

FAQs for Community-led responses

A community -led response is any activity run by members of the community, to offer support and assistance to people affected by an emergency. A community-led response does not fall under the direction of Civil Defence but may be supported by or operate alongside a Civil Defence response.

What might people need us to do?

- **Information:** This is the most common need in any emergency. If you are able to set up an information board people will be able to find out what is happening. Facebook is another good way to share information (if you have a community Facebook page).
- **Medical assistance:** Identify people in the community with medical expertise and ask them to help.
- **Physical needs: food, water, shelter.** Make a list of people who need assistance, and a list of people offering assistance. Coordinate to ensure people have their immediate needs met. If you require additional resources let Civil Defence know what you require.
- **Emotional support:** someone to talk to, someone to sit with. It can be a good idea to create a dedicated space for people to have a cup of tea and a chat.
- **Child-friendly areas:** it is recommended to have separate areas where people can care for their children if they are unable to be at home.
- **Checking on vulnerable people:** Checking (and rechecking) on people who are vulnerable (e.g. due to health issues or age) is a good idea.
- **Working bees:** If there has been damage caused by the emergency event, working together to clean up can make everyone cope better.

How do we coordinate ourselves?

Identifying a leader is a good idea. Then we suggest you identify:

- what you know
- what you need to know
- what you need to do
- who you need to tell

How do we get in touch with Civil Defence?

It is important that you let Civil Defence know what is happening so they can support you if required;

- (06) 835 9200 - Hawkes Bay Regional Council
- (06) 06 857 8060 – Central Hawkes Bay District Council
- (06) 871 5000 - Hastings District Council
- (06) 835 7579 - Napier City Council
- (06) 838 7309 - Wairoa District Council
- welfare@hbemergency.govt.nz
- Private message on Facebook - www.facebook.com/hbemergency
- VHF radio –there may be a Civil Defence radio located at the local school.

When should we stop?

Running a community led response is voluntary and you can stop whenever you want or need to. Having an exit plan is important and should be done early on. Think about how long people can commit (be realistic), think about what circumstances could cause you to want to stop, and let Civil Defence know when you are discontinuing your response, so they can support any ongoing needs.

What are our local radio stations?

- Newstalk ZB HB 90.3FM or 1278AM
- The Hits 89.5FM (Wairoa 99.7FM)
- The Breeze 97.5FM
- More FM on 88.7FM
- Central FM on 106FM or 105.2FM
- Wairoa 88FM
- Radio New Zealand News 630AM or 101.5FM
- RadioLive 106.3FM & 1368AM
- Radio Kahungunu 765AM & 94.5FM

Where else can we get information about what is happening?

- Friends and neighbours
- The hbemergency Facebook page
- The hbemergency website

What about Health and Safety?

- Buildings and surrounds should be checked for hazards.
- No one should do anything that could put themselves or others at risk.
- Consideration should be given to health and hygiene. Food handling and hand washing procedures should be put in place. If there are people who are unwell, attention needs to be given as to how to limit the spread of illness.

What shall we do if the building we are in isn't safe?

It is critical that the building you are in is safe. Check it for any damage. If it is not safe, evacuate and find a safer place. If you relocate, you may want to leave a message on the door (or chalk on the footpath) saying the building is unsafe and where you are going to go.

Will anyone be liable for health and safety problems?

A community-led response is comparable to an organisation working for a community purpose that has no employees and is considered a volunteer association. Therefore there is no duty, responsibility or liability under the Health and Safety in the Workplace Act (2015).

Can we be reimbursed if it costs us money to look after people?

Unless approved by Civil Defence, any costs incurred remain with individuals.

To help you look after people Civil Defence may:

- organise the delivery of resources
- authorise the spending of money and reimburse individuals afterwards
- arrange a supply and credit line and pay the retailer afterwards

In an emergency it may take Civil Defence time to achieve coordination and resources will be distributed according to the information available, with those with the greatest needs prioritised. If approved purchases are made, receipts will be required when requesting reimbursement.

Work and Income may also be able to help with costs in an emergency. There is a set daily rate for the recovery costs that may be available for those hosting evacuees, payment for food, clothing, and bedding costs may be available, and people may be able to claim for loss of income.