

# 72 HOUR EMERGENCY HUB GUIDE

LANCEFIELD



# ABOUT THIS GUIDE

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

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

This is when the community needs to step in and provide support for one another.

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



**CHECK ON YOUR  
HOUSEHOLD**



**CHECK ON  
YOUR  
NEIGHBOURS**



**CHECK ON  
YOUR  
STREET**

**THEN GO TO  
YOUR LOCAL  
COMMUNITY  
EMERGENCY HUB**

### **HUBS ARE A PLACE FOR LOCAL COMMUNITY TO**

- GATHER, SEEK INFORMATION, SHARE STORIES
- COORDINATE THEIR EFFORTS TO SUPPORT EACH OTHER
- COMMUNICATE WITH COUNCIL AND SUPPORT SERVICES FOR IMMEDIATE NEEDS AND ONGOING SUPPORT

OTHER COMMUNITY SUPPORT GROUPS MAY ALSO SELF- ORGANISE IN YOUR AREA ALONG WITH GOVERNMENT AGENCIES. ENSURE YOU WORK WITH THEM SO THAT EVERYONE IN NEED IS REACHED, AND THE WORKLOAD IS SHARED IN A COORDINATED AND EFFICIENT WAY.

## Facility Map

This may be a privately owned facility, please respect the space and ensure it is well looked after. It has been offered to the community for disaster response and needs to be returned in the condition that it was generously loaned. Anything used belonging to the facility **MUST** be noted and replaced.

# 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

- Locate the lockbox and enter the code.
- Anyone who has access to the keys can open the Hub
- Ideally people who can access the keys, or already have a set, should be within walking distance of the facility



## Locate the Community Emergency Hub kit

The location of the kit is marked on the map on the previous page. It includes a plastic tub and long tube.



*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). You could even use chalk and write it on a driveway or footpath.*

## 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 (until help arrives)
- Provide power to charge devices
- Provide basic needs (non-perishable 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 always be communicated to the group and recorded in the Roles Registration register.

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

#### Secondary roles that should be filled if there are enough people:

- Needs and Offers
- Community Space
- Communications
- Facility Maintenance



## Step 3 – Setting Up

Now that you have assigned the roles, the different areas of the Hub need to be setup. Priority areas to set up are the Public Information Board and Coordination area. Once these are done then get to work on the others.



### Set up Checklist

- Make sure all roles are filled as per Step 2
- Set up a Public Information Board (see Public Information role) and ensure it is close to the entrance
- Ensure it is close to the front of the building (but not blocking an area) as it will hold important information
- Set up an area for the Hub Supervisor and Information Coordination (see Hub Supervisor role)
- Situation Board in place
- Set up an area to collect Needs and Offers (see Needs and Offers role)
- Offers board in place
- Needs board in place
- Set up Communications area (see Communications role) and ensure it is in a quiet space close to the Coordination area
- Set up a Community Space in a quieter space (see Community Space role)
- Ensure a quieter area is used for this
- Ensure toilet is accessible and ready for use
- Establish a hand washing/sanitisation station
- Put up signs and ensure areas are clearly sign posted
- Ensure signs are erected outside the Hub

### Before you open

The Hub Supervisor should now bring everyone together to hold a briefing (this 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 to them as well). Go over:

- Is everyone happy/comfortable with the role that they have?
- Does everyone have a clear understanding on who is doing what?
- What is the current situation in the community?
- What external communications have taken place?  
i.e. Council, other communities
- Share what information you have so far.
- Contact Council 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 staff work as a team
- Keep records of all major decisions that are made (use Information Coordination Logbook)
- Work with any media that show up
- Ensure all staff 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 the Information Coordination Logbook
- › 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:

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- **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

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

- › Use the Roles Registration form
- › 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.

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

- › Make sure all equipment is locked up securely at the end of the day
- › Use signage to say that the Hub is open/closed and when it will reopen
- › Advise Council that the Hub has closed for the night and advise when you will reopen

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- **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 Council 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

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- **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 Council

- › 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 Situation Reports (SitReps) that can be relayed to the official response at Council

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.

Information needs to be gathered from any sources available (ABC Radio, Vic Emergency App and Website, CFA/SES websites and contacts etc), including people coming into the Hub, and displayed for the Hub team to work with. 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 Council.

## Information Coordination tasks:

### • Create and maintain the Situation Board

- › Use material from the kit and other available resources (whiteboards, sheets of paper, pens, tape etc.). Use big headings to organise the space
- › Display the maps from the Community Emergency Hub kit 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

### • Write down what type of information you want to know

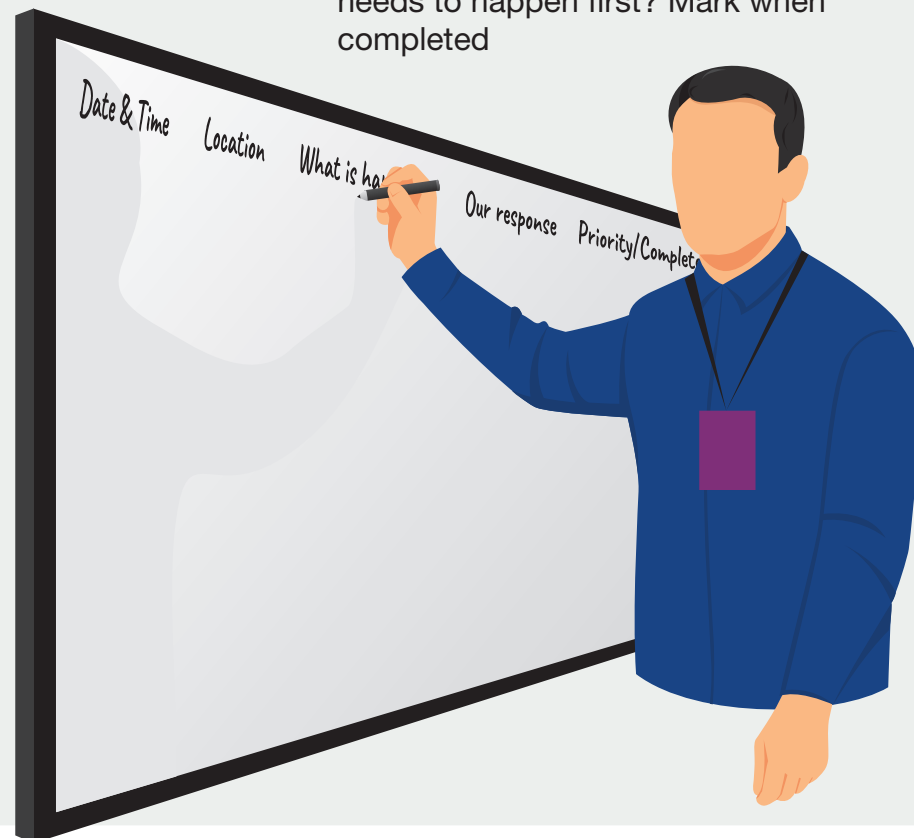
- › There may be information that you do not have but would be useful. Brainstorm what this information is and where you could find it
- › What information would help you know what is happening? For example, if a specific bridge is flooded or a road is open
- › Are there areas of the community you have 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

## Information Coordination tasks:

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- **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.
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- **Complete the Logbook with significant information (see Information Coordination Logbook)**

## Suggested situation board layout

<b>Date &amp; Time</b>	When did you find out about it
<b>Location</b>	Where is it? Record an address if possible
<b>What is happening</b>	Brief summary of issue or information reported
<b>Our response</b>	What you have done or plan to do about it, and who is taking care of it?
<b>Priority/Completed</b>	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 Council up to date about 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 approximately every four hours, or as requested by Council.

Council will want to know about power and water outages, blocked roads, building damage, if people are injured and other major impacts. They are primarily interested in the challenges your community cannot deal with yourselves and the extra assistance you need.

Refer to the Hub Kit for contact details and a copy of the Hub Status Report.



# 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.

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:

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- **Put up posters**

- › Place posters (found in Hub Kit) in the appropriate places around the Hub
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- **Work with the Information Coordination team**

- › Identify information that would be of interest to the public
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- **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
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- **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
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- **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 or report to Council)
- 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.



## Needs and Offers tasks:

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

- › Call 000 in an emergency
  - › Advise the Hub Supervisor immediately
  - › Ensure Council is aware of the situation and has relevant details
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- **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
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**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 physical 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 Council 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, this is for VCCEM or Red Cross)
- 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 quiet 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.

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### 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.

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### 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 the radio and any other communication methods
- Contact Council 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 Hub plays a critical role in keeping Council informed of what's going on in your community so that Council can provide support where possible. The Communications role feeds information into and receives information from Council.

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 Council and advise that the Hub is open

- › Council 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.

# 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**
- 
- **Help find resources to make the Hub run smoothly, such as chairs and tables.**
- 
- **Collect rubbish 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 volunteers**
- 
- **Make the Hub weatherproof where possible**