

COMMUNITY EMERGENCY HUB

AUDIT PROCESS

Introduction

The Community Emergency Hubs were established to enable and empower communities to come together to support and problem solve after an emergency. The Community Emergency Hub will be a source of information sharing within the community as well as from Council and emergency services to community and from Community to Council.

They are a pre-identified and well-known location in the community that can be opened up and operated by the community for the community.

Purpose

The purpose of this document is to outline expectations of Community Emergency Hub groups when undertaking their six month and annual hub audits.

This includes engaging with the facility owners, key holders and regularly auditing equipment is a critical part of maintaining the Community Emergency Hub.

Desired outcome of audit:

- Ensure the Community Emergency Hub is ready to respond. This includes:
 - All relevant equipment is working and correct.
 - All relevant people (key holders & facility managers) are aware of their role.
 - Issues or challenges that arise from an audit are rectified.
- Ensure key stakeholders are aware of the status of each Community Emergency Hub. This includes:
 - All relevant stakeholders (Council, CFA, SES) are advised of any changes / updates

Community Emergency Hub Audit Activities

Please note the below list is not an exhaustive list of steps required when conducting a hub audit	
Steps	Description of Step
1). Organise and pre-identify a date to complete the audit (six monthly and annually)	At the beginning of the financial year each Community Emergency Hub group should organise their six monthly and yearly work programme and pre-identify a date to complete the audits
2). What to include in an audit	1). Check equipment and discuss any outstanding issues around equipment. 2). Confirm the names of keyholders. 3). Confirm that all keyholders understand their role and the expectation of being a keyholder. 4). Confirm that the facility understands their role as a site for a Community Emergency Hub. If necessary, offer a 15-30min session on what it means to be a hub and or send a follow up email outlining what the Community Emergency Hub is.
3). If there are outstanding issues note these at the meeting.	Set actions and dates for group members to resolve issues
4). Send a follow up email to community emergency hub group members to confirm issues have been resolved	Ensure all issues are resolved in a timely manner
5). Community Emergency Hub updates	Advise stakeholders of any changes to the Community Emergency Hub.

Community Emergency Hub Kit and Tube Checklist

Ensure the Community Emergency Hub kit is accessible and contains the following. Replace any items that are damaged or missing from the kit.

Date checked				
Kit:				
2 x Local Hub guide				
2 x Quick Start guide				
Printed and laminated A3 signs – hub roles				
2x high vis safety vest				
Emergency hub open sign laminated				
Printed templates – needs & offers, information coordination				
1 set role lanyards (8 in total): 1 x Hub Supervisor Lanyard 1 x Information Coordination Lanyard 1 x Public Information Lanyard 1 x Communications Lanyard 1 x Needs and Offers Lanyard 1 x Community Space Lanyard 1 x Reception Lanyard 1 x Facility Maintenance Lanyard				
AM/FM radio				
Batteries for AM/FM Radio				
2 pairs leather or rubber coated work gloves				
1 roll large plastic bags				
1 large roll cloth tape (duct tape)				
1 roll masking tape				
1 roll black & yellow barrier tape				
1 roll string				

