**Part B - Community Response Plan Template**

This template builds on the work of [WREMO](https://www.wremo.nz/get-ready/community-ready/community-emergency-hubs/) and [Yarra Ranges Council](https://www.yarraranges.vic.gov.au/files/assets/public/v/1/webdocuments/environment/em/community-resources-template.docx).

How to use this doc

While there are many sections in this template, groups can choose which sections they would like to fill out. There is no obligation to fill out all sections.

*To skip to each section, click the link in the table.*

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## 

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## 

## Community Resources

Use these resources to identify issues any potential solutions BEFORE there is an emergency. By collecting this information and developing these relationships now, you will be well-prepared when something happens.

Pick and choose the topics that your community are interested in. Every community has different risks, dynamics, resources, energy, etc.

**Use this resource to suit your needs.**

*Change the topics, change the tables, create something that suits you better.*

This is designed purely as a guide to give you ideas and prompt you to think about what you might need in the event of an emergency. It is also a working document. Shared learnings will inform tweaks and changes that will help make it better for the next group.

This information may also provide Council and other agencies with an understanding of how prepared our communities are. It provides them with key contact points within your community, enabling them to work with and support you more effectively.

Use this template to create an overall plan for your community. It’s important to keep it simple. It is recommended that you review this information twice a year to keep it current.

# Section 1: Available Support *- Who might be able to help?*

## Local Resources

You have identified the following resources in your community. You may be able to utilise these to help support your community. This information might also be of assistance to neighbouring communities that have also been impacted; that’s why being connected is so important.

**Groups and Networks**

What community groups or networks exist that could play a role? i.e., sports clubs, schools, churches, Township Networks, hobby groups, equine/livestock networks etc.

| Group/Network Name | Key Contact Details | Address | Offering |
| --- | --- | --- | --- |
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**Government connections**

Identify the agencies that you may need, keep the contacts local but no harm in details at the regional and state levels as well.

| Agency Name | Contact | Email | Notes |
| --- | --- | --- | --- |
| Council |  |  | Contact point in emergency situations 24/7  Main contact other than emergency situations. |
| RFS - Local Brigade |  |  |  |
| SES – Local Unit |  |  |  |
| SES - Zone |  |  | Community Engagement Officer - reach out with things that the Unit may not be able to help with |
| Local Police |  |  |  |
| Ambulance  (combat agency for heat wave) |  |  |  |
| Water |  |  |  |
| Power |  |  |  |
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**Places and spaces**

What might you be able to utilise? An open area for kids to play, or a building for people with pets. Perhaps some have caravans or trailers.

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
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**Business Connections**

There are lots of businesses that would like to be involved. It’s also important to try and keep money in the community (for example, vouchers for the local hardware store over Bunnings etc).

| Business Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
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## Medical assistance

By identifying avenues of medical assistance, you will be able to direct people in the best way. Some things to consider include:

* In all life-threatening situations call 000
* Injured and sick people need to get to the nearest doctor as soon as possible
* People with first aid skills or other medical skills might be able to assist
* Who in the community has health issues?
* Identify and coordinate community resources that can be used to assist and treat the injured
* Identify and check on people with day-to-day medical needs

Have a conversation with the people/places you list below to get them involved.

**Where are the nearest medical clinics?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
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**Where else could we provide medical assistance if the above facilities are not available?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

**Who can help to provide medical assistance i.e. nurses, first aiders etc?**

| Name | Skill | Address | Key Contact Details |
| --- | --- | --- | --- |
|  | Doctor |  |  |
|  |  |  |  |
|  |  |  |  |

**Where can we get extra supplies?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
| Pharmacy |  |  |  |

**Where are the nearest Defibrillators**

| Name | Address | Hours | Key Contact Details | Notes |
| --- | --- | --- | --- | --- |
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**How do we get people to medical assistance?**

# Section 2: Identified Local Vulnerabilities

## **Local Vulnerabilities**

Your community has identified the following as possibly vulnerable and may need extra attention in an event.

**Groups and Networks**

This could include groups that support people with disabilities, CALD communities etc.

| Group/Network Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
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**Places and spaces**

Are there areas in your community that might be at a higher risk of impact and therefore, are considered vulnerable?

| Place/Space Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

**Services in the Community**

This could be child care services, NDIS providers supporting those with disabilities or the elderly.

| Service Name | Key Contact Details | Notes |
| --- | --- | --- |
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|  |  |  |
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**Infrastructure**

Perhaps there is a road that leads to a vulnerable facility that is heavily treed. Or an area that is a communication black spot

| Item | Key Contact Details | Notes |
| --- | --- | --- |
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|  |  |  |
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# Section 3: Assessing Impact and Checking In *- Where and how will we check on people and damage?*

## Checking on people and damage

We need to do our best to check in on everyone in our community after an emergency. This could be for urgent help, or basic support. Always work with Council (Victoria Police are key with welfare checks) and other local groups to ensure a better outcome. Some suggestions are:

* Start with known affected areas or groups that might need extra assistance (refer to your Local Vulnerabilities List)
* Use the maps in the Hub Kit to plot out areas that you feel need to be checked on
* Coordinate a street-by-street house check (if possible, use people that have had WWCC and Police Checks)
* Keep a record of people that are door knocking, and the properties they have visited
* Record and report information on people and damage back to the Hub
* Regularly check everyone in the days following as people’s situations may change.

**What groups could be available to walk around the community to check on people and look for damage?**

It is highly recommended that people identified to perform this task have their Working With Children Checks and Police Checks, or that they are paired with someone who does. We need to ensure that everyone is as safe as possible, and this includes protecting them from people who may not have good intentions.

| Group/Network Name | Key Contact Details |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |
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Where should we check first?

How should we coordinate this?

What information should we share with people we come across?

# Section 4: Essential Supplies and Resources *- Where could we find what we need?*

## Shelter

Ensure everyone has a safe and comfortable place to stay.

* Small repairs may be needed to make homes safe enough to stay in
* Encourage people to seek shelter with friends and family if they can’t or don’t want to stay at home
* If people need to leave their homes, encourage them to bring lots of bedding
* People may offer their homes for people to stay, refer them to the Needs and Offers board

Offerings of accommodation – experience has shown that people are not wanting to stay in a stranger’s spare bedroom. They prefer to have their own private space, either a whole home or granny flat. Is there holiday accommodation that could be volunteered?

**Who could help makes people’s homes safe so they can stay in their own homes?**

| Name | Skill | Address | Key Contact Details |
| --- | --- | --- | --- |
|  |  |  |  |
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**Where can we get resources to make repairs?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

**What facilities could be used for sleeping for those with nowhere else to go?**

| Name | Address | Key Contact Details | Notes |
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**What open spaces could accommodate tents, caravans etc?**

| Name | Address | Key Contact Details | Notes |
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**Where could we get bedding and clothing supplies to keep people warm and comfy?**

| Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

## Water

Water supplies may be interrupted during an emergency. Alternative water supplies need to be considered.

BEST CHOICE: BOIL. Boiling water will kill most types of disease-causing organisms. If water is cloudy, filter it through a clean cloth. Boil water for one minute, let it cool, and store it in clean containers with covers.

IF YOU CAN’T BOIL: ADD BLEACH. Bleach will kill some (not all) types of disease-causing organisms. Just like boiling, filter cloudy water through a clean cloth first. Use only regular, unscented, liquid household bleach. Add two drops of bleach per litre of water. Stir well, let it stand for 30 minutes before using, then store in clean containers with covers.

**Our local water authority**

| Name | Key Contact Details |
| --- | --- |
|  |  |
|  |  |
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**Where can we find drinking water?**

| Name | Address | Key Contact Details |
| --- | --- | --- |
|  |  |  |
|  |  |  |
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**What water supplies should be avoided or need treatment before drinking?**

| Name | Address | Key Contact Details |
| --- | --- | --- |
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**What places would be good distribution points?**

| Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
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**How do we get water to people unable to leave their homes?**

## **Food**

Some people may not have adequate supplies of food, or their food may have been damaged or contaminated. Encourage people to share supplies if they can. Use foods from fridge/freezer first, before it goes off.

How will you manage people who appear, that want to cook and provide hot meals? People may also want to donate food items. Think about how your group would manage this. Is it a referral system, will you accommodate groups providing hot meals? If you are going to allow meals to be cooked and/or handed out (preprepared) how will you ensure that food safety is being applied?

As community volunteers, you need to decide where your boundaries lie and that the situation it is right for you. You should also be considerate of local businesses. If an army of volunteers come in to provide free meals to locals, this could leave local businesses empty and making no income. Always work local first.

**What suppliers and providers are there?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Where else can we find food?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

**Where can we get cooking and catering supplies?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

**How do we get food to people unable to leave their homes?**

**How can we organise to feed large groups of people?**

**Will we accept donations on non-perishable items? Where will be keep them? Do we need a distribution point?**

## Fuel

Fuel may be in high demand or inaccessible during an emergency. It’s important to plan for both storage and access, and to prioritize critical needs such as generators, transport, and heating.

**Key Considerations:**

* Identify who in the community relies on fuel (e.g., for medical equipment, generators, essential travel).
* Prioritise fuel access for vulnerable people, emergency responders, and essential services.
* Consider alternate fuel sources (firewood, solar, batteries).
* Be mindful of fire risk and proper storage.

**Where can we get fuel (petrol, diesel, gas, firewood)?**

| Name | Key Contact Details | Address | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
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**Who could help with fuel distribution or delivery?**

| Name | Key Contact Details | Skill/Role | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Where could we store fuel safely (if needed)?**

| Name | Key Contact Details | Adress | Notes |
| --- | --- | --- | --- |
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**How do we get fuel to people unable to leave their homes?**

## Equipment

Emergency equipment may include tools for repairs, power generation, lighting, safety gear, communication devices, and more.

**Key Considerations:**

* Identify what equipment is available locally (e.g., generators, chainsaws, first aid kits, solar chargers).
* Keep track of what’s needed most and where it’s deployed.
* Encourage neighbours to share tools where possible, or coordinate central access.
* Ensure equipment is used safely and by capable people.

**What equipment do we have access to locally?**

| Item | Owner/Location | Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
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**Where can we find or borrow equipment?**

| Name | Key Contact Details | Adress | Notes |
| --- | --- | --- | --- |
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**Who could help with repairs or operate tools safely?**

| Name | Key Contact Details | Adress | Notes |
| --- | --- | --- | --- |
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**How can we organise shared use or distribution of equipment?**

# Section 5: Communication and Information Sources *- How will we communicate & where will we get our info?*

## Community Messaging

If your community are only going to do one thing in the Emergency Management space, it would be communication.

Communication is also one of the most difficult things to do. Undoubtedly there will always be people that fall through the gaps, no matter how hard you try to reach everyone. By using a variety of communication channels, you should be able to reduce these gaps substantially.

Community messages runs two ways:

Out to community – Gathering information from agencies, organisations, local community groups and residents, and sharing into the community via a variety of pre-planned/prepared methods

In from community - Gathering information from the community, to determine where needs lie. This can then be shared up to Council for areas of support.

**Newsletter**

Newsletters are a great way to reach out and share a variety of messages. You can have hard copies and have a digital version as well. Think about who might gather the content, design it, who keeps the database.

| Name | Key Contact Details | Task |
| --- | --- | --- |
|  |  |  |
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How will you distribute the newsletter (especially if there is no power/comms)? AusPost, hand deliver, Mail Chimp, noticeboards, etc.

| Method | Address | Key Contact Details |
| --- | --- | --- |
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**Social Media**

Facebook is probably the most powerful tool when it comes to social media platforms. But there are many others that you can use. And by creating a page or a group now, you can start to engage your community, so that when an emergency takes place, you will already have a connection with a lot of people. Consider:

Who can create a page

How will it be maintained

Will you actively reply to comments and messages

Will you have restrictions around its use, etc?

Draft messaging now so that when something happens you have templates already in place

Store passwords and other key information in appropriate places for the group to access

Follow relevant agencies and other groups with this account to create connections

Grow your following by displaying posters in your local community etc.

Work with local business to promote each other, offer prizes, run quizzes, engage your community

Make it fun and engaging, high value information and social connection

Make people feel included and part of something.

| Name | Key Contact Details | Task |
| --- | --- | --- |
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**Phone trees**

You may like to consider a system like a phone tree or a chat group (for example using Facebook Messenger, WhatsApp etc). Who would go on this list, how would you keep the information current? What would you do if communications were down?

| Name | Key Contact Details | Task |
| --- | --- | --- |
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**Community Emergency Noticeboard**

It is worthwhile considering establishing a physical Community Emergency Noticeboard in your community. These boards can be a key information sharing point all year round. Your group might like to share information here that can help your community prepare for the next emergency.

**Where would the best location be?**

| Place/Space Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |
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**Who would be the key contact people to receive information from Council and other agencies, to share on the noticeboard?**

| Place/Space Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

**In the event of all communications failure, where is the key drop off point for hard copy information?**

| Place/Space Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

In times of emergency, please go through your Information Coordination Officer for the receipt and distribution of messaging.

Note: Council have a process for distribution of information during all levels of emergency. Speak to Councils Municipal Recovery Manager on 1300 368 333 to discuss.

# Section 6: Other Resources

## **Spontaneous volunteers**

People will come to help from near and far. How can you manage them? Do you want to manage them? If not you, who else is best placed when it comes to understanding what the community need and how to direct people to them for assistance?

Can you setup an induction process now, that ensures they are safe as practicable?

How can you ensure that the recipient of these volunteer efforts are respected (to reduce being taken advantage of, elder abuse situations, items being thrown out without the owner knowing etc)

Can we make a relationship with existing volunteer organisations that could manage the volunteers (like Habitat for Humanity, Disaster Relief Australia)

**Existing Volunteer Organisations**

| Place/Space Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

**What tasks could we use spontaneous volunteers for? Could be anything from preparing food, managing material aid, volunteer drivers, clean up crews, door knockers, etc.**

| Need | Skill |
| --- | --- |
|  |  |
|  |  |
|  |  |

**What could we do now, to prepare to utilise spontaneous volunteers?**

## **Psychological First Aid, Counselling and Healing Spaces**

Are there people in your community that have these skills and would want to help? Training can be provided for those that are interested but are yet to develop skills. How would you manage the connections, where would the chats take place?

**Local Clinics or practitioners**

| Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

**How would you manage this? A dedicated physical area, matching needs and offers, online access, etc.**

| Idea | Solution |
| --- | --- |
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## Pets

If displaced, pets may not be able to stay with their owners. Could you create a network of pet sitters and people who are willing to help? This could be from dogs and cats to horses and pet snakes! What would the animals needs be, how could these be accommodated?

**What groups or businesses exist in your community that might be able to help with pets? This could be the local Vet, equestrian groups, local dog groomer/kennels, etc.**

| Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

## Child safety measures

How can we ensure children are kept safe? Is it purely the responsibility of the parents/guardians?

Identify those in your group that have a Working With Children Check, or those that are willing to get one done. Council has some posters for both volunteers and people attending a Community Emergency Hub. Once you identify possible risks/needs for your community, Council can assist with the possible solution.

**Identify the risk or need, and the possible solution**

| Risk/Need | Possible Solution |
| --- | --- |
|  |  |
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**Skills and Resources of individuals**

These people have nominated themselves with these skills, tools or assets, such as, Child Care Worker, tradesman, a specific profession, etc.

| Name | Skill/Tool/Asset | Qualification? Y/N | Key Contact Details |
| --- | --- | --- | --- |
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## Laundry Services

Damaged homes, loss of power/water, people still need to wash their clothes! Who could help here?

| Name | Address | Key Contact Details | Notes |
| --- | --- | --- | --- |
|  |  |  |  |

## Personal Grab N Go List

| **Item** | **Location** | **Packed** |
| --- | --- | --- |
| Change of clothes – Is it going to be cold, hot, could you get wet? |  |  |
| Hat, sunglasses |  |  |
| Phone, computer, power bank, charging cables, adaptors |  |  |
| Notepad, pens |  |  |
| Food, preferably that doesn’t need refrigeration in case there is no power |  |  |
| A good supply of water |  |  |
| Medications if needed, and if they need refrigeration BYO cool pack if there is no power |  |  |
| A contact list of personal numbers and also members of the Hub Group |  |  |
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Remember

* Make sure you, your family and your neighbours are safe before heading for the Hub.
* If you have communications, tell your close family and/or friends where you are headed. You could also leave a note.
* Don’t exhaust yourself, take adequate breaks and if you need to step down then speak to the Hub team to let them know.
* There is no expectation for you to do anything you’re not comfortable with, make sure you communicate with the Hub team.

## **When to open the Community Emergency Hub**

| Community Emergency Hubs are opened by their community when assistance is required to deal with the impact of a large scale emergency causes widespread infrastructural damage, damage to buildings and roads, and communication networks are down for extended periods. | | | | | | | | | | | | | |  | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | | | | | | | | | | | | | | | | | | | | | |
| Has there been a major  emergency event effecting your community? | | |  | Do people in your community need assistance? | | |  | Do you need support beyond what is currently available from the local council or the emergency services? | | |  | Is there a group of people willing to run a Community Emergency Hub? | | | |  | Is the Hub location and buildings safe to use? | | |  | Open the Hub! | | |
| Yes | Yes | Yes | Yes | Yes |
|  |  |  |  |  |
|  | No |  | | | No |  | | | No |  | | | No | |  | | | No |  | | |  |  |
| No need for a Hub if there is no emergency. | | |  | No need for a Hub if no one actually needs help. You may just want to set up a Public Information Board. | | |  | No need for a Hub if official support meets community needs. | | |  | Find more people to help run the Hub, or directly assist individuals yourself. | | | |  | Find a safe venue and open the Hub there. Make sure to provide clear signage indicating where the Hub has moved to. | | |  | If the situation changes, remember to check the venue is still safe to work from. | | |