

Guide to Identifying and Resourcing your Community Emergency Hub

He Aratohu mō te Tautohu
me te Tuku Rauemi ki tō
Pokapū Tūohotata ā-Hapori

Before an emergency



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The role of a Community Emergency Hub

Te mahi a te Pokapū Mate Ohotata ā-Hapori

After an emergency event solve problems close to home first

Needs, Offers and information



Check on your household



Check on your neighbours



Check on others nearby

Then go to your Community Emergency Hub



The Emergency Coordination Centre will support your activities



Support and information

Solve problems close to home first. Do what you can to make you and your household safe.

If you can help other households, or need help in yours, go out and check with your neighbours. If there are people in your neighbourhood who are able to help others or need help themselves, check the surrounding streets to see what can be done. Many problems can be solved at this level.

Community Emergency Hubs are a place for the community to congregate and assist each other. This guide can help you to determine a suitable location and whether your community needs a Community Emergency Hub. If you have chosen a pre-identified location and an emergency has occurred, please refer to the Guide to Operating your Community Emergency Hub, During an Emergency.

A Community Emergency Hub should only be opened by volunteers when it is safe to do so following the emergency event, and if there is an appropriate number of volunteers to open and operate the Community Emergency Hub. A minimum of two people is required at all times.

Should your Community Emergency Hub have limited numbers of volunteers to run the Community Emergency Hub, consider what opening hours you are able to maintain based on those that can be in the centre, noting that a minimum of two people is required at all times.



Your Community Emergency Hub can support your community during peace time by helping them understand local hazards, being prepared at an individual and household level, as well as promoting social connection within your neighbourhood. For more information about this process, look for the Community Resilience Planning Process on Auckland Emergency Management's website - www.aem.org.nz or email AEMinfo@aucklandcouncil.govt.nz for information about training that Auckland Emergency Management can provide.

Objectives of the Community Emergency Hub

Ngā whāinga o te pokapū mate ohotata ā-hapori

Community Emergency Hubs are pre-identified, community-led places that can support a community to coordinate their efforts to help each other during and after an emergency. Community Emergency Hubs will be opened and operated by people within the community, not official authorities, when there is a desire and capability for the community to help itself. Auckland Emergency Management (AEM) can advise and work with communities who wish to pre-identify a place, such as a church, sports club or hall, and plan to set up and operate a Community Emergency Hub

Community members and/or community-based organisations may establish and operate other Community Emergency Hubs that offer support to the community. Community Emergency Hubs do not fall under the direction of AEM, although the Community Emergency Hub may coordinate with and operate alongside AEM run Civil Defence Centres.

The Community Emergency Hub is a safe place for people to gather and support one another by:

1. Providing information about the emergency from trusted sources, so everyone:
 - a. understands what is happening
 - b. knows how to help and support each other
 - c. knows how to stay safe
 - d. can make informed decisions
2. Solving problems using what your community has available locally to:
 - a. make collective decisions
 - b. co-ordinate efforts to help one another during a disaster
3. Gathering information about what is happening in your community that can be passed on to Auckland Emergency Management's Emergency Coordination Centre.

Other information He pārongo anō

Other community groups may also get together and organise support for people in your area, and official agencies involved in the emergency may come into the Community Emergency Hub, if needed. Work with them to make sure everyone in need is reached, the workload is shared, and the overall response is coordinated.



People working at the Community Emergency Hub have no legal powers to take resources from anyone, or force anyone to do anything. All laws still apply in an emergency.

Community Emergency Hub versus Civil Defence Centre

How you can work together

Civil Defence Centres (CDCs)

During an emergency event, Auckland Emergency Management (AEM) may need to open up a CDC for those that need to evacuate and cannot stay with friends or whānau. These centres are also set up to provide specific welfare support, such as financial assistance.

Auckland Emergency Management will broadcast messages to the community regarding where CDC's have opened.

CDCs are places of safety where people directly impacted by an emergency can seek comfort and shelter, and access essential information and support services. They are flexible spaces that can be set up as a full welfare centre for evacuees, an information centre, or a recovery centre, depending on what is most needed at the time.

CDCs are run by Auckland Emergency Management and staffed by trained Auckland Council staff, not-for-profit organisations and central government agencies. The decision to activate a formal CDC is made by AEM in collaboration with emergency services.

Your Community Emergency Hub needs to become a CDC

There may be instances, as a result of the emergency, when Auckland Emergency Management will need to talk to you about what's required to potentially transition your Community Emergency Hub into a CDC.

There may be welfare needs that cannot be fully provided for by your local community, such as advice and direct service support for emergency accommodation, financial assistance, animal welfare, mental health assistance etc. This facility may be recognised as a vital location for formally responding to the needs of the community.

Auckland Emergency Management would have identified your Community Emergency Hub as the best suited for increasing support.

If this becomes an official welfare support place, it will have to be run and staffed by Auckland Council. This will not mean that anyone who has come to your Community Emergency Hub for shelter or support will need to be displaced, however it will mean you no longer need to staff the location, however you may wish to continue to volunteer to work alongside Auckland Emergency Management staff in the CDC to continue supporting your community.

You can support this process of your Community Emergency Hub becoming a CDC by offering up to date information on your community's needs and what you are seeing and hearing on the ground.

Before an emergency, it is important to work with your community to identify potential Community Emergency Hub locations. Places such as halls, religious centres or sports clubs may be suitable. If possible, identify more than one location.



Connect with your local civil defence centre. If a Civil Defence Centre opens near to your Community Emergency Hub, we suggest that you or someone in your team introduces yourselves to them.

Identifying and resourcing your Community Emergency Hub

Building checklist considerations

Consideration	Criteria
Building Code compliance	Must comply with the New Zealand Building Code.
Evacuation	Suitable evacuation plan for the building to accommodate the number of people that may be in the Community Emergency Hub.
Accessibility	Ease of access, including for: <ul style="list-style-type: none"> • people with disabilities • vehicles • foot traffic • parking
Exits	Any building has two exits providing an alternate exit route Exits are clearly marked.
Catering	A good-sized kitchen (if wanting to provide food for community) Plates, cups, cutlery etc. available (often these are locked away)
Furniture/ furnishings	Tables and chairs Seating (comfortable chairs, couches, pews etc.) Notice boards Space dividers, screens for privacy if separate rooms unavailable.
Ablutions/ sanitation	Ample and serviceable toilets, showers, and hand basins that are: <ul style="list-style-type: none"> • gender separated (if possible) • well lit
Ventilation	Suitable ventilation and/or access to fresh air
Fire safety	Fire safety equipment and facilities in good working order <ul style="list-style-type: none"> • smoke alarms • fire extinguishers • fire hoses
Animals	Temporary animal shelter facilities (if applicable) <ul style="list-style-type: none"> • located close to but separate from the main facility • secure indoor or covered outdoor space • water supply • sanitation and waste disposal/storage area • adequate lighting • space to exercise animals. <p>For more information, refer to the MPI Animal Welfare Emergency Management technical reference document [to be published], available at www.mpi.govt.nz</p>

Resources

Once you have a location identified and set up, please contact Auckland Emergency Management as we can provide signage specific to Community Emergency Hubs.

Email aeminfo@aucklandcouncil.govt.nz

This signage set includes:

- 1x large tear drop banner and base
- 4x directional signage
- 1x aluminium sign for being permanently located on the building itself.
- Role cards with lanyards
- Guide to operating your Community Emergency Hub – During an emergency

It is also important to identify what facility resources you may wish to have that can assist in running your Community Emergency Hub prior to an emergency. These resources could include;

- White boards
- Notebooks/paper
- Markers, erasers, pens
- String and/or Sellotape
- Name badges
- Simple transistor radios, batteries
- Foil blankets
- Biscuits, long life milk, cups, tea, coffee
- Hand sanitiser
- Hand soap
- Kitchen cleaning supplies (if applicable)
- Earmuffs (for disabled persons sensory protection)
- Small fidget toys (for disabled persons)
- Backup power supply
- High vis vests

Discuss and plan how you can access the building, or who you can contact to give you access if needed.

Funding

Auckland Emergency Management is not able to provide funds for resources (except for the signage set listed above). We can however write letters of support if your group is applying for grants. Please email aeminfo@aucklandcouncil.govt.nz if you would like a letter of support.

If you would like to learn more about any funding opportunities provided by Auckland Emergency Management for your Community Emergency Hub, please reach out via email aeminfo@aucklandcouncil.govt.nz



If you expect to be reimbursed for any support offered to community during an emergency, please discuss with Auckland Emergency Management before an event occurs, as reimbursement arrangements are managed by the National Emergency Management Agency and must be arranged prior to an emergency occurring.

Alerts and warning signals

Ngā whakaoho me ngā whakatūpato

It is important to be aware of where to receive communication from about emergencies to help you and your community determine when you may need to open your Community Emergency Hub.

Alerts and warnings of emergencies are issued to inform individuals to take a specific action. The action required is usually contained in the warning message, for example, 'seek further information' or 'evacuate'.

No one form of communication channel (e.g. TV, radio, text message, websites) will suit every situation or every person. Multiple communication channels are used to make sure as many people as possible receive the information they need.

Auckland Emergency Management utilises a number of ways to alert and inform the public including:

- Social media
 - Facebook - [@aklcdem](#)
 - Twitter - [@aucklandcdem](#)
- AEM website
www.aem.org.nz
- Auckland Council Our Auckland newsletter
www.ourauckland.aucklandcouncil.govt.nz
- Radio
- Television
- TIS (Telephone Information Service – Blind Low Vision NZ)
- Emergency Mobile Alerts (EMA)

Auckland Radio Station frequencies:

National Radio – 101.4 FM or 756 AM

Newstalk ZB – 89.4 FM

The Hits – 97.4 FM More FM – 91.8 FM

Radio Live – 100.6 FM or 702 AM

For severe weather events: reports/warnings issued: www.metservice.com

For road conditions and closures: www.nzta.govt.nz

For power outages:
www.vector.co.nz/outages
www.countiesenergy.co.nz/outages



Stay informed – listen to your local radio station or check the Auckland Emergency Management website and social media channels

Alternative communications

He Ara kē hei Whakawhiti Kōrero

In an emergency, telecommunication services may become damaged or overloaded. You may want to explore how communication would take place in the event of a significant telecom infrastructure failure. An example of this is VHF radios, which do not rely on the modern digital or satellite telecom systems. You may wish to look at obtaining these radios before an emergency situation occurs.

Auckland Emergency Management has a memorandum of understanding with the Amateur Radio Emergency Communications (AREC) group. AREC provide communication support for emergencies but can also support communities by providing advice around the design, development, set up and improvement of their own alternative communications as well as provide training on use of radios. To contact AREC to arrange this training email them at info@nsrc.nz

Your community group may also wish to investigate Satellite wifi options. There are various options out there including Starlink and VSAT. If you wish to learn more about these options, please reach out to Auckland Emergency Management and we can help talk you through what option might be best for your community. Email us on aeminfo@aucklandcouncil.govt.nz

Some things your group will need to consider -

- Whether your community already has alternative communications (e.g. radios or satellite)?
- If so, how can you work with these already established groups?
- Does your community have access to radios for communication?
- Is your communication option transportable if you need to find an alternative location?
- Do you have facilities to charge or power your chosen communications tool?
- Where the alternative communication equipment will be kept in your community and how to easily and quickly access it?
- Who in your group would receive training/be responsible to maintain the equipment?
- If required, how will your group get funding for the alternative communication equipment?

Solve problems using what resources your community has available locally to:

- Make decisions together
- Co-ordinate efforts to help one another during an emergency

If your group would like to explore alternative communications further, email aeminfo@aucklandcouncil.govt.nz

Useful Contacts

NZ Police

Dial **111** if:

- someone is in danger
- there is serious risk to life and property or
- you've come across a major public disruption

Fire and Emergency New Zealand (FENZ)

Dial 111 immediately if there is a fire.

For information about fire safety checklist and evacuation visit www.fireandemergency.nz

Ambulance Services

Dial **111** if:

- someone is seriously injured
- there is a medical emergency.

Auckland Emergency Management

The Auckland Emergency Management website provides alerts and information on current emergencies, as well as information and resources around the 4 R's: reduction, readiness, response, recovery and on how to get home and work ready for an emergency. Resources and announcements are predominately targeted at the Auckland region.

For enquiries before or after an emergency email aeminfo@aucklandcouncil.govt.nz

For enquiries during an emergency, including individual or household welfare concerns and assistance in an emergency call **0800 222 200**

For specific Community Emergency Hub support call **+64 27 410 7850**

Auckland Council

For building control, animal control, council information and assistance including reporting flooding **09 301 0101**

National Emergency Management Agency

The National Emergency Management Agency's website provides alerts and information on current emergencies, as well as information around the 4 R's: reduction, readiness, response, recovery. Resources are predominately applicable nationwide.

www.civildefence.govt.nz

Ministry of Social Development

For financial assistance call **0800 559 009**

Waka Kotahi NZTA

For road conditions and closures go to www.nzta.govt.nz

Metservice

For weather watches and warnings go to www.metservice.co.nz



DISCLAIMER: Reasonable skill and care has been used when providing information and advice within this handbook. However, the advice offered is intended as general guidance only, to community groups and organisations, and should not be relied upon in place of specific independent legal and professional advice. It is not to be regarded as legal advice. In providing this information and guidance, the handbook's contributors and agents disclaim all responsibility for any inaccuracy, error, omission, lateness or any other kind of inadequacy, deficiency, or flaw in, or in relation to, the information provided and all liability of any kind, on the part of any and all of them, to any person or entity that chooses to rely upon the information.