

START HERE – IN AN EMERGENCY

Before you open a Hub

Talk with a few others and ask together:

- Has there been a major emergency event affecting our community?
- Do people in our community need assistance?
- Do we need support beyond what official agencies are currently providing?
- Do we have a small group of people willing to help run a Hub?
- Is the potential Hub location safe to use?

If not, you might choose smaller actions instead. If most of these are **yes**, it may be time to open a Hub.

Start with these two resources from the Hub Guide Pack:

- Community Emergency Hub Guide (PDF)
- Lanyards (PDF)

Read the Hub Guide for first steps

A note on printing

The **lanyards** are designed as A6 and can be printed 4 to a page.

Can't print? Screenshot each lanyard image and send the image to your helpers as an overview of their role and responsibilities.

Use the Attachments document if capacity allows

You may want to edit the **Register and Rosters templates** before printing.

Remember

- You are not expected to fix everything.
- Do what you can, with who you have, and what you've got, until more help is available.
- These tools are for you to adapt. Only use what suits your community.

2 START HERE – IF YOU’RE PLANNING AHEAD (NOT IN AN EMERGENCY)

Planning Ahead: Start Here

If you’re not in an emergency right now, this is a good time to get organised.

Start with these three resources:

- **Community Emergency Hub Guide (PDF)**
- **Community Response Plan Template**
- **Attachments document** (registers, logbook and rosters)

You don’t have to use everything. Just start with what feels manageable.

1. Read the Hub Guide together (lightly)

- Gather a small group: your resilience group, hall committee, neighbours or local network.
- Open the **Hub Guide** and skim the key parts:
 - What a Hub is
 - First steps to set up a Hub
 - Hub roles and boards
 - Safety and well-being

You don’t need to know it all by heart – just get familiar with the flow.

2. Use the Community Response Plan Template

Open the **Community Response Plan Template** and use it as a workbook to talk through:

- **Who is around to help?**
Local groups, services, halls, businesses, health and support people.
- **What risks and vulnerabilities exist locally?**
People who might need extra support, places that flood, roads or bridges that get cut, communications black spots etc.
- **What might be needed after an emergency?**
Checking on people and damage, basic supplies, power, fuel, information, and emotional support.
- **How might you communicate and share information?**

A few tips:

- You **don't have to fill in every box**. Use the parts that make sense for your community.
- Write in plain language – this is for you, not for an assessor.
- Treat it as a **living document** you can update over time.
- Aim to **review it twice a year** if you can.

Even filling in just “who can help” and “who might need extra support” is a big step.

3. Set up basic Hub tools in advance

From the **Attachments** document, choose a few templates to prepare:

- A **Role Register** – to list who is doing which role when the Hub is open
- An **Information Logbook** – to record key information and decisions
- Simple **Rosters** – how you might share roles if enough people are available.

You can leave them mostly blank – the idea is to have a structure ready when things are stressful.

4. Print and store what you need

If possible, print:

- The **Hub Guide** (or at least key sections)
- The **Community Response Plan**
- The **Attachments templates**
- The **lanyard role cards**

Store them together in a clearly labelled folder or box at your likely Hub location (or somewhere easy to grab).

Let a few trusted people know where this is kept and who has access to it.

5. Stay connected

- Share the Hub resources link with others in your area.
- Talk through how a Hub might work in your local context.
- Sign up for website updates, so you know when new tools or training are added.