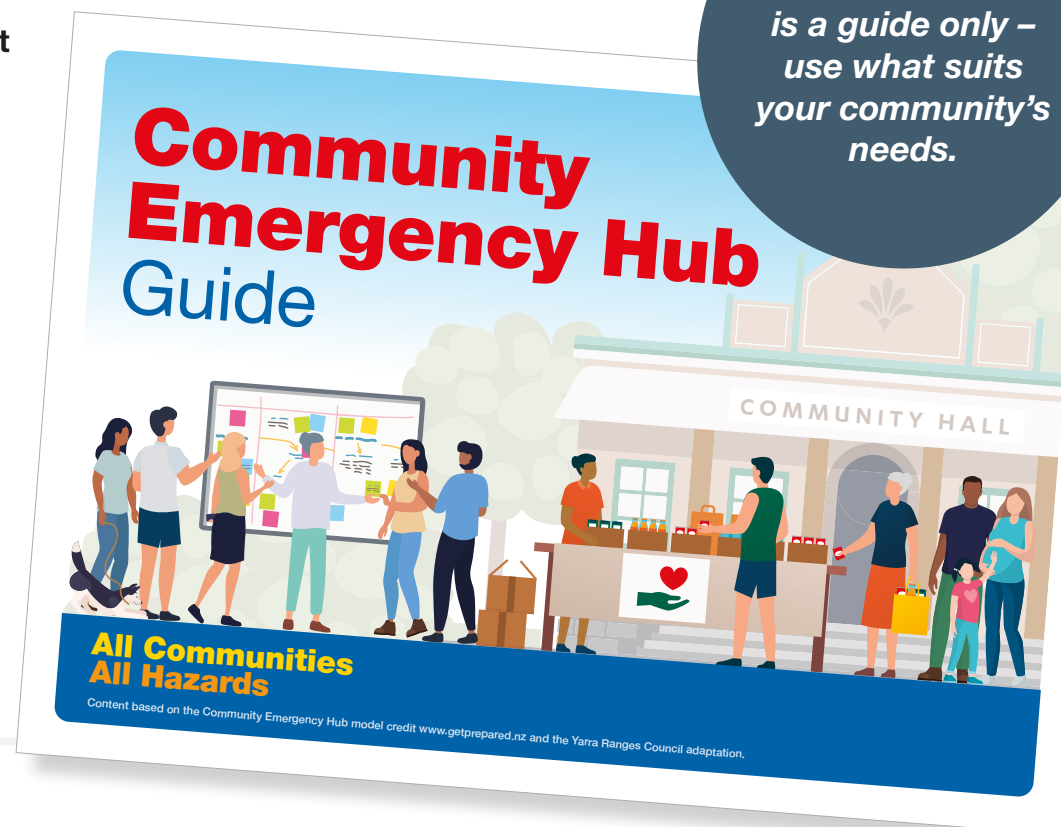**The Hub is a place for the community to coordinate support in the immediate aftermath of a disaster.**

About this guide

Unlike other Hub Guides written by local government agencies, *this edition was developed by community, for community.*

It's designed to be picked up and used by anyone, anywhere —without needing official support, advanced preparation, or specialist knowledge.

Whether you're in a city, a small town, or a remote area, this guide provides you with the tools to set up and operate a Community Emergency Hub during a disaster, using the resources available to you.

This document is a guide only – use what suits your community's needs.

Community Emergency Hub Guide

All Communities All Hazards

Content based on the Community Emergency Hub model credit www.getprepared.nz and the Yarra Ranges Council adaptation.

Acknowledgements

*This guide was adapted for the broader Australian context by **Resilient Uki**.*

The guide is based on the Community Emergency Hub model developed by the Wellington Region Emergency Management Office and builds on the Yarra Ranges Council adaptation.

This project was made possible with funding from the Northern Rivers Community Foundation and the generous collaboration of Community Resilience Groups from Bangalow, Burringbar, Coorabell, Mullumbimby, Murwillumbah, Pottsville, Uki, Tumbulgum, Wilsons Creek and, South Golden Beach, New Brighton and Ocean Shores.

Edited by Mel Bloor and Bec Talbot, 2025.

The Purpose of Community Emergency Hubs

Hubs are a place for local community to:

• **Gather, seek information, share stories**

• **Coordinate their efforts to support each other**

• **Communicate with official agencies and other community-led groups for immediate needs and ongoing support.**

The purpose of the Community Emergency Hub is to:

• **Communicate information in and out of your community**

– Gather information and an understanding of what is happening from the people in your community

– Where possible, receive information from official agencies and other nearby communities

– Share this information with your community and, if possible, with official agencies

• **Solve problems using what your community has available**

– If mains electricity is cut, the Hub might have solar and batteries or a generator that can be used

– The Hub may have access to alternative communications such as satellite internet

• **Provide access to power and communications**

– If the Hub has solar and batteries and/ or a generator plug in point that can be used when mains power is down and access to alternative communications such as satellite internet

• **Provide basic needs (food, water, limited material aid)**

– Donations should only be accepted if those specific items are needed by the community

• **Support Connection**

– Create a welcoming space for community members to connect with each other and provide comfort and support

Community Emergency Hub process

Community members have a variety of skills and resources needed to solve problems and help and support each other.

Community Emergency Hubs are a way for community to come together and support themselves on a local level, with support (where possible) from official agencies.

After a disaster, solve problems close to home first

1 Check on your household

2 Check on your neighbours

3 Check on your street

Then go to your local Community Emergency Hub

If you need help, or if you can offer help, go out and connect with neighbours.

Working with others

**Other community support groups may also self-organise in your area.
Ensure you work with them in a coordinated and efficient way.**

When government agencies arrive, they will have specific tasks to do. Sometimes these tasks will be ones you're already performing.

It is essential to work together with respect and kindness, recognising the value that each party brings to the situation. Choosing collaboration will always result in a better outcome for your community. Look for the common ground and recognise that all parties are working to support the community.

Step 1 – Accessing the Hub

Do a perimeter safety check

Are there any hazards that could harm someone?
Look for things like:

☐ Flooding or slippery areas

☐ Fires nearby

☐ Smell of gas or sewerage

☐ Exposed electrical wires

☐ Debris

☐ Tripping hazards

☐ Other

Do a building safety check

You may need to check that there are no broken windows or other structural damage

☐ Flooding or slippery areas

☐ Smell of gas or sewerage

☐ Debris

☐ Tripping hazards

☐ Other

Grab the keys and get inside

☐ Anyone who has access to the keys and prior approval from the facility managers can open the Hub.

☐ Ideally, there is someone with access within walking distance of the facility. A lockbox with a code may help with key access.

Locate the Community Emergency Hub kit

There may be an emergency hub kit stored in the facility. Check attachments to this guide for the location of the kit.

If there are any safety concerns at your designated venue that are not easily fixed, find another location, and leave a note/sign to say where you have gone and why (note the hazard so others know to stay away).

Step 2 – Choose your role

Bring everyone together

Gather everyone to talk about why you are opening the Hub.

At a minimum you should:

• Communicate information in and out of your community

And if you can:

• Solve problems using what your community has available

• Provide power to charge devices

• Provide basic needs (food, water, limited material aid)

Providing the community with information helps everyone make informed decisions about how to help themselves. Even if you do not have the capacity to help in a more practical way, providing information is an important service.

Assign Roles

Each of the following roles should be assigned. People can change roles, but this must be communicated in a Roles Registration register (see template in the attachments).

Each role has a lanyard in the Kit which includes the relevant task for that role. Role descriptions are found at the back of this document.

Priority positions that should be filled first:

☐ **Hub Supervisor** (must be filled first)

☐ Information Coordination

☐ Public Information

☐ Reception

☐ Needs and Offers

☐ Community Space

☐ Communications

☐ Facility Maintenance

☐ Child Safety

☐ First Aid

Step 3 – Setting Up

Now roles are assigned, divide the Hub into two zones: a front area for the public information board, and a back area for coordination and communications. Set up these priority areas first, then move on to the others.

**See the Hub Diagram on the next page for a visual layout.**

Set up Checklist

Front
Public Space

☐ Set up a Public Information Board (see Public Information role) close to the entrance and front of the building. Ensure you do not block access.

☐ Set up a Needs & Offers area (see Needs and Offers role)

☐ Set up Community Space in a quieter space away from information boards (see Community Space role)

☐ Ensure the toilet is accessible and ready for use and set up a hand washing station.
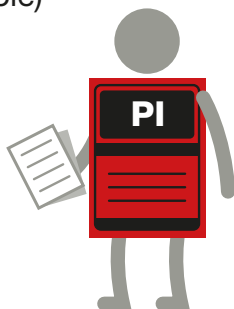
Back
Coordination & Communications

☐ Set up Hub Supervisor & Information Coordination area (see Hub Supervisor role)

☐ Set up Situation Board (see Information Coordinator role)

☐ Set up Communications area (see Communications role) in a quiet spot near the Information Coordination area
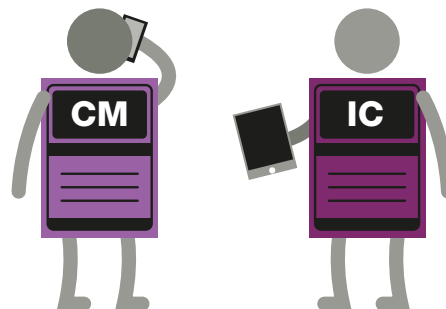
Put up Signs

☐ Put up signs inside the Hub to direct community members to different areas.

☐ After you have completed **Step 4: Before you Open** put up signs outside the Hub and along nearby roads to let people know the Hub is open
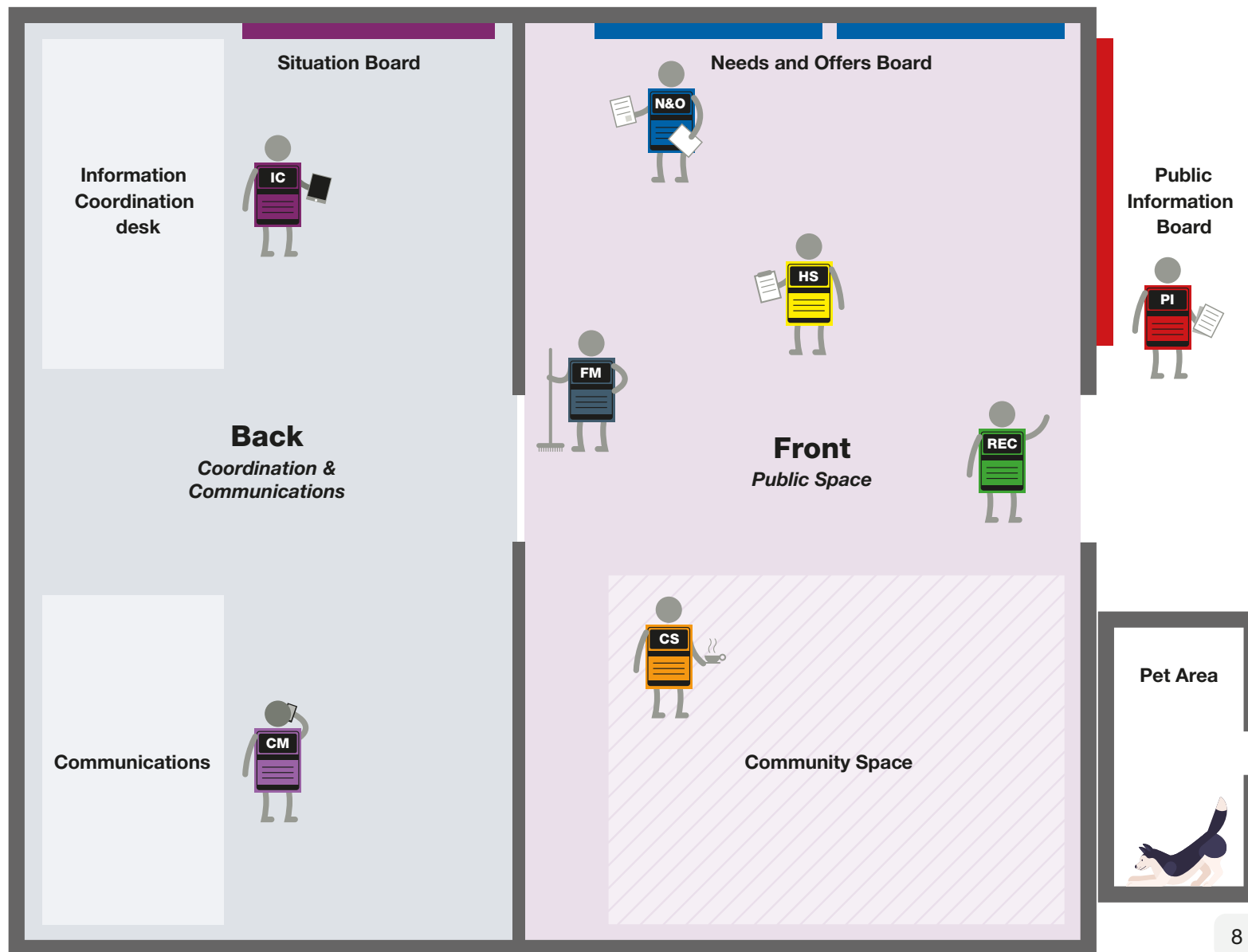
TIP *If your venue has only one room, use a table, screen or even tape on the floor to mark a "back" corner for coordination—then keep the remainder as a public space.*

7

Hub Diagram

Generic layout of a Community Emergency Hub and outline of the key roles

HUB SUPERVISOR
I oversee that the Hub runs smoothly by helping everyone work together.

INFORMATION COORDINATION
I keep track of important information coming in and out of the Hub.

PUBLIC INFORMATION
I keep the Public Information board up-to-date and tidy.

RECEPTION
I meet and greet people coming to the Hub and direct them where to go.

NEEDS AND OFFERS
I match people's needs and offers of assistance by using notes on a board.

COMMUNITY SPACE
I create a welcoming comfortable space where people can connect and wait.

COMMUNICATIONS
I use whatever communication methods available to monitor and send information.

FACILITY MAINTENANCE
I ensure the Hub is safe, clean and has the resources it needs to run.

Situation Board

Information Coordination desk

IC

Back
Coordination & Communications

Communications

CM

Needs and Offers Board

N&O

HS

FM

Front
Public Space

REC

Public Information Board

PI

CS

Community Space

Pet Area

8

Step 4 - Before you open

The Hub Supervisor should now bring everyone together to ensure they are clear on objectives, their roles, the layout, and how they will share information and work together.

This briefing should be done at least at the start and end of every day.
If there is a role/shift change, ensure a briefing is provided then as well.

☐ Ensure everyone is clear on the Hub objectives

Some common initial objectives

- Establish a working Community Emergency Hub.
- Provide a gathering point.
- Find out what has happened in your community.
- Tell people what is going on.
- Solve problems using what the community has available.
- Match requests for assistance with offers of assistance.
- Coordinate the community response.
- Provide information about your community to official agencies if possible.

☐ Check everyone is happy with their role and understands who is doing what

- If not, change roles/lanyards as appropriate.
- It's okay for people to hold more than one role if needed to make sure all roles are covered.
- Make sure everyone has a clear idea of how the Hub will run and how information and people move through the Hub, depending on needs.

☐ Gather an overview of the current situation in the community

- Understand what external communications have taken place so far (i.e. with council, other communities, emergency services)
- Update the Situation Board and the Public Information Board

☐ Open the Hub

- Put up signs outside the Hub and along nearby roads to let people know the Hub is open
- If possible, contact any official agencies to let them know you are open.

Hub Supervisor

I am responsible for:

- Overseeing everything happening in the Hub to ensure it runs smoothly, efficiently and meets its purpose

- Making sure that basic needs are addressed

- Ensuring that everyone volunteering to work in the Hub is cared for

Community Emergency Hub

Hub Supervisor
Responsibilities

- Oversee the running of the Hub

- Ensure everyone has what they need to do their job

- Organise regular team meetings (including at the start and end of shifts) and ensure that the Hub volunteers work as a team

- Keep records of all major decisions that are made (use a logbook)

- Work with any media that show up

- Ensure all volunteers have regular and adequate breaks and are fed and hydrated

- Create a roster for people working in the Hub (use the Roles Registration form)

- Close the Hub at the end of each day

- Close the Hub permanently when the community no longer has a need for it

Community Emergency Hub

Hub Supervisor

The Hub Supervisor oversees all activities in the Community Emergency Hub to make sure the objectives are being met and to ensure the Hub runs safely, smoothly, and efficiently.

This includes making sure all the jobs are being done, that basic needs are addressed, and significant decisions are discussed and agreed with the wider team. Depending on the size and the duration of the emergency, the Hub Supervisor may need extra help to achieve these objectives, and extra people may be needed to help oversee the running of the Hub.

Hub Supervisor tasks:

- **Oversee the running of the Hub**

  › Make sure roles are allocated, decisions are made by the wider team, and people or groups are not working in isolation
  › Make sure everyone works as a team

- **Make sure everyone has what they need to do their job**

  › If they need more tables and chairs, etc., talk to the Facility Maintenance person. If they need more people to help with a task, ask if there are other members of the community willing to help

- **Organise regular team meetings**

  › Hold a briefing at the start and end of every day
  › Update newcomers that may arrive mid shift

- **Keep records of all major decisions that are made**

  › Use a logbook (see template in the attachments)
  › Others may need your records to understand what has happened and what has been done about it. This is useful for shift change-over as well

Hub Supervisor tasks:

- **Make sure everyone takes regular and adequate breaks and are fed and hydrated**

  › If people don't look after their own needs, they are more likely to suffer stress. If someone is finding the work stressful or looks stressed, they should consider changing roles, taking a break, or going home

- **Create a roster for people working in the Hub**

  › Use the Roster Template (see example found in the attachments)

  › Consider the daily opening hours, the length of time it will be open and make a roster. Ensure no one works for too long and everyone has opportunities to take breaks and rest.

- **Close/open the Hub for the day**

  › Make sure all equipment is locked up securely at the end of the day. Consider writing an open-up and close-down checklist.

  › Use signage to say that the Hub is open/closed and when it will reopen

- **Close the Hub when the community no longer needs it**

  › It's important that the following happens

    • Use signage to tell the community that the Hub will no longer open and provide information on where they can go to find assistance e.g. a council run facility

    • Advise official agencies that you are closing permanently

    • Clean up all areas and return furniture and equipment to their original locations

    • Collect all of the records for the event and keep for future reference

- **Work with any media who may show up**

  › The sort of information you can provide:

    • Anything they can see (such as we are open, weather conditions)

    • General information (such as we are really busy, quiet, lots of offers of help etc)

    • Public information you have received from official agencies

  › DON'T Provide

    • Personal information

    • Private information you have received

    • Details of death or injury

Make sure information such as public messages are clear for all to see (think of those that may be visually impaired, in a wheelchair etc)

Information Coordination

I am responsible for:

- Collecting, confirming, and sharing information

- Providing everyone with a clear picture of what is happening in the community and the wider area, so that the right help can be provided

- Using the information gathered to prioritise the Hub activities

Community Emergency Hub

Information Coordination
Responsibilities

- Create and maintain the Situation Board and display maps with gathered information

- Determine information needs, what do you need to know?

- Organise the collection of information within the Hub

- Organise groups to go out to find further information in the community

- Keep the Hub team up to date with what is happening, especially the Hub Supervisor and Public Information person

- Create Hub Status Reports (SitReps) that can be relayed to official agencies

Community Emergency Hub

Information Coordination

To know what help is needed and where, you need to know what is happening in the community.

The Information Coordination person or team coordinates all the information coming into the Hub. They collect, display and try to confirm this information to present a clear picture of what is happening in the community. This information can then be used to prioritise help where it is needed the most.

The Communications role is responsible for monitoring communications channels and passing on all information to the Information Coordinator.

Some information will be displayed on a Situation Board to build the overall picture, some will be displayed for the public, and some information will need to be communicated back to official agencies, where possible.

The Public Information role is responsible for presenting appropriate information to the public.

If these roles are combined due to volunteer shortages, ensure that sensitive information is not publicly displayed. Personal details like names, phone numbers and addresses should only be displayed if consent has been given (e.g. to facilitate Needs and Offers).

Information Coordination tasks:

- **Create and maintain the Situation Board**

  › Use available resources (whiteboards, sheets of paper, pens, tape etc.). Use big headings to organise the board.

  › If available, display maps on the walls or table

  › Information for the board and maps should include:

    - Known hazards (e.g. slips, flooding, contamination or other at risk areas)

    - Status of lifelines (water, wastewater, stormwater, power, gas, telecommunications, road networks etc)

    - Latest weather reports

  › Clearly mark if information is, or is not confirmed

Information Coordination tasks:

- **Write down what type of information you want to know**

  › There may be information that you do not have but would be useful. Brainstorm what this information is and where you could find it

  › What information would help you know what is happening? For example, if a specific bridge is flooded or a road is open

  › Are there areas of the community you have not heard from? If possible, try and check in on these areas. Even if they do not need help, they may not have known about the Hub and may be able to offer help

- **Receive information from the Communications role**

  › The Communications role will gather information from any source available (AM/FM radio, television, emergency apps, websites, social media posts, alternative communication networks like UHF radios)

- **Organise someone to collect information from people as they arrive**

  › When appropriate, ask new arrivals

    • Where they have come from and what is happening in their area

    • What they saw on their way to the Hub

  › This can be as simple as asking questions like 'What street did you come from? What was going on there? Does anyone there need help?" etc.

- **Complete the Logbook with significant information (see template in the attachments)**

  › If using a whiteboard, make sure you capture things in the logbook before wiping them off the board.

Suggested situation board layout

Date & Time	When did you find out about it
Location	Where is it? Record an address if possible
What is happening	Brief summary of issue or information reported
Our response	What you have done or plan to do about it, and who is taking care of it?
Priority/Completed	Lots of things may feel important, what needs to happen first? Mark when completed.
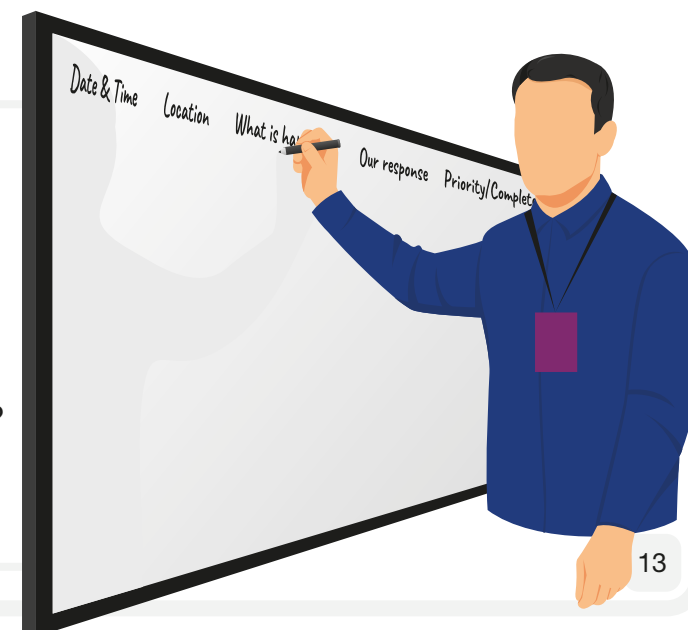
Finding more information

> If you have not been provided with enough information you will need to send people out to find or confirm that information for you

> What further assistance do you need? A group from the Hub can walk or drive around the community to find out what you need to know. Consider using already established groups to gather information

   • Neighbourhood groups could collate information from their streets

   • Does your area have a 4wd club for accessing hard to reach areas? Groups like these may have vehicles and radio communications which could be useful

> Plan where these groups will be going and arrange a time that they will be due back. People should not go out by themselves, it is safer to go in a group.

> Use mobile phones or portable radios to remain in contact with the Hub if possible. Liaise with the Communications team so they know what teams have gone where and how to stay in touch.

Hub Status Report

The Hub Status Report is a way of keeping official agencies up to date with what is happening in your community, as well as requesting further assistance.

Send an initial Status Report as soon as practicable to advise that you are open, and then update regularly (see attachments for a Hub Status Report template).

Official agencies may want to know about power, water and communications outages, blocked roads, building damage, if people are injured, and other major impacts.

Some official agencies may refer to this information as a Situation Report or "Sit Rep".

The Hub Status Report will likely contain information that is unsuitable for sharing with the community e.g. details of deaths or injuries.

Public Information

I am responsible for:

- Setting up noticeboards to display information to the community so people can make informed decisions

- Maintaining noticeboards with up to date information

Community Emergency Hub

Public Information
Responsibilities

- Display important information and advice relevant to the community

- Work with the Information Coordination team to identify relevant information to display

- Maintain and update the board regularly

- Ensure all information on the board is easy to read

- Work with the media to share appropriate information with the community

Community Emergency Hub

Examples of important information include:

- Known hazards (e.g., dangerous trees, damaged/dangerous infrastructure, flooded or at risk areas, contaminated water)

- Latest weather reports as available

- Status of tap water, wastewater (sewerage), stormwater, power, gas, telecommunications, transport networks including main and local roads, train lines etc

- Key messages and advice (e.g. stay away from creeks or flooded areas, boil water)

Make sure the information you share has been confirmed as accurate.

Public Information

Information and advice help community members understand what has happened and how they can look after themselves.

The Public Information Board is the main display of new and important information that the community can use. The 'board' could be a whiteboard or large sheets of paper.

Some people may only come to the Hub for information, so the Public Information Board should be visible, close to the entrance of the Hub (but not blocking any access) and be updated regularly.

Public information tasks:

• **Put up posters**

❯ Place posters (found in Hub Kit) in the appropriate places around the Hub

• **Work with the Information Coordination team**

❯ Identify information that would be of interest to the public

• **Position the Public Information Board somewhere clearly visible to people coming into the centre, such as near the entrance**

❯ The board should be out of the way enough that people reading it do not obstruct others

❯ Make sure the Public Information Board is protected from the weather, including heat and cold

• **Update the Public information Board as new information becomes available from the community**

❯ Mark each piece of information with the time, date, and source of information (do not include people's names, just use community member, Council Official, Victoria Police, etc) so people know how old it is and where it has come from

❯ Write clearly to make sure it is easy to read. Use large print and a dark marker

❯ If information is not confirmed, either don't put it up, or clearly state that it hasn't been confirmed

• **Work with any media that show up**

❯ The media can be a useful resource for sharing information with the wider community. The sort of information you can provide:

  • Anything they can see (such as we are open, weather conditions)

  • General information (such as we are really busy, we are quiet, we have had lots of offers of community help)

  • Public information you have received from Council

❯ **DO NOT PROVIDE**

  • Personal information (people's names, addresses etc)

  • Any private or confidential information you have received

  • Details of any deaths or injuries

Needs and Offers

I am responsible for:

- Linking people in need of assistance with other people who can offer help

- Updating the Needs and Offers boards to link up problems with solutions

Community Emergency Hub

Needs and Offers
Responsibilities

- Address all life-threatening needs immediately (call 000)

- Set up display boards for Needs and Offers

- All Needs and Offers posted on the board need to have
  - Date and time
  - A clear description of what is needed
  - Name and contact details of the person or organisation posting the message

- Check the new offers or requests for assistance to see whether an existing need or offer matches

- Remove needs and offers when a match has been made

Community Emergency Hub

The Needs and Offers Boards

These boards are a basic, yet effective way of managing what community needs are and what offers can assist. People who have a need, go to the offers board, and people who have something to offer go to the needs board. Your role is to assist match these people up.

It is important not to get too involved in the transactions as this can cause complications. For example, do not say 'bring your generator in and we will find someone that needs it'. You would either give the person offering the generator the contact details of someone who needs one, or you would put their offer on the board for someone in need to find.

This can be a busy role and might need more than one person.

Needs and Offers

One of the objectives of the Hub is to solve problems using the resources and skills the community has available – matching needs and offers is a great way to do this.

Preservation of life is the highest priority, including rescue and medical attention to those who are injured, and checking on people to make sure they are safe. Other basic needs are shelter, water, food, and sanitation.

Your group should have already identified resources in your community, use this information to help you.

17

Needs and Offers tasks:

- **Address all life-threatening needs immediately**

  › Call 000 in an emergency

  › Advise the Hub Supervisor immediately

  › If, and only if, 000 is unreachable, ask the Communications role to use whatever means and connections they have to request immediate assistance

- **Set up display boards for Needs and Offers**

  › Set up a board for Needs and another for Offers

  › Locate them close to the entrance but not so that people block access to other areas

  › Have a table close by to keep sticky notes and pens

If communications are still working, activate your social media pages to get the message out on what you do and DO NOT need.

  › Put a pinned post at the top that is regularly updated with what is needed.

  › Share posts for GIVIT to redirect phyiscal donations and encourage cash donations for physical vouchers that support local businesses

- **Use notes to record and display community offers and requests for assistance**

  › Make sure people record:

    • Date & time (especially if the offer expires on 'Monday')

    • Name & contact details of the person, or where to find them

    • A clear description of the need or offer

    • Ensure information is written neatly

  › Make matches

    • Check new needs and offers and match them with existing ones

  › Keep the board up to date

    • Remove requests when they have been matched and no longer needed/offered

    • Pair them up and make a note on how they were resolved, keep for Hub records

  › Significant Needs or Offers

    • Some needs or offers can be quite substantial, involving a lot of people. Report to the Hub Supervisor so that official agencies can be informed, and a coordinated approach taken.

Community Space

I am responsible for:

- Creating a place where people can be around others for general support or company
- Creating a place where people can wait for help, information, or resources
- Creating a place where people can offer some assistance or wait to be given a task

Community Emergency Hub

Community Space
Responsibilities

- Set up the community space

- Help people find information or assistance within the Hub

- Assist distressed people but don't attempt to counsel them unless you are qualified

- Make tea & coffee and other refreshments if available

- Keep a record of any key actions or decision you or your team makes

Community Emergency Hub

Community Space

People may want to be at the hub for a variety of reasons. They may have a specific need, can offer a hand or are wanting more information. Others may be looking for general support and connection in their time of stress.

The Community Space is a dedicated place where people can seek company, wait for help or resources, or hang out until needed.

Community Space tasks:

• Set up the Community Space

 ❯ Ideally the Community Space will be a quite space in a separate room away from busy areas
 ❯ Make sure that there is adequate seating and accessible for all abilities

• Put up clear signage and be visible

 ❯ Clear signage will help people find the Community Space

• Offer comfort

 ❯ If someone is distressed, offer them comfort but do not counsel them (don't talk them into being happier). See guide on the following page.

• Set out refreshments

 ❯ If available, set them out
 ❯ Keep the area clean and tidy

• Keep a record

 ❯ Keep a record of any key actions or decisions you or your team makes (use the Information Coordination Logbook)

Providing comfort

While working in the Hub, only provide comfort to those that need it. Do not try to counsel them unless you are qualified. You can provide comfort by listening to them, giving them information, and helping with their practical needs. Having a comfortable space to do this is important.

DO these things when providing comfort:

- Help people feel in control by letting them make their own decisions

- Help them to gather composure in their own time. Sit with them until their emotion subdues

- Listen respectfully, show them it's important to you and that you want to understand them.

- Do not talk about yourself

- Encourage them to think about which friends and family they can get support from

- Take note of what people need. They may not be able to express or ask for it and you may be able to find solutions from within the Hub

- Don't take anything they say personally, think of it as a message about how they feel

- Provide tissues in this space if possible.

DON'T do these things when providing comfort:

- Don't order people around or tell them what to do without explaining why

- Don't tell them not to worry, that it could have been worse or that others are worse off

- Don't talk down or patronise them

- Don't be distracted when they are talking to you, focus on them

- Don't try to talk them out of their feelings

- Don't reassure them that everything will be all right, when it may not be

- Don't react to their anger or other emotions personally

- Don't separate them from those they are with

- Don't get sentimental or excited with them

- Don't deny them privacy or independence when they need it

Communications

I am responsible for:

- Receiving information over communication channels

- Sharing information

Community Emergency Hub

Communications
Responsibilities

- Set up a communications area

- Set up any available communication methods e.g. phone, internet (Starlink), UHF radio

- If possible, contact official agencies and tell them that the Hub is open

- Monitor communication channels, including broadcast radio

- Keep a record of all incoming and outgoing messages

- Pass on all information received to the Information Coordination Team

- Maintain contact with any groups out gathering information

Community Emergency Hub

Communications

The Communications role monitors different communications channels and records information for the Information Coordinator. They also send information, like the Hub Status Report, to official agencies as required.

The Communications area needs to be set up in a quiet place, away from noise and distractions, but close enough to remain in constant contact with the rest of the Hub.

Communications tasks:

- **Set up an area for communications**

  › Establish a quiet space or separate room for the communications area

- **Contact official agencies, such as council, and advise that the Hub is open**

  › Official agencies may want to know
    - The impacts of the emergency in your community
    - If you have power, phone, email
    - Are roads blocked, houses damaged
    - Are there people who are injured or that need help
    - What further assistance you might need

- **Monitor communication channels so no messages are missed**

  › This includes listening to broadcast radio to hear what public messaging is shared in the area
  › Keep a record of all incoming and outgoing messages – include the date and time and who it was from

- **Pass on all information received**

  › Ensure you pass on all information received to the Information Coordination team

- **Maintain contact with any groups out gathering information**

  › Talk to the Information Coordination team about how many groups are out, how you might be able to contact them, when they are due back etc.

21

Reception

I am responsible for:

- Creating a reception area at the front of the entrance to the Hub

- Providing a friendly welcome to visitors and directing them to relevant areas

- Making sure volunteers are identifiable by a lanyard, tabard, or name tag

Community Emergency Hub

Reception
Responsibilities

- Greet people as they enter the Hub and direct them to the area that can assist them

- Be calm, friendly, and welcoming as many people may be distressed, frustrated or angry

- Be honest if you don't know how to help them, try to connect them with someone that can help

- Try and keep the reception area clean and tidy

- Make sure signage is clear and visible

- Ensure Reception volunteers are clearly visible with lanyard, tabard, or name tag.

Community Emergency Hub

Reception

People coming to the Hub should be met on arrival by a friendly person who can direct them to the area which can best meet their needs.

The Reception team needs to be welcoming and able to explain what the Hub can and can't do for them. They need to be clearly identifiable with either a lanyard, tabard, or name tag. Make sure that the Reception area is always clean, tidy and welcoming. This should be a safe space.

Reception tasks:

- **Greet people as they enter the Hub and direct them to the area that can assist them**

- **Be calm, friendly, and welcoming as many people will be distressed, frustrated or angry**

- **Be honest if you don't know how to help them, try to connect them with someone that can help**

- **Try and keep the Reception area clean and tidy**

- **Make sure signage is clear and visible**

- **Ensure Reception volunteers are clearly visible with lanyard, tabard, or name tag.**

Facility Maintenance

I am responsible for:

- Ensuring the Hub is kept clean and tidy

- Ensuring the Hub is safe to work in

- Checking the Hub after any changes that might affect the building

Community Emergency Hub

Facility Maintenance
Responsibilities

- Clean up any hazards – rubbish, trip hazards, broken glass, debris, and general rubbish to avoid people being injured.

- Ensure appropriate Personal Protective Equipment is used to avoid injury

- Keep paths and walkways clear

- Help find resources to make the Hub run smoothly, such as chairs and tables

- Do a regular rubbish collection and make sure bins are easily accessible

- Set up a hygiene station for handwashing and sanitisation

- Make sure toilet facilities are available, clean and checked regularly

- Ensure tea, coffee and water is available for staff

- Make the Hub weatherproof where possible

Community Emergency Hub

Facility Maintenance

People will feel more comfortable in a place that feels safe and tidy, so make sure the Hub is kept clean and check over the building on a regular basis.

Facility Maintenance tasks:

- **Keep paths and walkways clear. Be mindful of slip and trip hazards.**

- **Help find resources to make the Hub run smoothly, such as chairs and tables.**

- **Collect rubbish and make sure bins are easily accessible. Use bin liners where possible and consider where full bags are placed as it may be a while before rubbish is removed.**

- **Set up a hygiene station for handwashing and sanitisation. Use sanitiser if water is unavailable.**

- **Make sure toilet facilities are available, clean, and checked regularly**

- **Ensure tea, coffee and water is available for volunteers**

- **Make the Hub weatherproof where possible**

Child Safety

I am responsible for:

- Overseeing the hub from a 'Child Safe' perspective to ensure that children are kept safe

- Ensuring basic proactive measures are taking place

- Escalating incidents to relevant authorities

Community Emergency Hub

Child Safety
Responsibilities

- Every effort should be made for a person with a Working With Children's Check to fulfill this role

- Oversee the hub from a 'Child Safe' perspective

- Ensure that all volunteers are aware of their responsibilities to keep children safe

- Place signs at key locations around the hub so that attendees are aware that they are in a Child Safe space

- Record and report as appropriate, any questionable behaviours that may be putting children at risk

- Record and report unaccompanied children

- Connect with local police to make them aware of your role, and work with them to ensure children are as safe as possible in the Hub.

Community Emergency Hub

Child Safety

Every effort should be made for a person with a Working With Children's Check to fulfill this role. The document should be recorded through written details or a photograph and recorded in the Hub files. If a person with a WWCC is not available, the persons details need to be recorded.

From deterring perpetrators to keeping children safe and secure, the role of the Child Safety person is very important.

A perpetrator looks no different to you or I, they could be a child themselves, they could be an elderly person, they could have a badge, they could even be someone you know. This is why it's so important to ensure the Hub is a Child Safe space.

Child Safety tasks:

- **Oversee the hub from a 'Child Safe' perspective**

  › Display the Child Safe Code of Conduct for all visitors and volunteers to see

  › Assess the area for any blind or hidden spots where a child may be vulnerable and if possible, restrict access to these areas. If not possible, put a supervision plan in place so that children can be actively supervised.

- **Ensure that all volunteers are aware of their responsibilities to keep children and young people safe**

  › At the start of volunteer shifts, ensure they are aware of the code of conduct

  › Ensure there are always two Child Safe volunteers supervising unaccompanied children

  › Ensure that all children are being supervised by their parent/carer

---

- **Place relevant material/posters at key locations around the hub so that attendees are aware that they are in a Child Safe space, and that they know what is required of them**

  › The more information around the hub, the less likely a perpetrator will take advantage of the situation

  › Display information in common areas, as well as toilets, kitchen, etc.

Child Safety tasks:

- **Record and report as appropriate, any questionable behaviours that may be putting children at risk**

  › If you see some suspicious behaviour, report it to the Hub Supervisor and also Police

  › Keep notes of the location, date, time of day etc.

- **Record and report unaccompanied children**

  › Ensure that all children are accompanied by an adult, if not, record the childs details and report to Police

- **Connect with local police to ensure they are aware of your role so that you can work together**

  › Reach out to the local police as soon as you can

  › Identify any areas of concern in collaboration with the Police

Child Safety

Everyone's Responsibility

**Look out for children around you
to ensure they are safe**

If you see a child who is in **immediate** risk of **harm**, sexual or **physical** abuse or inappropriate behaviour of an adult, you are **legally obliged** to report to **police** or **child protection**.

Child Safety Code of Conduct

For Community Emergency Hub Volunteers

I agree that I will

- Treat all children equally and with respect and dignity, regardless of their diversity, or their behaviour

- Promote the safety of all children and young people

- Use positive language and behaviour when interacting with children and families

- Be consistent, with all children (no favouritism)

- Behave in a professional manner and be a positive role model to children and young people

- Listen to and treat the safety concerns of children seriously, particularly if they tell me that they or another child has been or is at risk of being abused

- Contact Police immediately on 000 in an emergency or where it is believed that there is an immediate risk to the safety or wellbeing of a child or young person.

I agree that I will NOT

- Take photos or videos of children or families

- Engage in discussions of a mature or adult nature with or in the presence of a child, including the emergency you are experiencing

- Give your personal details to a child or their family

- Take the personal details of a child or their family

- Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves

- Show favouritism to a particular child with treats, food, or any gifts.

26

First Aid

I am responsible for:

- Establishing a comfortable and private area to administer First Aid

- Administering basic first aid where possible

- Locating people or items to assist with administering first aid

Community Emergency Hub

First Aid
Responsibilities

- Establishing a comfortable and private area to treat people
  - Find a spot that is quiet and out of the way
  - Preferably near running water

- Administering basic first aid where possible
  - Assist where you can, in serious situations always call 000

- Locating people or items to assist with administering first aid
  - In some situations you may need to find supplies to assist people, this could be from a local chemist, supermarket, or even someone's personal supplies
  - See if you can find any medical professionals that might be able to assist you.

Community Emergency Hub

First Aid

Ideally a person with First Aid Training should fill this role if possible. There may be other people in the Hub who could assist as well. Resources may be located in the Hub, local businesses (such as chemist, supermarket, doctor's office) or even from other people attending the Hub.

Always ring 000 if the situation is serious.

First Aid tasks:

- **Stay calm and be kind to the person, they could be in a panicked state.**

  › Ensure they are comfortable and if you can, remove them from the view of other attendees

- **Talk to them and ask them questions to ensure they are ok for you to treat them**

  › Let the person tell you what has happened and what they want help with

  › Always be clear about what you are going to do, and that they give their consent

  › If they are unconscious, call 000

- **Keep a record of the treatment you've administered along with the person's contact details**

  › Record name and contact number, what you treated, where the injury was located and what you used to treat them

  › Always try to work in teams of 2 for the extra support and to ensure the second person signs off on the action taken.