



Te Pātaka o Rākaihautū Banks Peninsula Community Board Information Session AGENDA

Notice of Information Session/Workshop Te Pānui o te Hui:

Te Pātaka o Rākaihautū Banks Peninsula Community Board Information Session/Workshop will be held on:

Date: Monday 21 July 2025
Time: 10.00 am
Venue: Lyttelton Community Boardroom,
25 Canterbury Street, Ōhinehou Lyttelton

Membership Ngā Mema

Chairperson	Lyn Leslie
Deputy Chairperson	Nigel Harrison
Members	Tyrone Fields Jillian Frater Asif Hussain Cathy Lum-Webb Howard Needham Luana Swindells

16 July 2025

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Note: This forum has no decision-making powers and is purely for information sharing.

To watch the meeting live, or previous meeting recordings, go to:

<https://www.youtube.com/@bankspeninsulacommunityboa3600/streams>

To view copies of Agendas and Notes, go to:

<https://www.ccc.govt.nz/the-council/meetings-agendas-and-minutes/>



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Karakia Whakamutunga

Karakia Tīmatanga

Whakataka te hau ki te uru	<i>English translation</i>
Whakataka te hau ki te tonga	Cease the winds from the west
Kia mākinakina ki uta	Cease the winds from the south
Kia mātaratara ki tai	Let the breeze blow over the land
E hī ake ana te atakura	Let the breeze blow over the ocean
He tio, he huka, he hau hū	Let the red-tipped dawn come with a sharpened air.
Tihei mauri ora!	A touch of frost, a promise of a glorious day.

1. Apologies Ngā Whakapāha

Apologies will be recorded at the meeting.

2. Open Forum Te Wā Kōrerorero

There were no open forum requests at the time the agenda was prepared.

To present to the Community Board, refer to the [Participating in decision-making](#) webpage or contact the meeting advisor listed on the front of this agenda.

3. Lyttelton Policing Update

Reference Te Tohutoro: 25/1396802

Presenter(s) Te Kaipāhō: Senior Sergeant Roy Appley, NZ Police

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 20 minutes.
Purpose / Origin of the Information Session	Senior Sergeant Roy Appley of the NZ Police will provide a Lyttelton Policing Update to the Community Board.
Background	At Te Pātaka o Rākaihautū Banks Peninsula Community Board meeting on 9 June 2025, women’s safety concerns in Lyttelton were raised in a public forum.
Key Issues	Women’s safety in Lyttelton.
Next Steps	Not applicable
Useful Links	

Attachments Ngā Tāpirihanga

There are no attachments to this coversheet.

Signatories Ngā Kaiwaitohu

Author	Jo Wells - Community Development Advisor
Approved By	Penelope Goldstone - Manager Community Governance, Banks Peninsula

4. Banks Peninsula Public Toilets

Reference Te Tohutoro: 25/1243989

Presenter(s) Te Kaipāhō : Maria Adamski, Senior Parks Asset Planner
Steven Armstrong, Manager Operations Parks Buildings

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 45 minutes.
Purpose / Origin of the Information Session	Te Pātaka o Rākaihautū Banks Peninsula Community Board have requested an update on the maintenance and renewal work currently underway and planned on public toilets across Te Pātaka o Rākaihautū Banks Peninsula.
Background	<p>There are 40 public toilets on Te Pātaka o Rākaihautū Banks Peninsula that are cleaned, based on level of use, under a cleaning contract. Any issues with the toilets are reported, reviewed, and actioned.</p> <p>The renewals programme, capital expenditure to replace or refurbish infrastructure, is focused on sewer systems and toilet components to maintain existing levels of service.</p> <p>Council staff regularly monitor asset condition and performance and prioritise renewals within capital programme budgets considering asset life expectancy, condition, and replacement costs.</p> <p>Renewal programmes are delivered through individual projects or three-year delivery packages, which are reviewed and updated each year in line with changing priorities.</p> <p>Assets are typically renewed at the end of their useful life. Disposal is considered if:</p> <ul style="list-style-type: none"> • There is no community need for the asset. • The service can be provided in another way. • Factors such as climate change or earthquake prone building apply. <p>Community Boards may request changes to the renewal programme. This may require deferring or substituting an equivalent value asset renewal to remain within the allocated budget or additional funding through the Council's budget processes.</p>
Key Issues	<ul style="list-style-type: none"> • Aging buildings and infrastructure. • Increasing visitor numbers. • Lack of public reticulated systems. • Climate change. • Prioritising funding. • Geographically dispersed areas.
Next Steps	<ul style="list-style-type: none"> • Consider any Community Board requests for renewal prioritisation from financial year 2027 onwards. • Implement the renewal programme.

Useful Links	None
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Attachments Ngā Tāpirihanga

There are no attachments to this coversheet.

Signatories Ngā Kaiwaitohu

Author	Maria Adamski - Senior Parks Asset Planner
Approved By	Kelly Hansen - Manager Parks Planning & Asset Management Bridie Gibbings - Manager Operations - Parks Development Rupert Bool - Head of Parks

5. Purau Foreshore and Reserves Development

Reference Te Tohutoro: 25/1298703

Jo Grigg, Parks Senior Project Manager,

Presenter(s) Te Kaipāhō: Jocelyn Mahoney, Principal Landscape Architect

Amy Rice, Engagement Advisor

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 20 minutes.
Purpose / Origin of the Information Session	<p>The purpose of this briefing is to update the Te Pātaka o Rākaihautū Banks Peninsula Community Board on the results of the recent public consultation on the LP415601 Pūrau Foreshore & Reserves Development Landscape Plan.</p> <p>This project is funded from:</p> <p>ID 18100 - Pūrau Foreshore and Reserves Project</p> <p>ID 65442 - Public Toilets Banks Peninsula Facilities Renewal</p>
Background	<p>The Pūrau Recreation Ground is located at 187R Pūrau Avenue and is adjacent to Pūrau Stream. The Pūrau Foreshore Reserve extends along the eastern and western sides of Purau Stream on the seaward side of Purau Ave.</p> <p>The Council approved funding for the development of Purau Foreshore and Reserves in the FY24 – FY34 Long Term Plan (LTP).</p> <p>Consultation was held between 28 April – 18 May 2025 including a community meeting held 6 May 2025.</p> <p>Kōrero mai submissions received. All submissions will be available on the Council's Kōrero mai Let's talk webpage. Pūrau recreation ground and foreshore development plan Kōrero mai Let's talk</p> <p>Ongoing communication with Te Hāpu o Ngāti Wheke.</p>
Key Issues	<ul style="list-style-type: none"> • The existing toilet is earthquake prone (25%NBS) and closed to the public. • Water supply and sewer treatment. • Accessibility into the Recreation Ground. • Ground conditions / stormwater / waterways/climate change. • Public parking. • Archaeology.
Next Steps	<ul style="list-style-type: none"> • Update the landscape plan LP415601 Pūrau Foreshore & Reserves Development based on the feedback from the community. • Seek Community Board approval of the landscape plan at the 8 September decision meeting. • Detailed Design / Consents / Tendering / Construction

	<ul style="list-style-type: none">• Construction complete June 2026.
Useful Links	

Attachments Ngā Tāpirihanga

There are no attachments to this coversheet.

Signatories Ngā Kaiwaitohu

Authors	Jo Grigg - Senior Project Manager Amy Rice - Engagement Advisor Maria Adamski - Senior Parks Asset Planner
Approved By	Kelly Hansen - Manager Parks Planning & Asset Management Al Hardy - Manager Community Parks Rupert Bool - Head of Parks

6. Community Resilience Planning Banks Peninsula



Reference Te Tohutoro: 25/1173198

Presenter(s) Te Kaipāhō : Jane Harrison Community Development Advisor
Rachel Hunt Community Resilience Coordinator

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 30 minutes.
Purpose / Origin of the Information Session	The purpose of this report is to provide an update to Te Pātaka o Rākaihautū Banks Peninsula Community Board on the Community Resilience Planning work completed and currently underway in Banks Peninsula communities.
Background	<p>With an increase in severe weather events in recent years resulting in flooding, slips and road closures across Banks Peninsula, the need for communities to be prepared for emergencies has also grown. Banks Peninsula Community Development Advisors (CDAs) have been working alongside Civil Defence and Emergency Management (CDEM) staff to support communities with planning for such events. This work includes identifying risks, creating individual Community Response Plans, establishing Community Hubs and providing funding to equip these hubs with the necessary communications equipment, generators, first aid kits and other necessary items.</p> <p>CDAs and CDEM staff have facilitated community meetings, provided information and documents such as Household Readiness booklets and a Response Planning Guide, provided feedback on Response Plans and supported funding applications as well as offering ongoing support and advice once Community Response Planning groups are established. The focus of this work is on supporting individual communities to develop plans specific to their area but also includes providing support to wider umbrella groups such as the Whakaraupō Emergency Hubs Collective.</p> <p>This work is ongoing, and this report will provide an update on work undertaken as of June 2025.</p>
Key Issues	<ul style="list-style-type: none"> • Emergency Response Planning in Banks Peninsula communities. • Establishing Community Emergency Hubs in Banks Peninsula communities • Communications during Emergencies • Funding for Community Resilience work
Next Steps	<ul style="list-style-type: none"> • Mapping the extent of Community Emergency Planning • Ongoing support and review of existing Community Response Plans • Expanding the number of communities we work with
Useful Links	

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	CDEM Community Response Plan Guide - Te Pātaka o Rākaihautū Banks Peninsula Community Board - 23 June 2025	25/1175326	13
B 	Get Ready Household Plan - Te Pātaka o Rākaihautū Banks Peninsula Community Board - 23 June 2025	25/1175334	47

Signatories Ngā Kaiwaitohu

Author	Jane Harrison - Community Development Advisor
Approved By	Penelope Goldstone - Manager Community Governance, Banks Peninsula

[NAME /LOGO OF
COMMUNITY GROUP
OR ORGANISATION]



Christchurch Civil Defence
Emergency Management

Response Plan Guide

About this guide



Strong, connected communities are better prepared to respond to and recover from disasters. In a major emergency, official responders will need to prioritize the most urgent issues, so it is likely that for the first few days you will need to help each other within your local community.

This Guide has been developed to help community groups and organisations create a plan of the actions you can take & resources available to help keep yourselves and others safe, to prevent further harm or provide support after an emergency.

The guide asks questions to prompt thinking on what you need to know and things you should consider when creating your plan.



Sections with a Yellow corner can be completed and removed from this guide in order to create your own, unique response plan.



Adapt the ideas in this guide to suit the emergency, facility or needs of your community

Symbol
reference
guide



Repeat these actions after every aftershock or change in situation



Useful advice or information



Use this guide to check off things as you complete them
When your plan is activated



Important information



Messages for the public



Considerations for people with disabilities

Contents

1

Risk

Understanding the
Hazards & Risk that may
impact you

2

Plan outcomes

Who the plan is for
Who is most in need
Plan Champions

3

Resources

What do you have
available that could
help

4

Communication

How you will
communicate with each
other

5

Hub Guide

A guide to setting up a
Community Hub

6

Thinking about recovery

Considerations for your
community into the future

1

Understanding Hazards & Risk

Knowing your hazards

Before starting a response plan it's good to know what the hazards that your community may face are. You may decide to have a plan for each hazard, or an overarching plan which can be adapted depending on the situation. The Christchurch City Council Civil Defence & Emergency management team can help you understand that hazards and risks within your community.



Canterbury is vulnerable to earthquakes and in the event that you experience one, remember to **Drop, Cover and Hold**. There will be no warning for an earthquake but once you have checked on your safety and that of those around you, you should tune into your local radio station for more information



THINK **LONG OR STRONG, GET GONE**. In a local source tsunami there will be no time for an official warning and you will have to rely on natural warning signs. If you feel an earthquake that lasts LONGER than a minute or is STRONG enough to knock you off your feet, you should move immediately inland or to higher ground, GET GONE. Other natural warning signs you might notice are sudden or unusual changes in the tide and loud roaring noises (like a jet engine) from out at sea. Once you have moved inland or to higher ground you should wait until you are advised it is safe to return.

In some instances, if time permits, Tsunami sirens are installed along the Christchurch coastline could be activated.

For more information on the Tsunami evacuation zones within Christchurch, including Banks Peninsula visit:

<https://ccc.govt.nz/services/civil-defence/hazards/tsunami-evacuation-zones-and-routes>



The community are usually forewarned of severe weather events through weather reports issued by the MetService. It is important to stay updated on weather events, particularly if your property/community is susceptible to flooding. You can find out about the flooding risk in your area by contacting your local council. If there is a severe weather warning in place you should also consider rescheduling your journey or plan ahead by checking www.nzta.govt.nz for possible road closures.

Other Hazards



Rock Fall



Fire



Wind



Pandemic



Water supply failure



Communication failure



Electricity supply failure



Fuel supply failure



Snow

Hazards relevant to your Response Plan

[Use this page to record the Hazards or Risk that
your community may face]

Hazard

What is the risk of this happening?

What can we do to reduce the impact?

2

Plan Outcomes

Plan outcomes

What do you want the plan to achieve?

Is there a specific focus to the plan such as responding to a particular hazard? E.g. a plan for providing shelter if there is flooding in your neighborhood? Perhaps you want to create a way to ensure vulnerable people are checked up on during a power outage or evacuate your school effectively following an earthquake.

Who is the plan for?

Think about who is impacted by, or who would benefit from the outcomes of the plan. Have you considered who is most vulnerable within your community? Note that response plans are only truly effective when the community they are intended to help are involved and engaged throughout the planning process.

How many people does the plan impact?

Community preparedness & action lies at the foundation of all emergency response. Your plan doesn't have to impact or support a large number of people to be useful, any positive action taken by a community helps. Think about what is feasible, what resources you have and how effectively you can communicate and practice your plan.

Plan boundaries

Is the plan defined by a geographic boundary? If not, what defines the extent of the plans impacts, perhaps it's a set group of people, or members of a particular community group?

Plan Champions & defined roles

Who would be actively involved in putting the plan into action?

Consider having a number of people, with defined roles and in-depth knowledge of the plan, who can be called upon to activate or complete the specific actions set out in your action plan.

When would the plan be activated?

What are the triggers that will result in the plan being activated? Think about who would make the decision to activate the plan (more than just one person would be advisable).

Plan outcomes

[Use this page to record what you hope to achieve from your plan, who the plan is for & who is impacted by the plan]

Item 6

Attachment A

Plan Champions

[Who is responsible for the upkeep and review of the plan?]

Activating the plan

[When and how your plan would be activated]

Item 6

Attachment A

3

Resources

Resources

What is available within the community to use during a response?

Rather than just listing items, also think about who can access these resources and who would be responsible for their ongoing upkeep or maintenance.

When thinking of what resources you may need to support your plan, it's worth remembering that our communities are full of beds with blankets on them, and pantries with food in them. You can gather the things you need at the time by asking the local community.

Stockpiling special resources just for a disaster is costly and requires maintenance. Experience has shown that despite the good intentions of those initially setting them up, as the years pass and emergencies drift from being a current focus, these resource caches become the burden of a well-meaning few, and soon become poorly maintained as energy and interest wains. The assets that are used every day provide a considerably more sustainable and appropriate resource for an emergency.

Local resources

During Community Response Planning the following local resources were identified that could be useful for various purposes during an emergency. Use this information as a starting point when looking for solutions to community needs. Local resources may need to be shared with nearby communities, so communicate with your neighboring hubs, organisations or community groups to work out the most efficient use of the available resources.

Infrastructure

Places & Spaces

Services in the Community

Groups & Networks

**Where are the nearest medical
providers?**

**Who could help make people's
homes safe or weatherproof?**

**Who can provide medical
assistance?**

Defibrillators are available at:

Item 6

Attachment A

Where could we get bedding & supplies to keep people warm & comfortable?

What open space could accommodate temporary shelter?

What facilities could be used for temporary shelter?

Item 6

Attachment A

**Where could we get drinking
water?**

**Local food suppliers or
providers**

**What places could be good
distribution points?**

**Where can we get cooking or
catering supplies?**

Item 6

Attachment A

4

Communication

Communication

Communication with Civil Defence

Understanding what our communities plan to do during an event helps Emergency Management staff better co-ordinate the response efforts and resources to where they are needed most. Whilst response plans are created & owned by the community themselves, Civil Defence staff should be notified of your plan and are available to provide advice.

During your plans creation

Response plans are only truly effective when the community they are intended to help are involved and engaged throughout the planning process, so think about how, and how often, you should be communicating during the plans creation.

When your plan is activated

You should also think about how you will let people know that the plan has been activated, including alternate methods should regular communication networks such as telephone networks go down.

Communication

[Use this page to record how you would communicate to people about your plan]

Item 6

Attachment A

5

Community Hub Guide

Check that the environment around the facility is safe

Are there any potential hazards that present a health and safety risk?

- ✓ Flooding or slips which threaten the facility
- ✓ Fires nearby
- ✓ Smell of gas or sewage
- ✓ Exposed electrical wires
- ✓ Is the facility in a tsunami evacuation zone?

★ If the area is not safe, find another location. Leave a note to say where you are relocating to, and why, to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible near the entrance to the building.

Entering the hub

[Record how your hub
can be accessed here]



! For your safety, always work with other people.

Facility Map



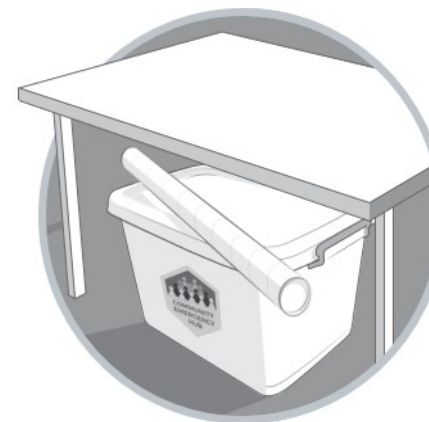
[Insert Facility Map here]

Check that the buildings are safe

- ✓ › Check the outside and inside of the buildings to make sure they are safe enough to use. Does there appear to be any structural damage?
- › When you get inside, look for hazards that might not have been visible from outside the buildings.



If there are any concerns, find another location. Leave a note to say where you are relocating to, and why, to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible on a building.



Locate the Community Emergency Hub kit



The location of the kit is marked on the Facility Map in this guide and should be clearly identifiable

If the kit is damaged or you cannot get to it safely, find alternative or additional equipment from within your community.

The Hub kit contains:

- › A copy of this guide
- › A map of the local area
- › Stationary
- › Any other useful materials

Identify a safe working space

Keep in mind:

- › The facility needs to be easily accessible – remember some people may be in wheelchairs, have buggies/pushchairs, or have limited mobility.
- › The Hub may need to increase or decrease in size during the time it is open, depending on the community's needs.
- › Somewhere with extra rooms or additional buildings nearby will be useful if you have many people coming to the Hub.

Clean up



Tidy up the rooms you plan to use to make them safe to work in.

Clean up rubbish and broken items

Move furniture to free up space

Secure any items that might fall in aftershocks



Ensure the space is accessible by everyone, keep walkways clear and consider those with mobility and visual difficulties.



If more people come to the Hub while you are setting up, encourage them to help, if they can.



Bring everyone together



Once you have tidied up the available spaces, but before you start setting up tables and noticeboards, gather together everyone available to help run the Hub to talk about what you are actually there to do and achieve.

The Community Emergency Hub is a place where the community can coordinate their efforts to help each other during a disaster.

You are here to:

- › Provide information to the public so that the community knows how to help each other and stay safe.
- › Understand what is happening by gathering information.
- › Solve problems using the resources and skills available in the community.
- › Provide a safe gathering place for members of the community to support one another.

Providing the community with information helps everyone make informed decisions about how to help themselves. Even if you do not have the capacity to help in a more practical way, providing information is an important service.



Appoint a Hub Supervisor

- ✓ 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 what the anticipated challenges might be in the days to come.
Remember that you are forming a team. While it is useful to have one person overseeing the Hub, decisions should be made as a group and must be inclusive of newcomers who want to help.
The Supervisor may change as numbers grow and someone with more experience is collectively agreed on.









- ★ Make sure everyone knows who the Supervisor is and that they are easily identifiable.

Role lanyards

Lanyards for each of the key roles are included in the Community Emergency Hub kit. These hang around the neck of the volunteers responsible for that position. The lanyards have the position titles on the front to identify the role to other people in the Hub. The lanyards also include a list of tasks on the back to remind the person of what tasks they need to do in that role.

Assign roles

Each of the following roles should be assigned. If there are more roles than people available to help some people may have two or more roles. Information on each of these roles can be found on the following pages.

	Hub Supervisor	} There are priority positions and should be filled first if you have limited people.
	Information Coordination	
	Public Information	
	Reception	
	Needs and Offers	
	Community Space	
	Communications	
	Facility Maintenance	

Final Check List before Opening

Once set up, bring everyone together to ensure they are clear on objectives, their roles, the layout, and how they will share information and work together. Regularly repeat this briefing with the lanyard holders to ensure things are working smoothly.

Set common initial objectives

- ✓ Establish a working Community Emergency Hub.
- Provide a safe gathering place.
- Find out what has happened in your community.
- Tell people what is going on.
- Solve problems using what the community has available.
- Match requests for assistance with offers of assistance.
- Coordinate the community response.

Give an overview of who might be available to help

- ✓ Give an overview of who might be available to help (including community members, volunteers, response plan stakeholders).

Understand the Hub processes

- ✓ Make sure everyone has a clear idea of how the Hub will run and how information and people might move through the Hub, depending on their needs.

Check everyone is happy with the role they have

- ✓ If not, change roles/lanyards as appropriate.
- ★ If there are roles that still need to be allocated people may end up with two or more roles.

Open the Hub

- ✓ Put up clear signage that the Hub is running.
- ★ Bring the Hub team together regularly to ensure everyone knows what is going on, to inform them of any significant issues, and to check everyone is ok.

Hub Supervisor

The Hub Supervisor oversees all activities in the Community Emergency Hub to make sure the objectives are being met and ensure the Hub runs safely, smoothly and efficiently.

This includes making sure all the jobs are being done, that basic needs are addressed, and significant decisions are discussed and agreed with the wider team. The Hub Supervisor may need extra help to achieve these objectives, depending on the size and duration of the emergency, so may need to allocate extra people to help oversee the running of the Hub.



Legal Information

During an emergency the law and usual rules still apply. If a State of Emergency is declared, it allows the Regional and Local Controllers (local government) to have the legal ability to prioritise needs, and direct or restrict resources and activities. Anyone working in a Community Hub have no legal powers to take resources from anyone, or force anyone to do anything. All Laws still during apply during an emergency

Tasks:

Oversee the running of the Hub

- › Make sure roles are allocated, decisions are made by the wider team, and people or groups aren't working in isolation.

Make sure everyone has what they need to do their job

- › If they need more tables and chairs, etc., talk to the Facility Maintenance person.
- › If they need more people to help with a task, ask if there are other members of the community willing to help.

Organise regular team meetings

- › Make sure that the Hub staff work as a team.

Keep records of all major decisions that are made

- › Others may need your records to understand what has happened and what has been done about it. This is useful for shift change-over.

Make sure everyone takes regular and adequate breaks and are fed and hydrated

- › If people don't look after their own needs they are more likely to suffer stress.
- › If someone is finding the work stressful or looks stressed, they should consider changing roles, taking a break or going home.

Create a roster for people working in the Hub

- › Consider the daily opening hours, the length of time it will be open and make a roster. Ensure no one works for too long and everyone has opportunities to take breaks and rest.

Close the Hub overnight when appropriate

- › Make sure all equipment is locked up securely.
- › Use signage to say that the Hub is closed and when it will reopen.

Close the Hub when the community no longer needs it

- › Use signage to tell the community that the Hub will no longer open, and provide information on where they can go to find assistance, e.g. a council-run facility.

Collect together all of the records for the event and store or dispose appropriately

Information Coordination

To know what help is needed and where, you need to know what is happening in your community. The Information Coordination person or team coordinates all the information coming into the Hub.

They collect, display and try to confirm this information to present a clear picture of what is happening in the community. This information can then be used to prioritise help where it is needed the most. Information needs to be gathered from any sources available, including people coming into the Hub, and displayed for the Hub team to work with. Some information will be displayed on a Situation Board to build the overall picture, some will be displayed for the public to see.



Suggested Situation Board layout

Date & Time	<i>When did you find out about it?</i>
Location	<i>Where is it happening?</i>
What's happening	<i>Brief summary of the issue or information reported</i>
Your response	<i>What have you done, or plan to do about it, is there a task assigned to someone?</i>
Priority/ Completed	<i>What needs to happen first, mark when completed</i>

Date Time	Location	What's Happening	Our Response	Priority / Completed
11/5/25 11:37am	Kaeraki Rd	Report: Hunt Kaeraki Rd bridge looks damaged	Note down for status report to EOC. Advise community to avoid use (Public Info board)	Urgent ✓
11:51pm		First volunteer teams sent out for door knocking northern suburbs	Refer to map for locations. First report due from team 1pm	On going
11:53pm	15 Rangiora Ave	House on fire	Send Community Patrol to check everyone is out. 11:50am All out	Urgent
12:53pm	Pine Medical Centre	Report: Pine Medical Centre CLOSED, see Mt Medical Centre	Advise community to go to Mt Medical Centre if need help (Public Info board) Advise Rangiora	Not Urgent
2:34pm	Palm St	Palm Vale Road Home needs help clearing debris	Send volunteers to help clear debris	Not Urgent
2:46pm	Carl Cross	Wall is open for people heading first aid	Display on Public Info Board Advise Rangiora	✓
15/7 8:10am		Blocked roads - Tau St, Marine Dr, Pines Ln, Daint St, Tin St	Note down for status report to EOC Advise Public Info board	On going

Tasks:

Create and maintain the Situation Board

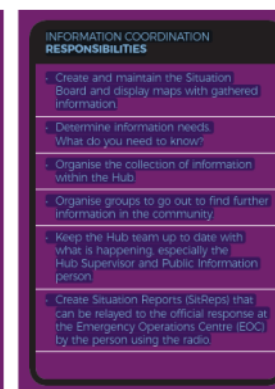
- Use materials from the kit and other available resources (whiteboards sheets of paper, pens, tape, etc.). Use big headings to organise the space
- Information for the board or maps should include:
 - Known hazards (e.g. slips, liquefaction areas, flooding, contamination or other at risk areas)
 - Status of lifelines (tap water, wastewater, storm water, power, gas, roads etc.)
 - Latest weather reports (if available and relevant)
- Clearly mark if information isn't confirmed.**
- There may be information that you don't have but which would be useful, brainstorm what this information is and where you could find out.
- What information would help you know what's happening? For example if a specific bridge is flooded or a road is open.
- Are there areas of the community you haven't heard from? If possible, and check in on these areas. Even if they don't need help, they may not know about the Hub and may be able to offer help.

Organise someone to collect information from people as they arrive

- When appropriate, ask new arrivals:
 - where they have come from and what is happening in their area
 - what they saw on the way to the Hub
- This can be as simple as asking questions like "What street did you come from? What was going on there? Does anyone there need help?" etc.

Finding more information

- What further assistance do you need? A group from the Hub can walk or drive around the community to find out what you need to know. Consider using already established groups to gather information.
 - Neighbourhood Support or similar groups could collate information from their streets.



Public Information

Information and advice help community members understand what has happened and how they can look after themselves.

The Public Information Board is the main display of new and important information that the community can use. Some people may only come to the Hub for information, so the Public Information Board should be visible, close to the entrance of the Hub, and be updated regularly.



Examples of important information include:

- › Known hazards (e.g. evacuation zones, liquefaction areas, slips, flooded or at risk areas, contaminated water).
- › Latest weather reports as available.
- › Status of tap water, wastewater (sewerage), storm water, power, gas, telecommunications, transport networks including main and local roads, rail, etc.
- › Key safety messages and advice (e.g. stay away from coastal areas or flood waters, boil water).

The Public Information person or team is responsible for maintaining the Public Information Board with relevant up-to-date information and advice. Make sure information has been confirmed as accurate.



Make sure that all messages on the Public Information Board are in large font, clear and easy to read for those that may have vision difficulties.



Tasks:

Put up the posters

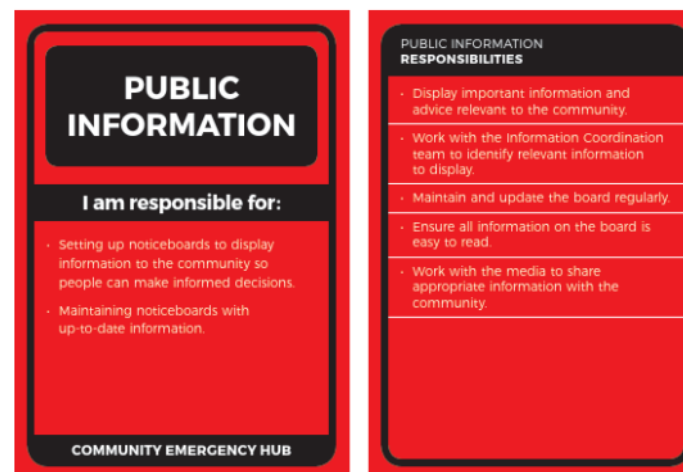
- › Put up posters in the appropriate places around the Hub. Work with the Information Coordination team
- › Work with the Information Coordination team to identify information that would be of interest to the public.

Position the Public Information Board somewhere clearly visible to people coming into the center, such as near the entrance

- › The board should be out of the way enough that people reading it don't obstruct others.
- › Make sure the Public Information Board is protected from rain and wind, and if possible out of direct sun.

Update the Public Information 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 how old the information is.
- › Write clearly to make sure it is easy to read. Use large print and a dark marker.
- › If information isn't confirmed, either don't put it up, or clearly state that it hasn't been confirmed.



If you come across any 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.

Needs and Offers

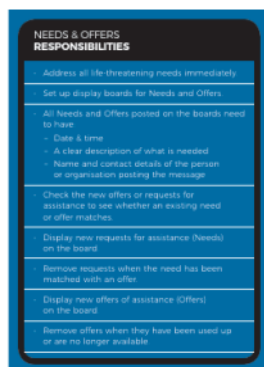
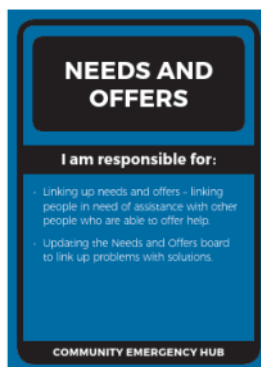
One of the objectives of the Hub is to solve problems using the resources and skills the community has available – meeting people's needs with the community's offers of assistance.

There are some fundamental basic needs common to every disaster that will need to be addressed. Preservation of life is the highest priority, including rescue and medical attention to those who are injured, and checking on people to make sure they are safe. The other basic needs are shelter, water, food, and sanitation. You may also need to deal with the wellbeing of pets or livestock, and other issues that may come up.



The Needs and Offers Board

The Needs and Offers Boards are a tool for managing and tracking what the community needs, what offers of assistance have been made by individuals or organisations, and matching them up when a solution presents itself. People in need of assistance go to the Needs Board and people who have a resource or skill go to the Offers Board. The people managing the boards match up the needs with the offers of assistance coming from the community. For example, people needing accommodation are matched with people offering spare rooms in their house. Someone will need to manage these boards, and might need extra assistance depending on the scale and duration of the event.



Tasks:

- Address all life-threatening needs immediately
- Attempt to contact the emergency services by phoning 111.
- Make sure the Hub Supervisor is advised as soon as possible.

Set up display boards for Needs and Offers

- Set up display boards near the entrance to the Hub marked "Offers" and "Needs". You may also need tables to make it easier to collect and write requests and offers.

Use notes to record and display community offers and requests for assistance

- Make sure people record:
 - Date & time (especially if the offer or need expires – e.g. a place to stay until Monday).
 - 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.

Match offers with requests for assistance

- Check the new offers or requests for assistance to see whether you know of an existing need or offer that matches.

Display requests for assistance (Needs) or offers of assistance (Offers) on the board/s

- Group Needs by themes such as labour required, accommodation, clean-up equipment etc.
- Group Offers by themes such as equipment, manual labour, shelter, food, water, etc.

Keep the boards up to date

- Remove requests when the need has been matched with an offer.
- Note how the problem was solved, it may be useful again.
- Remove offers when they have been used up or are no longer available.



If you come across any 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.

Community Space

People may want to be at the Hub for many reasons. People will be there because they have a specific need, can offer assistance, or are wanting information, others may just want general support, comfort or company at a time of stress. The Community Space is a dedicated place where people can seek company, wait for help or resources, or hang out until needed.

The group of people in our community with impairments is wide and diverse. This could include a hearing, vision, physical, mobility or cognitive impairment. Ensure the community space caters for these different needs. Keep the community space inviting, well lit and easy to access.



If you come across any 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.

Tasks:

Set up the Community Space

- › Have the Community Space as near to the rest of the Hub as possible. Ideally it will be a quiet space in a separate room away from the information boards. This could include the corner of a large space such as school hall or community centre.
- › Make sure that the space has seating and is accessible to people with mobility impairments.

Put up clear signage

- › Put up clear signage so people can find their way to the Community Space.

Be visible so people know who to approach if they need information or assistance

- › Wear the lanyard or use some other form of identification.

If anyone appears distressed, comfort them as you would a distressed friend, but avoid counselling them (don't try to talk them into being happier)

Set out refreshments

- › If refreshments are available, set them out and keep the area tidy so people can help themselves.

When providing comfort, it is important that you:

- › Help people feel in control of themselves by letting them make their own decisions.
- › Help them 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.
- › 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 or patronise them.
- › Don't try to talk them out of their feelings.
- › Don't reassure them that everything will be all right, when it may not be.
- › Don't react to their anger or other emotions personally.
- › Don't separate them from other people they are with.
- › Don't get sentimental or excited with them.
- › Don't deny them privacy or independence when they need it.

Reception

People coming to the Hub should be met on arrival by a friendly person who can direct them to the area which can best meet their needs.

The Reception team needs to be welcoming, able to explain what the Hub is for, and what it can and can't provide. Reception needs to be located at the front entrance to the Hub. Make sure 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.



If you come across any 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.

RECEPTION

I am responsible for:

- Creating a reception area at the front entrance to the Hub.
- Providing a friendly welcome to visitors coming to the Hub and directing them to relevant parts of the Hub according to their needs.
- Making sure volunteers are identifiable by a lanyard, coloured vest or name tag.

COMMUNITY EMERGENCY HUB

RECEPTION RESPONSIBILITIES

- Greet people as they come in the door, and direct them to the part of the Hub that can best deal with their needs.
- Stay calm at all times – expect people to be upset, frustrated or even angry.
- Be honest if you don't know the answer. Try to connect them with someone who might know.
- Try and keep the Reception area tidy and clear of rubbish and debris.
- Ensure that signage remains clearly visible.
- Ensure that Reception volunteers are identifiable.

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.
- › Stay calm at all times – expect people to be upset, frustrated or even angry.
- › Be honest if you don't know the answer. Try to connect them with someone who might know.
- › Try and keep the reception area tidy and clear of rubbish and debris.
- › Make sure that Community Emergency Hub signage remains easy to see.
- › Make sure that the Reception team is identifiable

Thinking long term: Recovery

During a response, you may find yourself exercising leadership, problem solving, and other abilities you didn't know you had. You and your community will come across a variety of issues. Some of these will require outside help, but many may be solved by pooling the skills, resources and connections that your community already has.

As your community self-organises to respond, you will start to find solutions to these immediate issues. But what about longer term challenges? How does your community then continue to work together and support one another through long-term recovery?

Many communities throughout the world, from Christchurch here in New Zealand, to New Orleans in the United States, to Tohoku in Japan, have gone through disaster.

Those communities that are active, work together and support one another, can adapt and rebuild stronger than before.

What can our community do to help each other through the recovery?

Stay connected

Maintaining your existing relationships and those you have formed during the response is important for the community's recovery.

Some people may be 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.

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.

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 behaviors can help to enhance your ability to cope.

There is no perfect answer to how your community will tackle recovery. Staying organised and proactive through recovery may not happen in the Hub itself especially if it's located in a place that needs to return to its business-as-usual function. Whatever the form and place, it is the connections made, the shared experiences, and people being active in the community that will make it possible to adapt and rebuild stronger than ever.

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

GET READY

MAKE A PLAN



Item 6

Attachment B

Who is this plan for?

Household members

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

Does anyone have special requirements?

Will anyone in your household need assistance to evacuate, or while stuck at home during an emergency? Does anyone rely on mobility or medical devices or other special equipment? Does anyone rely on prescription medicine? Do they have supplies to last three days or more or alternatives if power is not available?

Any babies or young children?

Do you have nappies, formula, etc. to last three days or more if shops and roads are closed? Do you have supplies in a grab bag in case you need to leave in a hurry as well?

Any pets?

Your animals are your responsibility, so make sure you include them in your emergency planning. Do you have food and water to last three days or more? Do you have cages or carriers to transport them and keep them safe? Do you have someone to collect and look after your animals if you can't get home?

Anyone else who might need help?

Are there any friends, family or neighbours who might need your help to get through an emergency at home or to evacuate?

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

GET READY

MAKE A PLAN



Useful contacts

Always dial 111 in an emergency. Think about your council's emergency hotline, medical centre/doctor, landlord, insurance company, power company, day care/school, work and family members.

Name: Emergency Services

Contact Details: 111

Name:

Contact Details:

Name:

Contact Details:

If we can't get home

Our meeting place

Where will you meet if you can't contact each other and are separated when an emergency occurs? How will you get there?

Add an address and instructions.

Who will pick up the kids?

If you are not able to pick children up from school, day care, afterschool care, etc., who will? Do they know? Does the school / day care have their details?

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

If we can't get hold of each other

Who will you check in with (someone out of town in case local phone lines are down)?

Name:

Contact Details:

Name:

Contact Details:

Name:

Contact Details:

We will get updates by

How will you find the latest news/alerts? Which radio stations will you listen to? Which websites and social media pages will you check?

Radio station/website/social media channel:

Radio station/website/social media channel:

Radio station/website/social media channel:

GET READY

MAKE A PLAN



If we are stuck at home

Do we have emergency supplies

Food and drink for three days or more (for everyone including babies and pets)? Torches, a radio, and batteries for both? First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark.

Make detailed notes on where these items are stored

Do we know how to turn off water, power and gas?

Only turn these off if you suspect a leak or damaged lines or if you are instructed to do so by authorities. If you turn the gas off, you will need a professional to turn it back on.

Details on how to turn off the water, power and gas

If we have no power

What will you need to do if there is no power? How will you cook, stay warm, see at night (do not use candles as they are a fire hazard)? Do you have spare cash in case ATMs are not working? Do you have enough fuel in case petrol pumps are not working?)

Make notes on what your household needs to do

If we have no water

What will you need to do if there is no water? Do you have enough drinking water stored (three litres per person per day for three days or more)? Do you have water for your pets? What will you cook and clean with? What will you use for a toilet?

Make notes on what your household needs to do

If we have to leave in a hurry

Do we have grab bags?

Does everyone have grab bags* in case you need to evacuate? At home, at work, in the car?

* A small bag with warm clothes, a torch, radio, first aid kit, snack food and water.

Make detailed notes on where the grab bags are stored

GET READY

MAKE A PLAN



Where will we go?

Where you will go in case you have to evacuate? How will you get there? If you live near the coast, make sure it is outside of all tsunami evacuation zones. Where will you stay if you can't get back to your home?

Make detailed notes on where you will go and how you will get there

Item 6

Attachment B

Karakia Whakamutunga

Closing Prayer

Unuhia, unuhia Unuhia ki te uru tapu nui Kia wātea, kia māmā, te ngākau, Te tinana te wairua i te ara takatā Koia rā e Rongo, whakairia ake ki runga Kia tina! TINA! Hui e! TĀIKI E!	Draw on, draw on, Draw on the supreme sacredness To clear, to free the heart, the body and the spirit of mankind Rongo, suspended high above us (i.e. in 'heaven') Draw together! Affirm!
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