

ESTABLISHING A **COMMUNITY EMERGENCY HUB**

Introduction

The core purpose of the Community Emergency Hub is to provide a safe gathering place for communities to gather after an emergency. The Community Emergency Hub provides a framework and structure to empower communities to problem solve at a local level.

The steps outlined in this document are not an exhaustive list. They set a minimum engagement standard that should be applied when both establishing a Community Emergency Hub as well as maintaining it.

Phase One: Setting up a Community Emergency Hub

The below list provides guidance to Community Emergency Hub groups and sets a consistent and measurable standard of activities required to establish a Community Emergency Hub.	
Steps	Description of Step
1). Identify appropriate location/s for the Community Emergency Hub.	<p>Before looking into a potential Community Emergency Hub location please go through the following criteria as part of the consideration for creating a new hub in the community</p> <p>Considerations around the facility:</p> <ul style="list-style-type: none"> • Venue should be accessible from a mobility perspective • Easy to access both in during and after an emergency • Ideally not in a known hazard zone • Isn't in a council owned and operated facility that will likely be used as an Emergency Relief Centre
2). Map out Community Emergency Hub distribution around the shire	<p>Before engaging with the facility first map out where all the potential Community Emergency Hub will be located within that shire.</p> <p>Considerations:</p> <ul style="list-style-type: none"> • The purpose of this exercise is to be able to see the bigger picture and get a sense for how hubs are distributed around the region to make sure it complements other hubs and works from the community's perspective.
3). Begin engagement with facility.	<p>The below steps outline some best practice / recommendations when engaging with a potential Community Emergency Hub facility.</p> <p>1). Pre-engagement letter to book a time to meet:</p> <ul style="list-style-type: none"> - Templated email to send to facility owner stating the purpose of the meeting. -Discussion points of the meeting: what a Community Emergency Hub is, how it will work, responsibilities of a Community Emergency Hub facility. <p>2). Meet with the facility owner:</p> <ul style="list-style-type: none"> - Set aside 1 hour for the meeting to discuss the above talking points. - Bring along with you an example of a hub kit and guide

	<p>(from other region) to give them an idea of what it is. - Agree on some high-level next steps to move the discussion forward.</p> <p>3). Post- engagement letter: - Following meeting with the facility owner send a follow up email outlining what was discussed and agreed upon.</p> <p>4). Approving the venue: - Once the facility are comfortable and agree on the space being the official Community Emergency Hub send a Memorandum of Understanding for both the group and owner to sign. Refer to Memorandum of Understanding template.</p> <ul style="list-style-type: none"> • Consider the T&C's of being a hub. What's in vs what' out. <p>5). Formalising the Community Emergency Hub: - Install the hub kit, generic hub guide and install the sign and notify Council.</p>
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Phase Two: Launching the Community Emergency Hub

<p>1). Practice activating the Community Emergency Hub in a safe setting</p>	<p>Set a day with the Community Emergency Hub group to practice activating the hub in a safe setting. Pretend you are opening the hub after an emergency.</p> <p>Consideration:</p> <ul style="list-style-type: none"> • Allocate roles to group members • Have family / friends or members of the community drop into the hub • Review the session to identify what worked well and what could be changed or updated.
<p>2). Launching the Community Emergency Hub in the community.</p>	<p>Once the Community Emergency Hub has equipment installed begin with the wider community engagement and promotion of the Community Emergency Hub to run a community response planning and celebration workshop.</p> <p>The purpose of the community response planning and celebration is to launch the Community Emergency Hub concept, connect neighbours, raise awareness of the Community Emergency Hub and undergo local asset mapping.</p> <p>Consideration:</p> <ul style="list-style-type: none"> • Ensure you are promoting the event through community channels and local news outlets.

<p>3). Closing the loop and being accountable.</p>	<p>Following the community response planning and celebration it's important to close the loop and deliver on what was worked on with the community.</p> <p>Following the Community Emergency Hub launch it's important to maintain regular touch points with the wider community. This is an opportunity for neighbours to get together, go over the Community Emergency Hub, get out the hub kit and practice activating the Community Emergency Hub in a safe and controlled setting.</p>
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Phase Three: Maintaining the Community Emergency Hub

<p>1). Maintaining the Community Emergency Hub capability to respond</p>	<p>Once the Community Emergency Hub has equipment installed and completed their community response practice, the Community Emergency Hub will need to be audited at least once every six and twelve months. Use the Community Emergency Hub Audit process for this.</p> <p>The purpose of the audit is to ensure:</p> <ul style="list-style-type: none"> • All relevant equipment is working and correct. • All relevant people (key holders & facility managers) are aware of their role. • Escalating issues or challenges that arise from an audit are rectified.
<p>3). Engagement Activities</p>	<p>As a follow up from the audit the stakeholders should also be made aware of the status of the Community Emergency Hub so:</p> <ul style="list-style-type: none"> • All relevant stakeholders (Council, CFA, SES) are advised of any changes <p>The below list are some considerations of how you might wish to do so:</p> <ul style="list-style-type: none"> • Annual email update to stakeholders • Annual Community Emergency Hub training with stakeholders (whether this be a Emergency Response Practice or a briefing).