



# Community Emergency Hub Guide



Version 1 | May 2026



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**Auckland  
Emergency  
Management**  
Tokonga Mate Ohotata o Tamaki Makaurau





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**CEH Guide Version 1, May 2026**

We welcome your feedback and suggestions for version 2 (to be released, April 2027).

# Key contacts & emergency information



Dial **111** for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

- If you have difficulty hearing or talking on the phone, register to use **111 TXT**, the emergency texting service at [police.govt.nz/111-txt/how-register-111-txt](https://police.govt.nz/111-txt/how-register-111-txt)
- For urgent marine assistance, contact the Coastguard Marine Assistance on **VHF Channel 16**.



## Auckland Emergency Management

Dial **0800 222 200**

[aucklandemergencymanagement.govt.nz](https://aucklandemergencymanagement.govt.nz)  
[aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz)

Social media:

[@aklcdem](https://www.facebook.com/aklcdem)

[@AucklandCEM](https://twitter.com/AucklandCEM)

Dial **(09) 301 0101** for Auckland Council

[aucklandcouncil.govt.nz](https://aucklandcouncil.govt.nz)

### For Community Response Groups and Community Emergency Hubs:

When activating a CEH, please notify the Emergency Coordination Centre and AEM's Community Liaison by contacting [akgeoccommunity@aucklandcouncil.govt.nz](mailto:akgeoccommunity@aucklandcouncil.govt.nz) or by calling AEM's priority number **0800 22 22 00** and asking to be connected to AEM directly. **This is for emergencies only.**



## Radio Stations for emergency information

**Radio New Zealand**  
**756 AM or 101.4 FM**

**More FM 91.8 FM**

**Newstalk ZB 89.4 FM**

**Planet FM 104.6 FM**

**The Hits 97.4 FM**

**Humm 104.2 FM**

**New Zealand Chinese Radio 90.6 FM**

**Pacific Media Network**  
**531 AM**

**Radio Apna 990 AM**

**Radio Samoa**  
**1593 AM**

**Radio Spice 88 FM**

**Radio Tama-Ohi**  
**87.7 FM**

**Radio Tarana 1386 AM**

**Radio Waatea 603 AM**

## Report a problem **If life is at risk dial 111.**



### Electricity

For Vector Electricity outages and faults, report online at [vector.co.nz/personal/outages-faults](https://vector.co.nz/personal/outages-faults).

For Counties Energy outages and faults, report online at [countiesenergy.co.nz/outages/report-an-outage-on-our-network/](https://countiesenergy.co.nz/outages/report-an-outage-on-our-network/)



### Gas

**If you can smell gas or toxic fumes dial 111** Fire and Emergency NZ in the first instance. **You may also contact your gas supplier directly: Vector Gas 0800 764 764 | Counties Energy 0800 100 102**



### Internet

To report a problem with your broadband, contact your provider. To view real time broadband outages go to [chorus.co.nz/outages](https://chorus.co.nz/outages)



### Flooding

To report flooding to Auckland Council call **(09) 301 0101**.



### Water supply and wastewater

To report a problem, contact Watercare via Live Chat at [watercare.co.nz](https://watercare.co.nz) or call **(09) 442 2222** and press **1**.

For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](https://watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns)



### Fallen trees or debris

To report fallen trees or debris in public spaces, go to Auckland Council's 'Report a Problem' tool.

[aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)



### Roads

Contacts to report urgent and non-urgent issues:

State Highways - NZ Transport Agency Waka Kotahi:

Urgent: **0800 44 44 49** | Non-urgent: [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

[contact-us/email-us/state-highway-issue-or-feedback](https://nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

Auckland arterial and local roads – Auckland Transport:

Urgent: **(09) 355 3553** | Non-urgent: [contact.at.govt.nz](https://contact.at.govt.nz)

To view reported roading disruptions:

State Highways – NZ Transport Agency Waka Kotahi:

[journeys.nzta.govt.nz/journey-planner](https://journeys.nzta.govt.nz/journey-planner)

Arterial and local roads – Auckland Transport: [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://at.govt.nz/projects-initiatives/roadworks-and-disruptions)



### Landslides

If you suspect that a landslide is about to occur, make sure you and your family are safe and dial **111** if there is immediate risk to life or an occupied building. Call Auckland Council on **(09) 301 0101** or other geotechnical engineers to assess for potential danger.



# ➤ Introduction

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## 1.0 Introduction

This guide is designed to help communities set up and operate a **Community Emergency Hub (CEH)**. It provides practical advice and ideas, but it is not a rulebook. Every community is different, and you must decide what works best for your community. This guide provides suggestions on how to plan, grow and improve your CEH space, strengthen local connections, and build a more resilient community within Tāmaki Makaurau Auckland.

It also includes suggested roles, tools, and examples of how communities can organise during an emergency.

There’s no one-size-fits-all approach to emergency preparedness. This guide shares a range of ways communities can prepare and support each other through a CEH.





**A Community Emergency Hub (CEH)** offers a place where people can meet, support and help each other to look after their community during an emergency.

While a CEH is often a designated physical location, it can also operate as a network of community support in times of crisis – such as sharing information, checking on neighbours, reporting damage, and coordinating resources virtually. This guide focuses on a CEH with a physical location.

Whether you have a designated location for your CEH or run it as a virtual network, you can empower your community to organise and respond effectively in times of crisis.

The guide sits alongside a broader 'Community Response Plan'. Building a community response plan can help your group think about what might be needed in an emergency, how the community can support each other, and the tools to undertake a whole community response. It's all about working together, using your strengths, and doing what works best for your place.



For more ideas and resources to help grow your local response, visit:



[aucklandemergencymanagement.govt.nz/  
your-local/community-and-emergencies/](https://aucklandemergencymanagement.govt.nz/your-local/community-and-emergencies/)



Figure 1: 4Rs of disaster risk reduction and emergency management



# 1.1 Community support during an emergency

In a major emergency, power lines, roads, and phone networks may be disrupted and emergency services can take time to reach affected areas. When this happens, your neighbours and local community will often be your first and most immediate source of support.

This is where ‘civil defence’ comes in. Civil defence is about everyone – government agencies, emergency services, businesses, and communities – working together to reduce risks, prepare for, respond to and recover from emergencies. It’s not just the role of official agencies; every person, group, and organisation has a part to play in helping their community stay safe and resilient.

## Community-led Centre (CLC)

**A Community-led Centre can look different in every community.**

What matters is that it is **community-established, community-run**, and focused on helping people help each other during and after an emergency. The principles in the CEH Guide can also be used by marae, churches, schools, and other types of community led centres.



Figure 2: Community Led Centre diagram



## 1.2 Guiding principles for emergency support

Both community-led and formal emergency responses should:

 <p><b>Recognise the diversity and strength of communities</b></p>	 <p><b>Promote self-reliance to build resilience</b></p>	 <p><b>Address specific welfare needs flexibly and effectively</b></p>	 <p><b>Align with existing local arrangements and welfare networks</b></p>
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*Adapted from the National Civil Defence Emergency Management Plan (2015)*

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## 1.3 Why do we have Community Emergency Hubs?

A physical hub is a way for communities to take action when disaster strikes. It's a place where local groups can come together to share information, coordinate help, and address immediate needs while also connecting with Auckland Emergency Management (AEM) for more complex issues. Communities already have valuable skills and resources that can make a difference, complementing official emergency services.

**This is where a CEH can help your community.**

### Who does what in an emergency

To help everyone clearly understand who does what during an emergency, refer to section 2.4 Roles, which outlines the key roles and differences between Community Emergency Hubs (CEH) and Civil Defence Centres (CDC).

For further information on who does what in an emergency, visit [aucklandemergencymanagement.govt.nz/your-local/local-board-plans/](https://aucklandemergencymanagement.govt.nz/your-local/local-board-plans/) to read the Local Board Emergency Readiness and Response Plan for your area.



# What's the difference between a Community Emergency Hub (CEH) and a Civil Defence Centre (CDC)?

## What is a CEH?



- A CEH is created and run by community volunteers to help their own community during an emergency.
- It provides a safe space for people to come together, help each other, share local information and resources, and coordinate community support.
- A CEH can also help by sharing important local updates with Auckland Emergency Management (AEM) and provide a communication channel between the community and the Emergency Coordination Centre.



## What can you expect from a CEH?

- A community space to support each other during emergencies.
- Local communication and updates.
- A place for the community to make decisions and organise assistance with shared resources based on the needs and offers from local people.



## What is a CDC?



- A CDC is officially set up and run by Auckland Emergency Management (AEM) and Auckland Council staff.
- They provide official welfare services, connect people to support agencies, and offer shelter and essential help during emergencies.



## What can you expect from a CDC?

- Public information and communication: accurate and timely information about the emergency to help people make decisions for their whānau.
- Evacuation support / shelter: a safe space for people displaced by the emergency to congregate and get immediate support.
- Welfare services: help with immediate needs such as food, water, clothing. They connect people with support services such as financial, psychosocial, and health.
- Needs assessment: assisting people with their individual needs and connecting people with agencies who can help.



## In summary: Understanding the differences between a CEH and a CDC

- A CEH isn't run or staffed by Auckland Emergency Management or Auckland Council.
- They don't provide official welfare support or services.
- They aren't designed to offer long-term shelter or specialised care.



- A CDC can only be activated by Auckland Emergency Management.
- They're not an informal community gathering place for local decision-making.
- They don't rely on community volunteers to run services.



Table 1: Community Emergency Hub and Civil Defence Centre



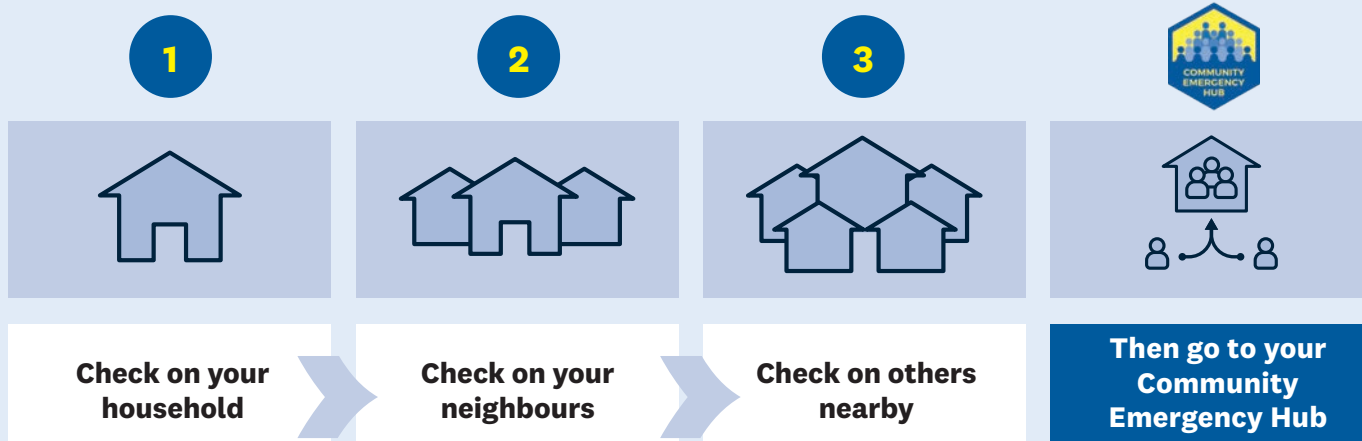
**Understanding these differences helps everyone know where to go and what kind of support to expect during an emergency.**

## 1.4 Looking after each other in an emergency

It's important to first make sure your household and family are safe. Then, once you feel able and ready, start with checking on your neighbours.

If needed, set up your CEH to provide local support.

By working together, communities can respond quickly, build resilience, and complement emergency services. This could also be a good opportunity to connect your with local Neighbourhood Support group [neighbourhoodsupport.co.nz/](https://neighbourhoodsupport.co.nz/)



## 1.5 Even in emergencies, the law and usual rules apply

It's important to understand the boundaries when operating a CEH.

- People working at the CEH provide support but don't have legal authority over individuals or their resources.
- There's no need to take any private information or details of visitors.
- They can't order evacuations, create restricted public areas, or mark or damage private property.



If a local State of Emergency is declared under the Civil Defence Emergency Management Act 2002 (**Act**), the Auckland Group Controller has statutory powers in relation to the emergency response, including to prioritise needs, and direct or restrict resources and activities. In this context, the Group Controller may give some groups or organisations authority to undertake certain tasks or acquire specific resources to help the community.

These instructions will come directly from Auckland Emergency Management's Emergency Coordination Centre (the **ECC**) or the Agency responsible for leading the response.



# ➤ Readiness

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# 2.0 Readiness: what a CEH could provide

## ➤ Key aspects to a CEH

A CEH doesn't need to be complex, as long as it focuses on covering three priorities: a safe place; sharing information and updates; and linking needs and offers.



**A safe place**



**Share information and updates**



**Link needs and offers**

Here are some aspects to consider when setting up a Community Emergency Hub (CEH)

### 1 Knowledge: What are the major risks you might face?

- Flooding from rainfall or rivers.
- Fire.
- Very high tides or tidal surges for those with coastal land.
- Failure of infrastructure such as roads, bridges, power and water supplies.

### 2 Support: How will your CEH support your community?

- Shelter, water, food, and sanitation.
- Help for older people, and tamariki (children) and rangatahi (young people).
- Help for those with medical conditions or mobility needs.
- Emotional support.
- Somewhere for pets or livestock.
- A point for community information.

### 3 Shared resources: How can the resources and networks in your community help?

- Is there a suitable, easily accessible building that you have permission to use for the purpose of a CEH?
- Do you have access to kitchen or shower facilities?
- Does anyone in the area have a generator, solar panels, or large water tanks?
- What would locals in the neighbourhood be willing to donate such as skills, time or other resources like blankets, clothing or food?
- Do you have people who can speak different languages?
- Can you partner with a marae or religious organisation?
- Can you form a relationship with your local resource recovery centre or opportunity shops?



## 2.1 CEH objectives

It is important that you think about what you want to achieve in planning and establishing your CEH.

We recommend your group define some clear objectives to clarify what you want to achieve, and how you will go about this.

Below is an example of what some objectives could look like. Through discussion with your volunteer group, we recommend you take the time to make these objectives bespoke to your needs and aspirations.

- ✓ To give guidance to our group or community when outside assistance is not available.
- ✓ To collate information so our community knows how to help each other and stay safe.
- ✓ To provide a safe place for members of your community to support one another.
- ✓ To organise essential items like food, shelter, and clothing for people in your community, by bringing together local volunteers, community contacts, and shared resources.



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### 2.1.1 Finding solutions together

A common objective of a CEH is to solve problems using the resources and skills the community has available. This includes meeting people's needs with the community's offers of assistance.

There are some fundamental needs common to most emergencies: shelter, water, food, and sanitation. You might also have to deal with the wellbeing of pets or livestock, and other issues that may come up.

Community groups wanting to create a CEH need to spend time understanding what their community might need during an emergency, and what they are able to offer with the capacity, resources,

and networks they have available to them. The development of a plan for your CEH is key to bringing together ideas and solutions, and knowing the role everyone will play. This guide will support you in preparing your CEH plan. AEM can provide guidance on creating one specific to your local needs.

➤ Please visit: [aucklandemergencymanagement.govt.nz/get-prepared/get-community-ready/plan-with-your-community/](https://aucklandemergencymanagement.govt.nz/get-prepared/get-community-ready/plan-with-your-community/) to find out more.





## 2.1.2 Making your CEH fit for purpose

It's important you are clear about the purpose of your CEH and ensure it meets the needs of the people who will use it. It must provide practical and suitable services for those seeking help.



### Think about the people who might come to your CEH in an emergency:

- It's important to consider families, older people, those with disabilities or those with a culture or faith that may be different from your own.

### They might need:

- A room for women and children only
- A prayer room or space
- Space for children and parents/caregivers
- Dedicated spaces for preparing and eating food
- A quiet zone just to rest or be away from noise and activity
- Space for pets.

### Why might people come to your CEH?

Understand their needs, like seeking shelter, food, information, emotional support or medical help.

They might need:

- A warm place to rest

- Food, water and basic necessities
- Somewhere to charge their phone
- Help with knowing what's going on in the area
- First aid.

Reflect on why someone might come to the CEH:

- It's a place they know and feel safe
- It's where they can connect with neighbours
- They are able to seek guidance and support from community leaders and those they know and trust.

By keeping these points in mind, your CEH can better serve your community in a way that's respectful, practical, and inclusive.

### Consider how you will set up your CEH space

- You'll need a quiet space for phone calls, writing emails and other administrative needs.
- Provide a location to store supplies and manage donated goods, food, and other essentials.
- Set up a room for team meetings.
- A first aid room.

For further ideas on how to set up your CEH space, refer to section 2.5.2 (page 21)





## 2.2 Creating an accessible and inclusive CEH

A one-size-fits-all approach doesn't always work in emergencies. People and groups in the community have different needs, so we need flexible solutions.

Our communities are diverse in culture, ethnicity, language and many other ways. Consider how to make your CEH accessible to everyone in the community, including Deaf or hard of hearing people, blind or low vision people and people with mobility or cognitive impairments. CEHs should ensure everyone is treated with respect and feels welcome in a safe space.

### As part of your planning:

- You could ask local groups such as Neighbourhood Support, Age Concern, Disability Connect, rainbow community groups, and ethnic community organisations for advice to help with your planning.

- Include clear and easy-to-read messages, signs and directions.
- If you believe you might encounter language barriers, think about how you might help translate or communicate with a person. Technology such as Google Translate and other apps can help with both text and voice translations. Citizens Advice Bureau also offers translation services.

A CEH should aim to be as inclusive as possible, and take as many practical steps as possible to create a warm and supportive environment for everyone. While it may not always be possible to fully customise support, creating a welcoming and supportive environment ensures that all volunteers and visitors feel safe and included.

 <p><b>Leave the building door open where possible (in extreme heat, put an 'All welcome' sign on the door)</b></p>	 <p><b>Mobility access and toilets</b></p>	 <p><b>Inclusive signs and artworks</b></p>	 <p><b>CEH volunteers who reflect cultural and social diversity</b></p>
 <p><b>Safe and quiet spaces</b></p>	 <p><b>Facilities for assistance animals (and possibly pets or other animals)</b></p>	 <p><b>Breastfeeding welcome</b></p>	 <p><b>Child-friendly safe area</b></p>



## 2.2.3 Connecting with people and networks

In an emergency, knowing who to contact and how your community connects with others can make all the difference. Two simple but powerful tools can support this: a **Contacts Directory** and a **Relationship Map**.

### Why these tools are useful:

- **Contacts Directory:** Gives you fast, reliable access to important people, services, and organisations when you need help, information, or coordination.
- **Relationship Map:** Offers a clear, visual overview of how your CEH connects to others in your neighbourhood and beyond. It helps you understand roles, responsibilities, support options, and potential gaps.

### How to create your own:

#### Contacts Directory

- Start by listing essential contacts relevant to your community and emergency needs. This should include members of your community group, and people like community leaders, local organisations, schools, and faith groups.
- Include names, roles, phone numbers, email addresses, and a short note about how they can help during an emergency.

- Make sure this list is accessible both digitally and in hard copy at the CEH. Keep it up to date with regular reviews.

#### Relationship Map

- Begin by placing your CEH in the building of a page or whiteboard.
- Around it, add other groups, services, and networks your community connects with. Draw lines to represent existing relationships or shared resources.
- Use this map to:
  - **Highlight strengths** – where good collaboration or shared goals already exist.
  - **Spot gaps** – where new relationships could be built (e.g. cultural groups, local marae, foodbanks, disability networks).
  - **Track interdependencies** – such as how your CEH links to schools, health providers, or other CEHs.
- Review and update your map as relationships evolve. It can also help orient new volunteers or partners.



### Tips for keeping your directory and map updated

- 1 Regularly review and update contact details to ensure accuracy.
- 2 Share the directory and map with all CEH volunteers so they know who to contact.
- 3 Establish a process for adding new stakeholders or updating information as relationships evolve

By having a clear directory and relationship map, your CEH will be better prepared to communicate effectively and provide the right support to your community when it's needed most.





## 2.3 Upskilling your CEH members

It's important to keep CEH members and volunteers trained to effectively respond to emergencies.

They need to understand your CEH plan, their role and how to support others during a crisis. This helps build confidence, and strengthens community resilience and capability.

### This could include:

#### • Understanding your CEH plan:

- Regularly review your plan to ensure all members understand the CEH's purpose, layout, and operations, as well as the wider community response and how your CEH fits into that.
- Practise activating your CEH, including accessing the location, setting up spaces, and coordinating roles.
- Identify potential gaps in the plan and adjust as needed.

#### • Role-specific activities (refer section 2.4 Roles for further information):

- **Practising roles:** Ensure everyone understands their responsibilities (e.g., Information Coordinator, Supplies Manager) and how you work together as a team.
- **Getting familiar with multiple roles:** Encourage your group members or volunteers to become familiar with more than one CEH role to ensure flexibility during an emergency.
- Have discussions about the different roles as table topic conversations at the beginning of your meetings.

#### • First Aid Training:

- Look for opportunities for your volunteers to attend:

- a basic **First Aid** training session, covering essential skills like CPR, wound care, and handling minor injuries.
- a **Psychological First Aid (PFA)** training session to help volunteers provide emotional support to individuals who are distressed or overwhelmed.

#### • De-escalation skills:

- As a group, talk about techniques you could use for calming tense or emotionally charged situations. You could invite in a guest speaker such as your local police constable or community patrol to support you in this discussion.
- Focus on effective communication, conflict resolution, and managing difficult behaviours in a supportive way.

#### • Emergency communication:

- Practise using phones, any agreed Apps (eg. WhatsApp), email or other tools that you have identified to stay in touch with each other, AEM, emergency services, and other stakeholders.
- Think about how you would make contact with each other if there is no internet or cell phone coverage.
- Practise writing clear, concise updates for sharing with the community and external agencies.



- **Logistics and resource management:**

- Discuss and practise how to organise and manage supplies efficiently, including keeping an inventory, distributing goods, and tracking donations.
- Practise setting up spaces for different functions such as reception, quiet zones, and supply distribution areas.

- **Scenario-based practices:**

- Run practice sessions that use real-life emergency scenarios, such as floods or power outages, to test and refine the CEH's operations.
- Include challenges like handling an influx of evacuees, responding to medical needs, or dealing with communication breakdowns.
- Discuss a tabletop scenario or question at the beginning of each of your meetings
- Meet with other groups in your area to share learnings and experiences, or invite guest speakers.

- **Cultural competency:**

- Invite guest speakers from your local community or have group discussions to identify how you can support people from diverse cultural backgrounds with respect and understanding.
- Include information about local iwi, marae, and other key cultural groups in your area to ensure appropriate engagement and collaboration.

- **Self-care and team well-being:**

- Share weblinks or books that provide help on how to manage stress, avoid burnout, and practise self-care during high-pressure situations.
- Invite in a series of guest speakers who can provide insight and tips.
- As part of your meetings build in fun games and activities that help build team morale and maintain a supportive environment within the CEH.



**If you need assistance with any of the above, reach out to AEM for support at [AEMinfo@aucklandcouncil.govt.nz](mailto:AEMinfo@aucklandcouncil.govt.nz)**

## 2.4 Roles

Having clear roles makes a big difference in how smoothly your CEH runs. When people know what they're responsible for, things get done more efficiently, confusion is reduced, and everyone can focus on helping where it's needed most. Defining roles ahead of time also makes it easier to make decisions, communicate well, and give volunteers the confidence to step up and take action.



### 2.4.1 Creating a collaborative and inclusive CEH

While roles help keep things running smoothly, the focus should always be on people first. A CEH works best when it prioritises care and support over rigid processes. Creating a welcoming and flexible space where everyone feels encouraged to contribute should be the main consideration.

- **Focus on collaboration:** Encourage a collective and inclusive way of working, where responsibilities are shared among CEH volunteers. This ensures the CEH isn't overly dependent on just a few individuals and remains sustainable over time.

- **Leadership with flexibility:** While having one person oversee the CEH can be useful, the emphasis should be on teamwork and shared decision-making to better meet community needs.
- **Keep it simple:** In smaller situations, a very limited number of people could organise a community gathering to function as a CEH.

By fostering collaboration and putting people at the centre of running the CEH, it can provide effective and compassionate support to the community.

### 2.4.2 Useful roles within a CEH

This section provides a summary of key roles that may be helpful when establishing and operating your CEH. These are **suggestions only**, intended to prompt discussion and planning, not a checklist to follow exactly.

- Each CEH should identify and assign roles according to its unique needs, capacity and community context.
- Some roles may be combined, split, or shared across multiple people depending on available volunteers and the situation complexity.

Try to adapt the roles, language, and responsibilities to reflect your community's strengths, needs and working style. For more detailed information about the suggested roles, refer to Appendix B.

 <b>Hub supervisor</b>	These roles are priority positions
 <b>Communications</b>	
 <b>Reception</b>	
 <b>Needs and offers</b>	
 <b>Wellbeing support</b>	
 <b>Facility maintenance</b>	

\* These role titles and responsibilities are suggestions only. You can adapt, rename, or reorganise them to suit your community's needs.



## Hub supervisor

### Responsible for:

- Overseeing the CEH to ensure it runs smoothly, efficiently and meets its purpose
- Making sure that the basic needs are addressed
- Ensure all volunteers are cared for.

Appoint someone in the group to be the initial Hub supervisor. It is important to have someone looking at the big picture of what you are trying to achieve. Consider both the immediate needs and potential assets in your community as well as challenges in the days to come.

Remember: you are forming a team. While it is useful to have one person overseeing the CEH, decisions should be made as a group and be inclusive of newcomers who want to help.

The CEH supervisor may change as numbers grow. You might collectively agree that someone with more experience or availability should step in if needed.

They may need extra help depending on the size and duration of the emergency.



## Communications

### Responsible for:

Communications can be broken into three distinct areas of responsibility (and later on this is shown by creating three distinct sub-roles for communications).

- **Staying connected** with external partners such as AEM, neighbouring community groups, or even local first responders.
- **Information coordination** brings together verified information so the CEH team understands what's happening and can make good decisions.
- **Public information** to ensure the community understands the situation and knows how to seek support.

This person (or team) ensures that accurate, timely information flows **both within the CEH, as well as to and from the CEH.**



## Reception

### Responsible for:

- Creating a reception area and putting up signage at the hub entrance
- Providing a friendly welcome to visitors and directing them to relevant areas
- Making sure volunteers are identified by a lanyard, tabard, or a name tag.

The reception team need to provide a welcoming first point of contact, explain what the CEH can and can't offer and direct people to where they can get help that best meets their needs.



## Needs and offers

### Responsible for:

- Linking people in need of assistance with other people who can offer help
- Updating the Needs and offers boards by linking problems with solutions.

A CEH can help a community solve problems using the resources and skills the community has available – matching needs and offers is a great way to do this.

They also work with Facility maintenance to identify storage options for donated goods.





## Wellbeing support

### Responsible for:

- Creating a space for general support or company, that's safe, welcoming, inclusive and comfortable
- Providing a place to wait for help, information, resources and where people can offer assistance or be given a task
- Providing general wellbeing support, reassurance and emotional care to those experiencing stress or anxiety
- Encouraging social connection and reducing isolation by facilitating conversations and companionship.

People come to the CEH for many reasons. They might need specific help or information, while others may simply seek comfort, reassurance, or connection during stressful times. The

**Wellbeing support** provides a welcoming environment for everyone.

Identify people who might need additional emotional or mental health support and connect them with appropriate resources or assistance.



## Facility maintenance

### Responsible for:

- Ensuring the building and grounds are safe for members of the public before opening the CEH
- Ensure the CEH is kept clean, tidy and is safe for volunteers and visitors
- Checking the CEH after any changes that might affect the building
- Liaising with the building owner or property management/ maintenance team.

Keeping the CEH clean and tidy helps to make people feel safe.

It's important to check the building regularly for any environmental changes that could affect safety.

Facility maintenance also supports general health and safety at the CEH including keeping walkways clear, addressing hazards and ensuring the space is safe and functional for all.

---

### 2.4.3 No physical hub? These roles can be helpful

Not every community will have a designated physical hub space, but there are still key roles that can make a difference.

- **Communications and public information**  
Ensuring accurate and timely information is shared within the community, as well as connecting to external agencies.
- **Needs and offers coordination**  
Matching community needs with available support or resources, helping people find the assistance they require.
- **Wellbeing and first aid support**  
Offering medical assistance or first aid to those who need immediate help. Volunteers trained

in first aid or Apps like GoodSAM can provide connection to support. Remember always call **111** if it is life-threatening.

- **Community check-ins (door-knocking and street visits)**  
Regularly checking on neighbours and nearby residents, particularly those who might be vulnerable or isolated, to offer comfort, assess their needs, and ensure they're safe and supported.

These roles help ensure your community can effectively support one another, even without a physical location.



## 2.5 How your CEH might operate

### 2.5.1 Operational planning

When planning a CEH, it's important to define what services the CEH will provide and set clear boundaries for what you can realistically offer. This helps manage community expectations and ensures resources are used effectively.



**Avoid providing more services than necessary (overservicing), as this could lead to:**

- Higher costs for running the CEH.
- Reducing people's ability to rely on themselves.
- Creating expectations that can't be maintained over time.
- Less support available from formal emergency services.

### 2.5.2 Planning your venue or space

- **Create a floor plan:** Draw a layout of your location, identifying spaces for essential areas like:
  - reception
  - information boards
  - supply storage
  - quiet spaces (resting areas/administrative areas)
  - cooking and food serving space
  - toilets and shower facilities
  - areas for pets.

This will help you visualise how everything fits together and avoid confusion during setup.

- **Practise your setup:** Walk through the space with your team to test how everything will work in real life. Adjust your plan if needed to ensure it's practical and efficient.
- **Run through everyone's roles for setup:** Each role in the CEH can focus on identifying and preparing specific areas. For further information refer to section 2.4 Roles, or Appendix B.
- **Work together:** Some tasks will be simpler than others, so be flexible and help each other where needed to get everything ready quickly.

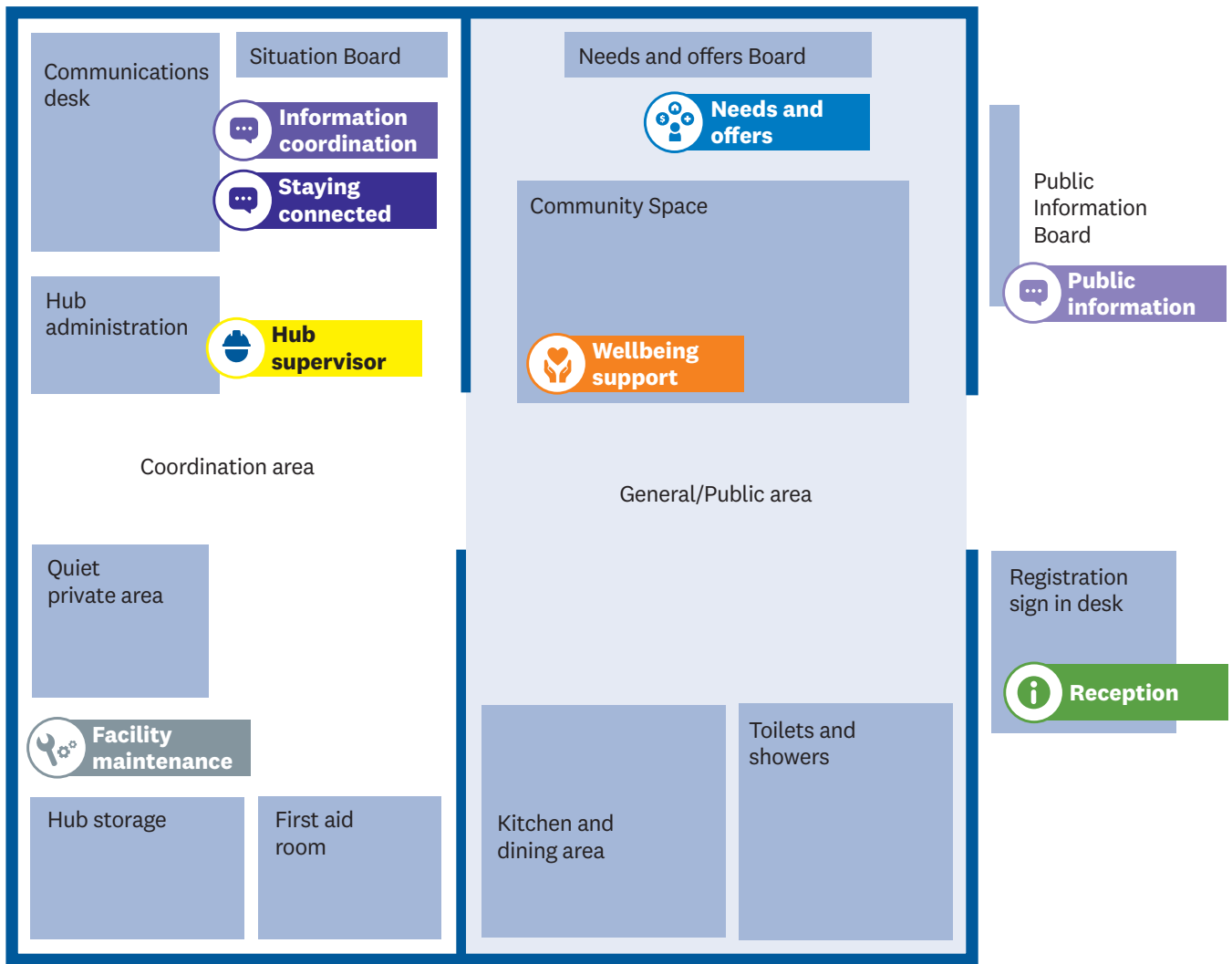
Think about the spaces which will help you deliver the best service based on your objectives.

**Consider:**

- a room for women and children only
- a space for external agencies to set up and talk with visitors to your CEH
- a quiet space for making phone calls, writing emails and other administrative needs.
- a prayer room or space
- storage areas for supplies and managing donated goods, food, and other essentials

- a quiet zone for people sensitive to noise or activity
- space for children and parents/caregivers
- a room for team meetings
- a first aid room
- dedicated spaces for preparing and eating food
- somewhere people can have their pets (if your space is appropriate – if not, identify somewhere near by, like a Civil Defence Centre, they can go to).





<b>Hub supervisor</b>	<b>Reception</b>
<p>I oversee that the CEH runs smoothly by helping everyone work together.</p>	<p>I meet and greet people coming to the CEH and direct them where to go.</p>
<b>Communications: staying connected</b>	<b>Communications: information coordination</b>
<p>I use whatever communications are available to stay in contact with the Emergency Coordination Centre (ECC).</p>	<p>I keep track of important Information coming in and out of the CEH.</p>
<b>Needs and offers</b>	<b>Wellbeing support</b>
<p>I match people's needs and offers of assistance by using notes on a board.</p>	<p>I create a welcoming comfortable space where people can connect and wait.</p>
<b>Communications: public information</b>	<b>Facility maintenance</b>
<p>I keep the Public information board up-to-date and tidy.</p>	<p>I ensure the CEH is safe, clean and has the resources it needs to run.</p>

Figure 3: CEH floor plan



## 2.6 Local resources

Local resources are vital to your CEH's readiness and effectiveness. When you're planning your CEH, you need to identify what resources are available to you. An **ideas and solutions approach** can help you identify challenges your community might face during an emergency. This involves not only identifying what is available but also thinking creatively about how resources can be used to overcome obstacles.



### What is an "ideas and solutions" approach?

This means looking at possible challenges your community might face in an emergency—and coming up with practical, creative ways to solve them using what's already around you.

Instead of focusing only on what's missing, ask: "What could we do with what we have?"



#### No power?

Use gas BBQs or solar chargers for cooking and phone charging



#### No internet?

Set up a physical message board or use runners to share updates



#### Limited transport?

Organise a local carpool or buddy system for vulnerable neighbours



#### No formal shelter?

Use a community hall, school or other gathering place

### 2.6.1 Managing supplies for your CEH

Sourcing, storing, and maintaining supplies is essential to ensure readiness during an emergency. Good organisation here will help your CEH operate effectively and provide vital support to the community.

#### • Sourcing supplies

- Identify key items your CEH is likely to need, e.g. first aid kits, non-perishable food, water, bedding, hygiene products, and tools.
- Work with local businesses, community groups, and organisations (e.g., marae, schools, NGOs) to build a network for sourcing supplies in the event of an emergency.
- Plan for community contributions, such as food drives or donations of blankets and other essentials.

#### • Storing supplies

- Choose a safe, secure, and accessible place for storing your supplies.

- Organise items for easy access, grouping by category e.g. medical, food, hygiene.
- Ensure storage areas are secure, weatherproof, and protected from pests or damage.

#### • Maintaining supplies

- Regularly check supplies to ensure they are in good condition and not expired (e.g. food, medicine, batteries).
- Keep an inventory list and update it after each use, donation, or inspection.
- Rotate items with expiry dates, such as food and medicine, to prevent waste and keep supplies fresh.
- Ensure equipment is regularly serviced, and batteries and pens checked.





## 2.6.2 Fuel



Never store more than 50 litres of petrol, and only in approved containers clearly marked for petrol use (typically red). Fuel must be stored away from ignition sources, in a well-ventilated area, and kept out of reach of children and pets.



Storing fuel can help power essential equipment like generators or outdoor cooking setups during a response – but it must be done safely.

**Important:** This guide does **not** provide full advice on fuel storage or use. If you are considering having fuel on site or using it as part of your emergency plan, you must refer to the official guidance from WorkSafe:



WorkSafe Petrol Safety Guidance  
[worksafe.govt.nz/topic-and-industry/hazardous-substances/guidance/substances/petrol](https://www.worksafe.govt.nz/topic-and-industry/hazardous-substances/guidance/substances/petrol)

Anyone handling fuel must be aware of the risks and follow appropriate health and safety practices. This includes safe storage, transport, and use. Always check with your facility owner or manager about what's permitted on site.

Fuel is just one part of your wider CEH supplies. Make sure those helping to run the CEH are familiar with what is available, how to access it, and how to use it safely. This builds confidence and helps your CEH respond quickly when needed. More information about supplies to consider is in **Appendix A**.



## 2.7 Managing costs

Be mindful of potential costs when setting up and running your CEH. Community groups standing up a **CEH are responsible for the resourcing their CEH and any associated costs**. CEHs should first use available local resources and support within their communities.





## 2.7.1 Additional resources

If essential resources cannot be sourced locally and critical needs arise, AEM can potentially support in helping you meet those needs. Requests can be emailed to [AKGEOCommunity@aucklandcouncil.govt.nz](mailto:AKGEOCommunity@aucklandcouncil.govt.nz)

If your CEH cannot source resources from within the local community during an emergency, and needs additional resource assistance, requests can be

made through a Community Liaison based at the Emergency Coordination Centre (ECC). They will work to connect you with other support services already on the ground. If no options are available at a local level the Community Liaison will pass the request to the Welfare Function Manager, who escalates it through the response structure, including the Group Controller and the National Emergency Management Agency if required.

### Managing costs and resourcing

#### Community contact with Emergency Coordination Centre (ECC)



- **If approved**, the Logistics Function Manager will help organise delivery of resources to affected communities.
- **If declined**, the Community Liaison will continue to help find alternative options, such as linking with other CEH's or Civil Defence Centres (CDCs) that may be able to assist.

This process ensures community needs are considered within the formal emergency management system.

It's important to keep detailed records of any resources used or expenses incurred while running your CEH. These records will support coordination, ensure accountability, and may be needed if there's an opportunity for reimbursement or financial assistance later on.



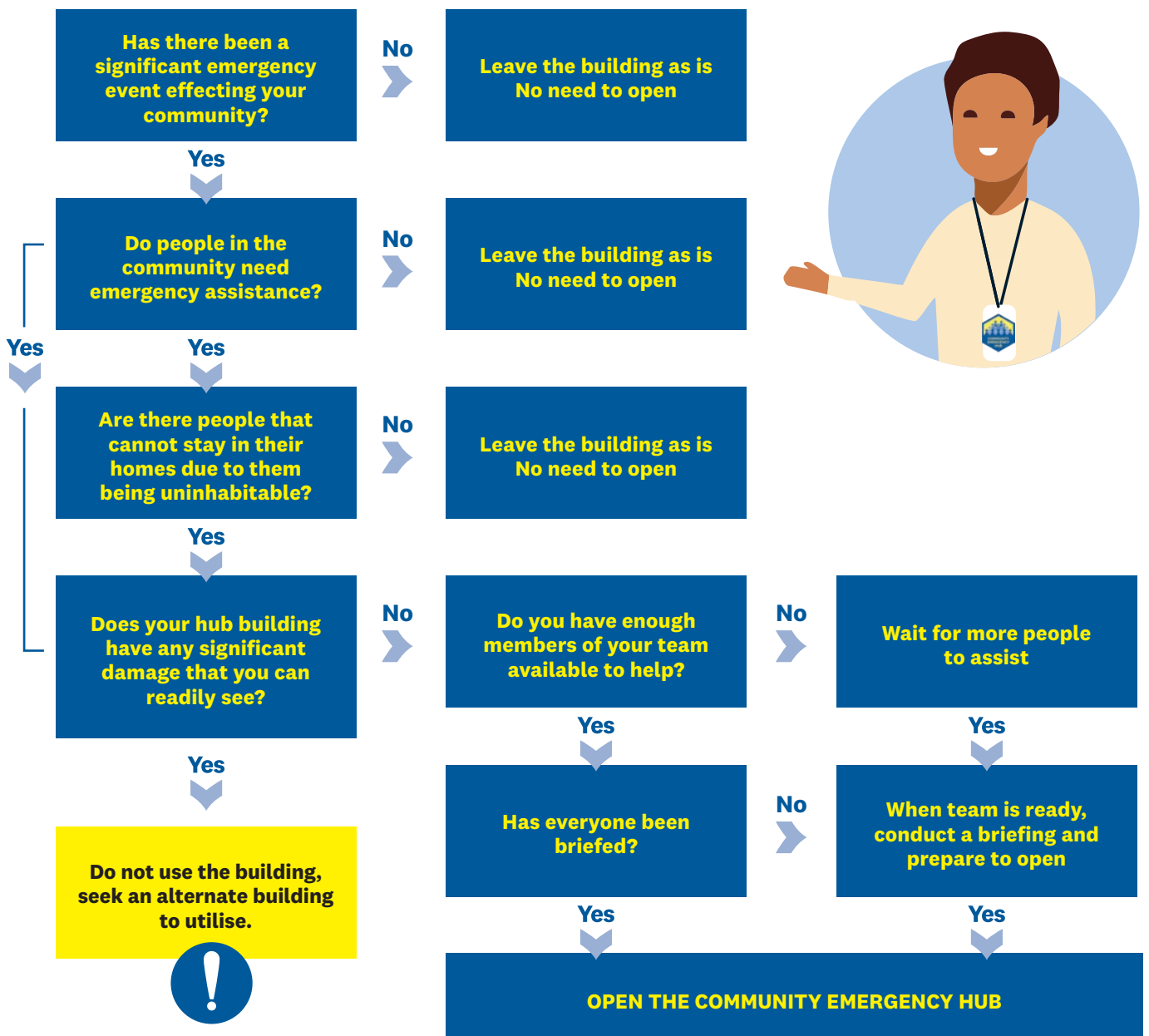
# ➤ Response

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## 3.0 Response: standing up and running a CEH

### 3.1 Knowing when to open your CEH





## 3.2 CEH activation process

### Step 1 > Accessing the CEH



#### 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.



#### Get the keys and go inside

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



#### 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.



#### Locate the CEH kit

If your community group has a CEH kit, locate it and make sure you're familiar with the contents.



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.



If your CEH is based in a venue managed by a third party, please have access permissions pre-arranged and contact them at the time of activation.



## 3.3 Roles during a response

### Step 2 > Assign roles



#### Bring everyone together

Gather everyone together to talk about why you are opening the CEH and what you are seeking to offer or provide.



#### Assign roles

Using your CEH plan as a guide, assign roles to those who have arrived at the CEH.

This might be a fluid situation so make sure you continue to discuss who will best be suited to undertake which role.

Each role has a lanyard in the Community Emergency Hub Kit which includes the relevant task for that role. Role descriptions are found in section 2.4 Roles and in Appendix B.

#### Priority positions that should be filled first:

- **Hub supervisor** (must be filled first)
- Communication – Information coordination
- Public information
- Reception.

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

- Needs and offers
- Community Space
- Communications
- Facility maintenance.



## 3.4 Setting up

### Step 3 > Setting up

Now that you have assigned roles, different areas of the CEH 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 Communications role) and ensure it's close to the entrance but not blocking anywhere as it holds important information.
- Set up an area for the Hub supervisor and Information coordination (see Hub supervisor role)
- Set up the Situation board
- Set up an area to collect Needs and offers (see Needs and offers role)
- Set up the Offers board
- Set up the Needs board
- 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 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 CEH



#### Before you open

The Hub supervisor should now bring CEH volunteers together to hold a briefing. Briefings 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 **AKGEOCcommunity@[aucklandcouncil.govt.nz](mailto:akgeoccommunity@aucklandcouncil.govt.nz)** to let them know you are open



### 3.4.1 Maintain a safe working space

Everyone should work together to ensure the wellbeing and safety of those at CEH.

- Ensure the space is accessible to everyone and keep walkways clear. Some people may be in wheelchairs, pushing a buggy/pushchair, or have limited mobility.

- The CEH might need to increase or decrease in size during the time it is open. This will depend on the community's needs.
- Somewhere with extra rooms or extra buildings nearby will be useful if you have lots of people coming to the CEH.
- If you are communicating by radio, use a quiet room away from the public.

---

### 3.4.2 Summary: areas to set up

#### Information boards

- Set up the situation board to maintain an overall picture of what is happening. Record the actions taken or tasks that have been assigned or still need to be done (some information on this board could be sensitive, so think carefully about what the board should include and the placement of the board).
- Set up the Public information board in a prominent place for everyone to see.
- Set up display boards marked "Offers" and "Needs" towards the front of the CEH.

#### Communications

- Establish a space for telephone or communications. If there is no electricity, you will need to find a car battery, power bank or alternate power source, such as a generator. The communications space must be somewhere quiet.

#### Community space

- Set up a quiet space away from the information boards for people to rest, seek companionship, wait for assistance/information or a volunteer role.
- Make sure that the space is accessible to people with mobility impairments and has some seating.
- Consider the need for different areas where privacy might be required for breastfeeding mothers, people needing quiet spaces for emotional support, anyone providing or receiving first aid, or individuals who just need a moment away from the main hub area.

#### Toilet and hygiene station

- Set up a hand washing area if there is not a functioning bathroom. Find or make a toilet facility. Ask neighbouring houses or local businesses to lend any tools and cleaning materials you need.





## 3.5 Step 4: opening your CEH

Once you have set up the CEH, bring everyone together once again to ensure they are clear on objectives, their roles, the layout, and how they will share information and work together.

Repeat this briefing regularly with the team to ensure things are working smoothly. People going off shift should brief, or leave notes for those coming on.



### Follow these five steps:

1. Give an overview of who might be available to help. Include community members, volunteers, people, and organisations involved in response planning.
2. Check the team is happy with their role. If not, change roles as appropriate. If there are roles still to be allocated, people may end up with two or more roles. Pass roles to others as they arrive to offer help.
3. Hold a full team briefing to go over the Hub processes. Make sure everyone has a clear idea of how the CEH will operate and how information and people might move through the CEH, depending on their needs.
4. Open the CEH and contact AEM:  
**AKGEOcommunity**  
**@aucklandcouncil.govt.nz**
5. Put up clear signage that the CEH is open.

### Why contact AEM?

During an emergency AEM will be monitoring what is happening across Tāmaki Makaurau Auckland. The Welfare team will have a dedicated Community Liaison within the ECC as your direct point of contact.

They will be able to share information about what is happening, help you problem solve issues that arise, and assist in communicating with the public that your CEH is open and able to support.

Please reach out to the Community Liaison when you activate by emailing

[AKGEOcommunity@aucklandcouncil.govt.nz](mailto:AKGEOcommunity@aucklandcouncil.govt.nz)





### 3.5.1 Creating a comfortable space

#### When people come into a CEH:

- Help people feel in control of themselves by letting them make their own decisions.
- Allow them to recover their composure in their own way and in their own time. Often it is best to stay quietly with them until the emotion subsides.
- Listen respectfully to everything they say. Show it is important to you and that you wish to understand them.
- Encourage them to think about who else they can get support from.
- Take note of what people need; they may not be able to express or ask for it. You may be able to find solutions within your CEH.
- Don't take anything they say personally; think of it as a message about how they feel.

#### When providing comfort, it is very important that you avoid some actions.

- Don't order people around or tell them to do things 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 to or patronise them.
- Don't be distracted when they are talking to you.
- Don't try to talk them out of their feelings
- Don't reassure them that everything will be all right because it may not be.
- Don't react to their anger or other emotions personally.
- Don't separate them from other people they are with.
- Don't get sentimental or excited with them.
- Don't deny them privacy or independence when they need it.

*Based on advice from the Ministry of Health*

If refreshments are available, set these out and keep the area tidy so people can help themselves. Be ready to assist anyone who does require help. It is a good idea to ask whether you can help before doing so.

Ensure the community space caters for diverse needs. Keep the community space inviting, well-lit and easy to access for everyone.





## 3.6 Supporting people while they are at the CEH

People who come into the CEH during an emergency will have different needs and experiences. Some may be distressed, uncertain, or separated from loved ones. Others may need basic support like food, rest, or connection. This section outlines how your CEH can help support families, children, and caregivers in a calm and compassionate way.



### 3.6.1 Supporting families

Emergencies can affect entire families – they may have had to leave their homes suddenly, have lost contact with whānau, or be cold and uncomfortable. Your CEH can offer a place of safety and reassurance.

#### Ways to support families:

- Encourage open communication among family members.
- Provide access to essential resources like food, warmth, shelter, or medical care.
- Offer clear, simple information to help families understand what’s happening and what they can do.

### 3.6.2 Creating family and child-friendly spaces

Designating calm, safe areas for families and children can reduce anxiety and help everyone feel more supported.

#### Consider:

- Creating a child-friendly area with books, toys, games, and comfortable seating.
- Setting aside a quiet space for families to rest, breastfeed, or have privacy.
- Clearly marking these spaces and letting families know they are welcome to use them.



---

### 3.6.3 Supporting parents and caregivers

Parents and caregivers are usually the best support for their children – but emergencies can be overwhelming for everyone.

#### Ways to offer support:

- Offer to supervise children’s activities for short periods so parents can rest or manage essential tasks.
- Listen without judgement. A kind word or warm drink can make a big difference.
- Be flexible and understanding. Every family will cope differently.

---

### 3.6.4 Supporting children and young people

Children and young people often react differently to emergencies depending on their age, development, and personal situation. Many responses are normal under stress.

#### Common reactions include:

- Feeling sad, anxious, or withdrawn
- Irritability or anger
- Difficulty sleeping or concentrating
- Changes in appetite or behaviour.

#### How to support them:

- Reassure: let them know they’re safe and that adults are managing the situation.
- Keep routines: familiar patterns provide comfort – even something simple like reading a book.
- Listen: let them talk or ask questions at their own pace.
- Stay calm: children often mirror adult emotions, so your calm presence helps them feel more secure.





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### 3.6.5 Supporting adolescents

Teenagers may not show obvious signs of distress but can still be deeply affected. They might appear quiet, withdrawn, or reluctant to accept help.

#### Support them by:

- Encouraging conversation, but letting them lead when they're ready.
- Respecting their need for privacy and independence.
- Helping them stay connected with friends or peers, even just through shared activities or tasks at the CEH.

---

### 3.6.6 Unaccompanied minors

Any person under the age of 18 who arrives at the CEH without a parent or guardian is considered an unaccompanied minor. For further information visit: [orangatamariki.govt.nz/support-for-families/childrens-teams](https://orangatamariki.govt.nz/support-for-families/childrens-teams)

#### If you're unsure where their caregiver is:

- Stay with the child in a safe, calm space.
- Contact Police or Oranga Tamariki as soon as possible for support.

#### Resources for further support

The National Emergency Management Agency provides valuable information and resources for managing stress and anxiety during emergencies. These resources can assist in understanding and meeting the psychosocial needs of children and young people:

- Helping children through trauma according to their developmental stage.
- Understanding adolescent behaviours and how to provide appropriate support.
- Managing the impacts of disasters on family life.
- Supporting individuals experiencing trauma.

Visit [www.getready.govt.nz](https://www.getready.govt.nz) for more information.





## 3.7 Supporting people with pets at the CEH

In an emergency, many people will not evacuate or seek help if they cannot bring their animals with them. While a CEH is not a formal animal shelter, you should consider how to support people who arrive with pets or working animals.

Below are some key principles to guide your Hub's approach.



- **People and animals both matter in an emergency.** While the primary focus of the CEH is supporting people, animals are deeply valued members of many households. Helping to keep them safe not only is a human instinct, but also supports the wellbeing and decision-making of their owners.
- **Create a safe space for animals.** If possible, identify an outdoor or sheltered area near the CEH where animals can be kept securely (e.g. on leads, in crates, or cages). This helps keep the main hub space safe and calm for others.
- **Encourage owners to stay responsible.** Animal owners should remain with their pets wherever possible and provide their own food, water, and containment. The CEH is not responsible for animals but should also consider overall health and safety when considering how to support those with pets.

- **Use your network.** If specialist animal support is needed (e.g. food, transport, veterinary care), reach out through your Hub network to local vets, SPCA, animal shelters, or AEM who can connect with MPI and animal welfare agencies.
- **Stay calm and kind.** People may be distressed – support them with empathy, and if animals are agitated, consider offering a quieter space or help de-escalating the situation.

**Planning tip:** If your group is developing a CEH plan or running a scenario, consider what you might do if people arrive with pets, livestock, or working animals. Consider whether you can include animal care in your shared supplies, signage, role cards, or not.



For more advice on preparing for animals in emergencies, visit [mpi.govt.nz/animals-in-emergencies](https://mpi.govt.nz/animals-in-emergencies)



## 3.8 Neighbourhood checks and door-knocking

Your CEH isn't expected or required to do neighbourhood checks or door-knocking. You can choose to organise this if you feel safe and comfortable doing so, particularly if you're aware of vulnerable people nearby.

If you opt for neighbourhood checks, always follow these essential guidelines:

- **Check on your neighbours and people you know to have health issues or disabilities.**
- Connect with groups who may already be 'on the ground' and who can assist with neighbourhood checks including your local Community Patrol or Neighbourhood Support network.
- **Only go out if it is safe to do so.**
- Conduct checks **in pairs or small groups** – never alone.
- **Plan routes carefully**, and tell your hub where you're going and when you'll return.
- **Do not enter unsafe buildings or areas.**
- **If anyone requires urgent assistance, call 111 immediately.**

- **Always follow instructions given by emergency services** personnel if they are on scene, and remain out of their area of operation.
- **Clearly identify yourselves** (e.g. hi-vis vests or clear identification badges).
- **Record key information clearly and relay it promptly to your CEH.**
- **Provide reassurance without promising specific help or timelines.**
- **Tell people about the CEH** and the support they can receive there.



**If you can't give someone immediate assistance, collect information about their needs and bring that back to the CEH.**

You cannot force people to leave their homes. If you are concerned about a person or household's safety call 111 for immediate assistance or alert AEM at

[AKGEOCommunity@aucklandcouncil.govt.nz](mailto:AKGEOCommunity@aucklandcouncil.govt.nz)



## 3.9 Medical assistance

- Where are the nearest medical providers?
- Are there medical facilities in your community?
- If people show up at the CEH in need of medical help, direct them to the closest available medical facility.
- You might need to arrange transport to get people to help, or get help to the people who need it.
- Your local medical centre may also need help finding another location to work from if their building is damaged.

### Where can you get extra supplies?

- First aid kits in homes and workplaces.
- The local supermarket or pharmacy.
- Improvised bandages: what could you use?

### Where are the defibrillators?

- Learn where automatic external defibrillators (AEDs) are in your community.
- You can find your local defibrillators using a smart phone and the AED app, available on Google Play and the Apple Store.

---

### 3.9.1 Medical professionals and first aiders

#### If your life or your property is at risk, call 111.

If you are a medical professional and cannot get to your usual place of work, you can offer support at your nearest medical centre and provide what help you can. If that facility is not open, consider supporting your nearest CEH.

If you are a first aider, provide what help you can to your neighbours and your community. Then you could offer your assistance at your nearest CEH.



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## 3.10 Donations

Only request donations if there are specific items you need for example, blankets, tea and coffee. You could also reach out to your local opportunity shop or resource recovery centre.

It is okay to turn away other offers of donations, as you could very quickly be swamped with items that are not suitable. Unwanted donated goods will take time to manage and distract you from the aims of the CEH. Piled up items can get in the way. Community

Resource Centres may be able to assist with managing donations received.

Home cooked food or baking can be accepted, but make sure you label them as “home cooked” and follow food safety guidelines when storing, heating and serving. Visit [mpi.govt.nz/food-safety-home/fundraising-community-and-social-event-food-safety](https://mpi.govt.nz/food-safety-home/fundraising-community-and-social-event-food-safety) for further information.



## 3.11 Connecting with AEM



### If life is at risk call 111.

AEM will help community groups prepare for, and respond to, emergencies. During an activation, the **Community Liaison desk** as part of the Welfare function in the Emergency Coordination Centre (ECC) will serve as your main point of contact for guidance and support.

When you activate your CEH, please notify the Community Liaison desk as soon as possible.

These AEM contact points should be included in your stakeholder and key contacts directory:

- AEM **phone: 0800 22 22 00**
- AEM Emergency Coordination Centre (Community Liaison desk) **email: [AKGEOCcommunity@aucklandcouncil.govt.nz](mailto:AKGEOCcommunity@aucklandcouncil.govt.nz)**  
(for community groups to use as a direct line of communication).

### You will be asked to provide:

- Your current status (e.g. open, closed).

- CEH opening times and the closing time if you will close at night.
- What your CEH is offering as support.
- What is happening e.g. ‘twenty families have evacuated their homes, and eight of them do not have anywhere else to stay tonight’.
- Any assistance required.

The **Community Liaison** in the ECC is your communication channel with AEM. Regular check-ins will be important to ensure key information is shared effectively, accurately and consistently.

The general public can contact Auckland Council on **09 301 0101** to report:

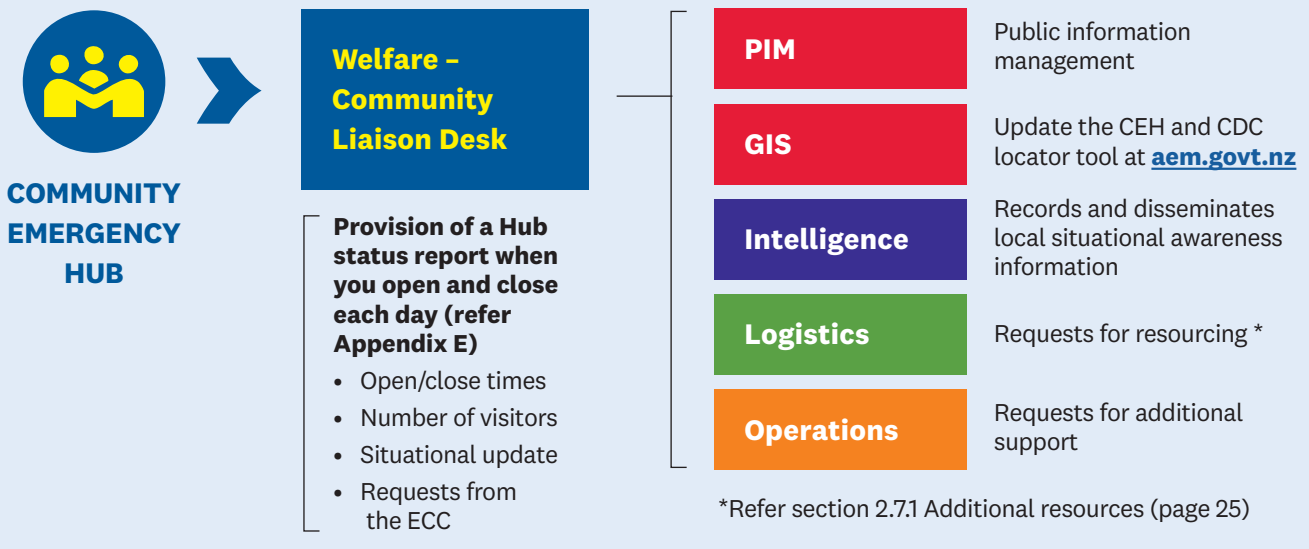
- flooding
- landslides
- fallen trees on public land.

Or use this link: [aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)

### 3.11.1 When you connect into the ECC

Figure 4: below shows how your CEH connects into AEM during a major emergency.

#### CEHs during response





## 3.12 Deciding when to stand down your CEH

**Follow these steps when the community no longer needs the CEH and it's time to stand down (permanently close):**

- Use signage to tell the community that the CEH will no longer open, and provide information on where they can go to find assistance, such as a council-run CDC.
- Advise the ECC you are closing.
- Clean up all areas and return any moved furniture and equipment.
- Gather all the records for the event; the ECC might use them for analysis.
- Report any building or facility damage or required repairs and maintenance to the property owner or maintenance team.

## 3.13 Debrief and lessons learned

When the emergency is over, a structured debrief provides an opportunity for your community to reflect on what worked well, what challenges arose, and how future efforts could be improved.

### This process helps to:

- Identify gaps in planning, resources, or communication
- Build on strengths and successful strategies
- Foster a sense of shared learning and collaboration
- Develop practical actions to reduce the impact of future emergencies.

### 3.13.1 Key steps for an effective debrief

#### 1. Bring everyone together

Include all key stakeholders from community members and volunteers to external partners who were involved in the emergency response and recovery.

#### 2. Review each phase

Discuss the successes and challenges in the activation, operation, and recovery efforts of your CEH.

#### 3. Capture lessons learned

Create a record of insights, focusing on both what worked well and areas for improvement.

#### 4. Turn lessons into action

Use the findings to update your Community Emergency Plan, improve your CEH setup, and enhance community training or drills.

**Embedding lessons learned into your future planning** will help your community reduce the risks and impacts of future emergencies, ensuring you're better prepared and more resilient. This ongoing cycle of improvement is a powerful way to strengthen community capability and confidence.





# ➤ Recovery

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## 4.0 Recovery: keeping community connected

As your community self-organises to respond to an emergency, you will naturally begin solving immediate challenges.

- > **So, what happens when the focus shifts to long-term recovery?**
- > **How can your community continue working together and support one another during this critical phase?**

Recovery can take weeks, months, or quite often years – and community-led support continues to play a vital role.



## 4.1 Why recovery planning matters

Recovery planning starts during the emergency itself. The recovery process can vary in length; it might take weeks, months, or even years depending on the scale and impact of the event. Recovery isn't just about rebuilding structures; it's about helping people

restore their lives and finding a 'new normal' in their emotional, social, economic, and physical wellbeing. Ideally, recovery can offer opportunities to improve resilience and to be stronger than before.



## 4.2 The power of community in recovery

Communities that are engaged, cooperative, and supportive of one another are better positioned to adapt and rebuild effectively. By working together, sharing resources, and fostering connections, communities can navigate the complexities of recovery while strengthening bonds and resilience for the future.



### How can your CEH continue to help during recovery?

Although a CEH is unlikely to operate into the recovery phase, it can help form the central connecting point for a community recovery group.

#### ➤ Stay connected

Maintaining your existing relationships and those you have formed during the response is important for your community's recovery. Some people may have been evacuated, or may be living temporarily outside the community. Strive to help keep everyone connected and informed. Setting up phone trees, social media groups and email chains, in addition to meeting in person, helps keep people connected so they can take action and support one another.

#### ➤ Speak with a common voice

Look for common goals that meet the needs of many community members. Just as importantly, your community's voice can be strong and inclusive of different needs. When a one-size-fits-all approach won't work, part of sending a clear message means communicating that needs in your community are diverse. Organising your community so it can speak with one voice helps Auckland Council and other organisations to support your community.

#### ➤ Talk about wellbeing

During and after a disaster it is natural to experience different and strong emotions. Give yourself time to adjust and connect with family, friends and others who were affected in your community. Take care of yourself and each other, while respecting that people's needs will vary. Everyone may deal with challenges in different ways, but no matter what, remember it's ok to seek help. Re-establishing routines and engaging in healthy behaviours can help to enhance your ability to cope.

#### ➤ Work together

The drive to work together is often high at the start of a disaster when priorities are centered on meeting basic common needs. Keeping this positive energy alive through the recovery process will take a more concerted effort – sharing stories of the community's successes and challenges may help do just that. Consider how the community can continue to share knowledge and creativity as challenges change from just responding to what's in front of you, to proactively rebuilding the kind of community that you want to live and thrive in.



**Recovery will present challenges. Strong communities face them together.**

# ➤ Glossary and Appendix

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Term	Description
<b>Accommodation and Insurance Response Team (AIR)</b>	This combines New Zealand Claims Resolution Service (NZCRS) and Temporary Accommodation Service (TAS) and are able to respond with information, advice and support on these two areas.
<b>Auckland Emergency Management (AEM)</b>	AEM will lead any emergency response resulting from severe weather, cyclones or tsunami. Depending on the emergency, some responses are led by other agencies for example Ministry of Health (pandemic), Ministry of Primary Industries (Biosecurity), Police (civil unrest) or Fire and Emergency New Zealand (fire). In these situations, AEM will support the agency leading the response.
<b>Culturally and Linguistically Diverse (CALD) Communities</b>	Communities made up of people from diverse cultural backgrounds who may speak languages other than English or have their own customs, beliefs and traditions. These communities may have specific needs during emergencies, including language support and culturally appropriate assistance.
<b>Civil Defence and Emergency Management (CDEM)</b>	A CDEM Group is a partnership of local councils within a region that plans for and responds to emergencies. AEM is the department of Auckland Council tasked with overseeing the Auckland CDEM group. There are 16 CDEM groups across New Zealand each responsible for managing civil defence efforts in its region, helping communities stay safe and resilient.
<b>Civil Defence Centre (CDC)</b>	A welfare relief centre set up by AEM. A Civil Defence Centre (CDC) provides support to individuals, families/whānau, and the community who have been affected by an emergency and potentially displaced from their home. CDC's provide immediate support including public information, shelter, and needs assessment. Services can vary depending on the CDC or the emergency, and can include services such as providing overnight accommodation, short term care for domestic pets, and access to other partner agencies.
<b>Civil Defence Emergency</b>	Civil defence emergency refers to the civil defence aspects of any emergency managed under the Civil Defence and Emergency Management (CDEM) Act 2002 where emergency mean a situation that: <ol style="list-style-type: none"> <li>is the result of any happening, whether natural or otherwise, including, without limitation, any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure of or disruption to an emergency service or a lifeline utility, or actual or imminent attack or war-like act; and</li> <li>causes or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and</li> <li>cannot be dealt with by emergency services, or otherwise requires a significant and coordinated response under the CDEM Act 2002.</li> </ol>



Term	Description
<b>Community Emergency Hub (CEH)</b>	Facilities set up and run by community for community, to support those affected in an emergency. They are not managed or run by AEM or Auckland Council staff. They offer a place where the community can meet, support and help each other and make decisions together about how to best ensure the safety and comfort of everyone in their community during an emergency. A CEH can also provide local, on the ground information back to the ECC. Community Emergency Hubs are activated by the community as and when they think there is a need which they can resource. This often occurs in the initial 24 to 36 hours of a response. Community Emergency Hubs can also be referred to as Community Led Centres.
<b>Emergency Coordination Centre (ECC)</b>	The central location from which an emergency response is coordinated, including managing information, planning, resources, and response activities.
<b>Emergency Services</b>	Official responders such as Fire and Emergency New Zealand (FENZ), New Zealand Police, Hato Hone St John.
<b>Fire and Emergency New Zealand (FENZ)</b>	The national emergency response organisation responsible for fire prevention, suppression, and other emergency services.
<b>Group Controller</b>	A senior official appointed by the Auckland CDEM Group under the Civil Defence Emergency Management Act 2002 to lead and coordinate the regional response during emergencies. The Group Controller operates the Emergency Coordination Centre (ECC), directs multi-agency efforts, and may exercise statutory powers to manage risk and support affected communities within the Auckland region.
<b>Hazard</b>	Something that may cause, or contribute substantially to the cause of, an emergency. Defined in section 4 of the CDEM Act (2002).
<b>Lifeline Utility</b>	Critical infrastructure to the functioning of society - e.g. water, power, gas, roading, rail, ports, telecommunications
<b>National Emergency Management Agency (NEMA)</b>	The government agency responsible for overseeing and coordinating civil defence and emergency management across New Zealand.
<b>Natural Hazards Commission (NHC)</b>	An organisation that provides scientific research, risk assessments, and advice regarding natural hazards in New Zealand.
<b>Readiness</b>	Developing operational systems and capabilities before an emergency happens, including self-help and response programmes for the public and specific programmes for emergency services, lifeline utilities, and other agencies.
<b>Resilience</b>	The ability of individuals, communities, and systems to prepare for, respond to, and recover from the impact of major hazards in times of emergency and disaster.
<b>Recovery</b>	The co-ordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency.
<b>Reduction</b>	Identifying and analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.
<b>Response</b>	The actions taken in anticipation of and immediately after an emergency or disaster to ensure that its impacts are minimised, and that people affected are given immediate relief, support, and safety.
<b>Risk (disaster)</b>	The perceived or likely consequence and impact from a hazard. In the context of emergency management, risk refers to the potential harm to people, property, and essential services. Risk can also be viewed more broadly to include impacts on health, safety, wellbeing, and the social or economic vulnerability of individuals and communities.

# Appendix A: Supplies to consider

Emergencies often require practical resources that can be found within your local community. The table below can help you think about what your CEH might need, what it could look like, and where to look first.

What might be needed	Examples	Where to look / who to ask
<b>Food and water</b>	Non-perishable food, clean drinking water, tea/coffee supplies	Neighbours, schools, places of worship, clubs, supermarkets
<b>Cooking equipment</b>	BBQs, camping stoves, gas cylinders, hot plates	Households, sports clubs, community kitchens
<b>Power and lighting</b>	Extension cords, power boards, torches, solar lights, generators*	Local tradespeople, businesses, hardware stores, residents
<b>Communication tools</b>	Phone chargers, whiteboard, notepads, pens	Households, local schools, businesses
<b>Internet access</b>	Satellite internet (e.g. Starlink, VSAT)**	Local businesses, community organisations – contact AEM for advice
<b>Cleaning supplies</b>	Mops, buckets, brooms, sanitiser, disinfectant, cloths	Community groups, cleaning companies, schools or business
<b>Personal protective equipment (PPE)</b>	Disposable overalls, gloves, hand sanitizer, safety glasses, high vis, masks, and appropriate tools	Households, op shops, hardware stores
<b>Warmth and shelter</b>	Blankets, hot water bottles, clean clothing in good condition	Op shops, marae, community groups
<b>Sanitary and hygiene products</b>	Toilet paper, soap, menstrual products, nappies, hand sanitiser, wet wipes	Households, pharmacies, supermarkets, early childhood centres, marae, community pantries
<b>First aid</b>	First aid kits, bandages, gloves	Local workplaces, schools, community first aiders, medical centres
<b>Defibrillator (AED)</b>	Locate the nearest AED device	Use <a href="https://aedlocations.co.nz">aedlocations.co.nz</a> or the AED Locations app
<b>Maps and information</b>	Printed maps, local directories	Download in advance, check council sites, libraries

\* If sourcing a generator, seek advice on what size is suitable for the equipment you plan to power.

\*\* Want to know more about satellite wifi? AEM can help guide you through the options.



## Appendix B: Roles and tasks for operating your CEH

**Clearly defined roles with practical tasks can help volunteers respond quickly and confidently. The role descriptions below outline tasks that may be helpful during an emergency.**

These have been developed using guidance from NEMA and other CDEM Group authorities around Aotearoa New Zealand, combined with our local experience in Tāmaki Makaurau Auckland. They reflect common responsibilities that have proven useful in real emergencies – but they are **not rules**.

Use these as a **starting point** to create your own guidance, adapting the tasks and language to suit your people, place, and situation. The goal is simply to help everyone understand how they can contribute and keep the CEH running smoothly.

The following pages have been designed as factsheets for CEH roles that can be easily shared with the team.





*In summary*



## Hub supervisor

### Responsibilities:

- Oversee the running of the CEH
- 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 CEH staff work as a team
- Keep records of all major decisions that are made (use Information coordination Logbook)
- Work with any media that arrive
- Ensure all staff have regular and adequate breaks and are fed and hydrated
- Create a roster for people working in the CEH (use the Roles Registration form)
- Close the CEH at the end of each day
- Close the CEH permanently when the community no longer has a need for it.



### The supervisor's main tasks are to:

- oversee the running of the CEH as an accessible and safe place for the community
- make decisions and allocate action with collaboration from the wider team, ensuring that no people or groups are working in isolation
- organise regular team meetings to help CEH staff work as a team.

### The supervisor should ensure:

- everyone has what they need to do their job. If the CEH requires more people to help with a task, the supervisor could ask if there are other members of the community willing to help
- everyone takes regular and adequate breaks, stops for food and stays hydrated. If people don't look after their own needs, they are more likely to suffer stress
- that if someone is finding the work stressful, they should consider changing roles, taking a break or go home (if possible)

- records of all major decisions are kept. Others may need your records to understand what has happened, and a record is useful for shift changeover.

### Consider the daily opening hours:

- make a roster for everyone working in the CEH
- take care that no one works for too long and that everyone has opportunities to take breaks and rest
- close the CEH overnight when appropriate:
  - make sure all equipment is locked up securely
  - use signage to say the CEH is closed and when it will re-open
  - advise the ECC that the CEH is closed for the night and when it will re-open: (the contact details are in Appendix B).

### Working with the media

Media may arrive at your CEH, and they can be a useful resource for sharing information with the wider community.

However it's vital that people's privacy is protected, and you should not allow them to enter inside the CEH. If community members would like to talk to the media, please take them outside to do this.

Refer Appendix D for further information and tips on working with media.

### You could offer the media:

- external shots of the CEH
- general information, such as whether you are busy, quiet, or have had lots of offers of community help
- public information you have received from the ECC.

### Do NOT provide:

- personal information, such as people's names or addresses
- any private or confidential information you have received
- details of any deaths or injuries
- addresses of evacuated homes.



In summary



## Communications: staying connected

### Responsibilities:

- Set up a communications area
- Set up the radio and any other communication methods
- Contact ECC and tell them that the CEH 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.

The Communications role is crucial for an effective CEH. It includes three main areas:

### 1. Staying connected

### 2. Coordinating incoming information

### 3. Public information

Depending on how many people are available and the volume of work required, one person may cover all three areas, or shared among multiple people. Larger responses or busier CEHs often benefit from splitting these tasks, ensuring clear communication and reducing the workload on any single volunteer.

The first aspect of the role **'staying connected'** requires someone to maintain reliable, two-way connections between your CEH, AEM, other local CEHs, and support organisations.

Good communication helps coordinate efforts, ensures clarity about available resources, and strengthens the overall community response.



### Main tasks for the Communications person or team

- Set up and maintain communications channels, such as phone, VHF radio, or Starlink (see Appendix B).
- Make initial contact with AEM's ECC to:
  - tell them your CEH is open and its operating hours
  - confirm your current communication capability (phone, power, email, radio)
  - share information on the support your CEH can provide so it can be widely communicated.
  - Establish regular check-ins with other local CEHs to exchange updates and coordinate local responses.
- Open ongoing communication channels with support agencies and groups, such as Red Cross, Hato Hone St John and NGOs, to facilitate coordination, share updates, and manage resource needs.
- Monitor all communication channels continuously to ensure messages and requests are received promptly and actioned.
- Maintain contact with any teams or individuals gathering information within your community, ensuring timely updates and effective coordination.
- Prepare and distribute regular updates, such as a Hub status report, summarising key issues, community needs, and important developments.

### Hub status report

This helps keep both those working in your CEH and external organisations such as AEM up to date on your community's situation, especially where extra support or resources are needed.

Helpful information includes:

- status of essential services like power and water outages
- major roads blocked or inaccessible
- significant injuries, building damage, or other critical issues beyond local capability.

See **Appendix C** for an example of a simple Hub status report.



In summary



## Communications: 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 CEH
- Organise groups to go out to find further information in the community
- Keep the CEH team up to date with what is happening, especially the Hub supervisor and Public information person
- Input local information about what you know is happening around you into your Hub status report, so that it can be relayed to the official response (Refer Appendix E).



### Main tasks for Information coordination

- Create and maintain the **situation board**
- Organise someone to collect information from people as they arrive.

Use whiteboards or sheets of paper, make big headings to organise the space on the board. Display any maps you have. Include information such as:

- known hazards, e.g. landslides, liquefaction areas, flooding, contamination or other at-risk areas

- status of utilities, e.g. tap water, wastewater, stormwater, power, gas, telecommunications, road networks

- latest weather reports, if available and relevant.

Clearly mark any information that isn't confirmed.

### When appropriate, ask new arrivals:

- where they have come from and what is happening in their area
- what they saw on the way to the CEH.

This can be as simple as asking questions such as "What street did you come from? What was going on there? Does anyone there need help?"

### Some ideas for finding more information are:

- a group from the CEH can walk or drive around the community to find out what you need to know
- consider using already established groups to gather information
- Neighbourhood Support, Community Patrol or similar groups could collate information from their streets.

Plan where these groups will be going and arrange a time they will be due back. Personal safety always comes first, so people should not go out by themselves.

Use mobile phones or portable radios to remain in contact with the CEH if possible. Liaise with the CEH Communications team so they know what teams have gone where, and how to stay in touch.

### Suggested situation board layout

<b>Date and 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





*In summary*



## Communications: 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.



### Main Public information tasks

Put up the **Public information board** somewhere clearly visible to people coming into your CEH, such as near the entrance.

- It should be out of the way enough that people reading it don't obstruct others.
- Ensure the board is protected from rain and wind, and if possible, out of direct sun.

Update the board as new information becomes available from official updates and what is known to be happening in the community.

- Mark each piece of information with the time and date so people know whether it's current.
- Write clearly to make sure it is easy to read. Use large print and a dark marker pen.

- If information isn't confirmed, either don't put it up or clearly state that it hasn't been confirmed.
- Review regularly and remove information that is no longer current.

Social media is a powerful way to share information with the wider community.

### You could offer:

- what activities are taking place, such as when you will be open, where you are located, what services you are able to provide
- general information, such as whether you are busy, quiet, or have had lots of offers of community help
- public information you have received from AEM and other response agencies
- Sharing posts from others such as AEM, MetService, your elected representatives in Local Board or your Member of Parliament
- Do NOT provide personal, private or confidential information, details of any deaths or injuries or addresses of evacuated homes
- Direct the media to the Hub supervisor if you are unsure.



### The Public information role should work closely with the Information coordination role.

If you come across information that could affect the community, the running of the Hub, or the wider response to the emergency, pass it on to the Information coordination team.



*In summary*

## Reception

### **Responsibilities:**

- Greet people as they enter the CEH 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.

People should be met on arrival by a friendly person who can explain what the CEH can and can't provide. Anyone working in the Reception team should be comfortable talking with a wide range of people in a friendly and accepting way.

Is there someone that can speak another language? Even a few key words would be helpful for the Reception team. They might join the team or come to help when required. Ensure that the Reception team is clearly identifiable by lanyards, coloured vests or name tags. People will be looking for some obvious sign of who is there to help them.



### **Main Reception team tasks:**

- Greet people as they come in the door and direct them to the part of the Hub that can best deal with their needs
- Keep the area tidy and clear of rubbish.

### **Use questions that don't assume someone's identity:**

- Ask if they have a partner rather than a husband or wife
- Use their name until you learn the pronouns they prefer.

Stay calm. Expect people to be upset, frustrated, stressed or even angry. Be honest if you don't know the answer to a question and try to connect the person with someone who might know.



### **If you come across any information**

that could affect the community, the running of the CEH, or the wider response to the emergency, pass it on to the Information coordination team.



If you need support with translations, reach out to your local Citizen Advice Bureau on **0800 367 222** to access their over the phone, free translation service.



In summary



## Needs and offers

### Responsibilities:

- Call 111 immediately for all life-threatening needs
- 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.



### Main Needs and offers tasks

- Set up display boards near the entrance to the CEH marked Needs and offers. You could use tables to make it easier to collect and write requests and offers.
- Use notes to record and display offers and requests for assistance.
- **Ensure people record:**
  - **date and time**, especially if the offer or need will expire
  - **name and contact details** of the person or organisation posting the message, or where to find them
  - **a clear description** of what is needed or what is offered.



### Secondary tasks

- Match offers with needs.
- Check the new offers or needs to see if you can match them up.
- Display requests for Needs or Offers on the boards:
  - group Needs by themes such as labour required, clean-up equipment, etc
  - group Offers by themes such as equipment, manual labour, shelter, food, water, etc.

### Keep the boards up to date

- Remove Needs when they have been matched with an Offer.
- Note how the Need was solved, as the solution might be useful again.
- Do not destroy completed notes. Keep them for the CEH records.
- Remove Offers when they have been used up or are no longer available.



**If life is at risk, always call 111. Then tell the ECC via the Communications team.**

Offers may be large, say from a supermarket, or be a critical resource or skill needed by many.

If you come across any information that could affect or significantly support the community, the running of the CEH, or the wider response to the emergency, pass it on to the Information coordination team.



*In summary*



## Wellbeing support

### Responsibilities:

- Set up the community space
- Help people find information or assistance within the CEH
- Assist distressed people (but don't attempt to counsel, this is for e.g. Victim Support or Red Cross)
- Make tea and coffee and other refreshments if available
- Keep a record of any key actions or decision you or your team makes.



### Main Wellbeing support tasks

- **Set up the community space**
  - Ideally, this will be a quiet space in a separate room away from the information boards, yet not too far from the rest of the CEH.
  - Consider the corner of a large space such as school hall or community centre.
  - Ensure the space has seating and is accessible to people with mobility requirements.

- Put up clear signage and be visible so people know to approach you if they need information or assistance.
  - Wear a lanyard or use some other form of identification.
  - Be ready to speak with people who cannot read the sign.
- Provide comfort.

**While working in the CEH**, you should provide comfort only. If anyone appears distressed, comfort them as you would a distressed friend. Avoid trying to talk them into being happier. Listen to them, give them information about the situation, and help them with their practical needs.

**Do not** attempt to counsel anyone unless you are qualified to do so.



**It is important to** provide an environment where affected people can maintain their dignity while receiving assistance.



In summary



## 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 CEH 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 CEH weatherproof where possible.



### Main Facility maintenance tasks

#### Your role is to look after the CEH spaces

- To maintain regular contact with the building owner and/ or appointed property maintenance team.
- Keep paths and walkways clear.
- Help find resources such as tables and chairs to make the CEH run smoothly.
- Tidy up general rubbish and ensure there are bins for disposal.

- Set up a hygiene station for handwashing. This could be a bucket of water with bleach/detergent/ soap if better facilities are not available.
- Find or make a toilet facility if one isn't currently available.
- Ensure tea, coffee and water are regularly refreshed.

### Health and safety

It's important to ensure the CEH is safe for everyone. Health and safety is a key component of maintaining a CEH so that it can effectively support those in need. This role works closely with the Supervisor to achieve this.

#### Main Health and safety tasks

- Carry out regular checks to identify hazards or risks.
- Work with others in the team to manage, minimise or eliminate hazards and risks.
- Advise the Supervisor on needs that arise, e.g. a lot of people coming into Reception at the same time might require additional team members in that area for a while.



**Safety is a priority. If anyone feels they can't do something safely, don't do it!**

If you come across any information that could affect or significantly support the community, the running of the CEH, or the wider response to the emergency, pass it on to the Information Coordinator and the Hub supervisor.



# Appendix C: Communications Plan Template

This template is designed to help community groups clearly plan how they will communicate during an emergency. It is simple to follow and suitable even if only one or two people manage communications.

Note: Please select the bullet points that are relevant for your group, or create new ones that better reflect your communication needs and capabilities.

.....

## Internal CEH Comms Plan

<b>Who</b> are we talking to?
<b>Why</b> - what do they need from us / we from them?
<b>How</b> we contact them
Primary Alternative Contingency Emergency
<b>When / triggers</b> - e.g. "On activation", "Daily status report during event", "At major changes", "Recovery phase"



## External partners (AEM, neighbours, FENZ, Police, Council / AT, local board, other CEH) Comms Plan

**Who** are we talking to?

**Why** - what do they need from us / we from them?

**How** we contact them

Primary

Alternative

Contingency

Emergency

**When / triggers** - e.g. "On activation", "Daily sitrep during event", "At major changes", "Recovery phase"

## Public/Community Comms Plan

**Who** are we talking to?

**Why** - what do they need from us / we from them?

**How** we contact them

Primary

Alternative

Contingency

Emergency

**When / triggers** - e.g. "On activation", "Daily sitrep during event", "At major changes", "Recovery phase"



## Appendix D: Working with the media

**Media plays an extremely important role in an emergency response. We need to work constructively with reporters and news outlets to help get important messages to Aucklanders; and the media has an obligation to report the news to its audiences and followers.**

During an emergency response, a Public Information Management (PIM) team will be supporting all public messaging for AEM.

The PIM team is available 24/7. At times of readiness (when there is no emergency) this is on an on-call basis; during an emergency response there will be a public information manager or media officer taking and actioning all calls.

To seek guidance from the on-call PIM team please contact the Community Liaison within the Emergency Coordination Centre who will be able to connect you.

[akgeocommunity@aucklandcouncil.govt.nz](mailto:akgeocommunity@aucklandcouncil.govt.nz)

### CEH and the media

It is important to discuss and agree principles for working with the media as part of your CEH readiness preparations. Some principles that you may like to consider include:

- We provide a safe, private and supportive space for people affected by an incident or disaster.
- We protect the privacy of vulnerable people.
- We support the news media to do its job in an emergency.
- We balance the needs of supporting our community with the needs of the news media.

### Working with media at a CEH

**THINKING AHEAD | When setting up your CEH, consider the following:**

- Is it an appropriate time to engage with media, and how do we as a CRG want that to take place? If so ensure this is carefully managed.  
**Remember – you are in control of this.**
- Do your staff/team have the contact for the person within the CEH managing the CEH's communications in their phone or in their handbooks? (This person might also be the person in contact with the Community Liaison at AEM).
- Do you have a CEH manager or team leader who is comfortable engaging with media?
- Is there an appropriate space outside your CEH for media to use for interviews or as an appropriate vantage point for filming, whilst protecting privacy?

### When media arrive at your CEH

- Alert the CEH supervisor or team leader.
- Greet the reporter, photographer and/or camera crew warmly. Ask for their name and the media outlet they represent and note this down. Ask for a brief overview of what they hope to ask interviewees, film or photograph.
- Explain your approach to managing the CEH and why you may not allow media interviews, filming or photography inside.



Remember you are always within your rights to say no. If you are only giving background (not a quotable interview), make sure you say so.



- Consider whether there is an alternative you might offer:
  - Can the CEH supervisor or team leader give an interview?
  - Is there a community leader or local elected member on site or in the area who could give an interview?
  - Is there a member of the public or family who might like to give an interview? **Check with them first.**
  - Is there another organisation's spokesperson (e.g. Red Cross, a community support agency) available to give an interview?
- News gathering in public places, for example outside a CEH, in a car park or in a public open space, is generally allowed. Therefore, reporters can approach people coming in and out of a building for comment, and can film people outside a building, and the building or surrounding environment.

#### **Need help, support or advice?**

- Phone **021 837 176** and ask for the Public Information Management (PIM) team. You can also ask the reporter to phone the PIM team – most media outlets have contact details for AEM's PIM team.
  - Even though the PIM team is not on site, they can talk you through the best approach, coach you if you're doing an interview or speak directly to the reporter on your behalf (hand over the phone) if you would like.
- If the situation escalates, AEM may send someone to support and coordinate media.
  - It's also ok to be a kind host and offer a hot drink or shelter if there's an appropriate space to do so.

#### **Suggested key messages and talking points**


- CEH are places of refuge for people displaced by difficult and distressing circumstances – run by community for community.
- Many of the people inside are seeking help and support; somewhere warm and dry; a cup of tea or basic meal; somewhere to lay their head, look after their whānau or collect themselves after suffering the worst experience of their lives.
- Some of the people inside have suffered loss, or separation from their loved ones; they may be in need of our protection or experiencing deeply personal, emotional, and even medical, impacts.
- We are here to help and protect these people in their time of need and, respectfully, this means keeping them out of the public eye and limiting media access.
- We're happy to do what we can to help you tell a story of this emergency response, but hope you can help us respect the privacy of those we're looking out for.
- Our Public Information Management (PIM) team will help you – call them on **021 837 176**.

# Appendix E: Status update

Please complete a CEH status update after you are all set up and before closing for the day. If life or property is in danger call **111** immediately. To contact the Welfare Community Liaison desk please email: [akgeoccommunity@aucklandcouncil.govt.nz](mailto:akgeoccommunity@aucklandcouncil.govt.nz)

**Community Emergency Hub (CEH) Status Update**

Click here or scan QR to complete CEH Status Update



[forms.office.com/r/fnkEHTXdLm](https://forms.office.com/r/fnkEHTXdLm)

Section 1: Community Emergency Hub details
Date of Status Update:
Name of CEH:
Location of CEH (address):
CEH contact name:
Mobile number:
Email:
Back up Key Contact (please include mobile and email):
Status of CEH: <input type="checkbox"/> Open <input type="checkbox"/> Closed <input type="checkbox"/> On Standby <input type="checkbox"/> Other
Operational hours (overnight/tomorrow – specify planned opening hours):
Would you like AEM to include your CEH on the website as open to public? <input type="checkbox"/> Yes <input type="checkbox"/> No



## Section 2: Community Emergency Hub Services and Visitor Numbers

Approx. number of guests in the last 24 hours:

Services provided at your CEH:

- |                                                            |                                                  |
|------------------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Shelter                           | <input type="checkbox"/> Pet Care                |
| <input type="checkbox"/> Information / updates             | <input type="checkbox"/> Donation drop offs      |
| <input type="checkbox"/> Wifi / phone charging             | <input type="checkbox"/> Food parcels            |
| <input type="checkbox"/> Tea and Coffee                    | <input type="checkbox"/> Overnight accommodation |
| <input type="checkbox"/> Light refreshments                | <input type="checkbox"/> Full meals              |
| <input type="checkbox"/> First Aid by trained first aiders | <input type="checkbox"/> Other                   |
| <input type="checkbox"/> Psychological First Aid           |                                                  |

Community requests for assistance: please tick and provide approx. numbers below

- |                                                |                                                                               |
|------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Seeking information   | <input type="checkbox"/> Pet care                                             |
| <input type="checkbox"/> First aid             | <input type="checkbox"/> Wanting agency support<br>(MSD, TAS, Insurance, etc) |
| <input type="checkbox"/> Mental Health Support | <input type="checkbox"/> Overnight shelter requests                           |
| <input type="checkbox"/> Food                  | <input type="checkbox"/> Other                                                |
| <input type="checkbox"/> Household items       |                                                                               |

What are most of the requests you are receiving from your community?

## Section 3: Public awareness and information sharing

Where are you promoting your CEH and sharing updates

- |                                                       |                                         |
|-------------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Group Facebook               | <input type="checkbox"/> Media requests |
| <input type="checkbox"/> Community Facebook           | <input type="checkbox"/> Other          |
| <input type="checkbox"/> Group / organisation website |                                         |

## Section 4: Local impacts and what the community are telling you

Local impacts that can be verified:

Anything else you would like to share with AEM?





# Acknowledgments and further information

AEM acknowledges the National Emergency Management Agency (NEMA) and other Civil Defence Emergency Management (CDEM) Groups across Aotearoa New Zealand for generously sharing foundational resources that have shaped this guide.

We also extend our deepest thanks to the community groups, marae, community leaders, and local networks across Tāmaki Makaurau Auckland that have partnered with us to co-develop and activate CEHs. Their leadership, knowledge, and ongoing commitment remain the driving force behind community response planning in their local areas.

**Explore these essential resources for deeper emergency planning support:**

## Local Board Emergency Readiness & Response Plans

Tailored plans created with each Local Board in Tāmaki Makaurau Auckland – detailing local hazards, resources, readiness actions and key emergency contacts.

- [aucklandemergencymanagement.govt.nz/your-local/local-boards](https://aucklandemergencymanagement.govt.nz/your-local/local-boards)

## Get Ready – NEMA

A user-friendly portal with checklists, tips, and tools designed for families, households, and communities to build emergency preparedness.

- [getready.govt.nz](https://getready.govt.nz)

## National Disaster Resilience Strategy (NEMA)

A 10 year vision for strengthening NZ’s resilience to disasters, with goals for community empowerment and regional coordination.

- Civil Defence resources  
National Disaster Resilience Strategy  
[civildefence.govt.nz/cdem-sector/plans-and-strategies/national-disaster-resilience-strategy](https://civildefence.govt.nz/cdem-sector/plans-and-strategies/national-disaster-resilience-strategy)

## Community Engagement Framework – NEMA (2021)

Guidance for inclusive, effective engagement between resilience agencies and diverse communities across Aotearoa.

- [civildefence.govt.nz/cdem-sector/plans-and-strategies/national-disaster-resilience-strategy](https://civildefence.govt.nz/cdem-sector/plans-and-strategies/national-disaster-resilience-strategy)

## Tips for use and integration

- **Use this guide as your foundation**, not as a replacement. Reference these resource to build on your local context.
- **Link and layer:** include your Local Board's Emergency Readiness and Response Plan alongside CEH guidance during training sessions or workshops.
- **Keep content current:** websites and tools are updated frequently—check links regularly and highlight new versions.

**Me mahi tahi tātou  
Mō te oranga o te katoa**

We work together for the wellbeing of everyone



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