



## Community Emergency Hubs

There are people in your neighbourhood who have all the skills you need to organise your community's response to an emergency - people like you!

[Take Our Hub Personality Quiz](#)

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**Community Emergency Hubs**

**Hub Guide**

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### What is a Community Emergency Hub?

In a disaster such as a big earthquake, there is likely to be widespread damage to power lines, water pipes, buildings, roads, and phone networks. Emergency services will be dealing with the most urgent matters, so the people you live nearest to will be your most immediate, and ongoing, source of support.

A Community Emergency Hub is a place where you and your neighbours can go to help each other in a major emergency. There are 127 Hubs across the Wellington Region. They are located at community facilities and some schools and can be opened by keyholders living in the local area.



#### What is the purpose of a Community Hub?

In a disaster, official services will be stretched to the point where they must prioritise the most urgent call-outs. We will all have to pitch in and help each other.

When you have checked on your household and neighbours, you and your family can go to your local Community Emergency Hub to:

- Ask for and offer help by sharing skills and resources among your community
- Share and find information about what's happening in your suburb
- Start organising the clean-up of your community
- Be in the company of others facing a similar situation

#### What will I find at a Community Emergency Hub?

The Hub is run by people like you in your local community without official assistance. Each Hub has a guide for how to coordinate the sharing of information, skills and resources that exist in your community.

There is a small amount of equipment, including a VHF radio in case the phone and internet networks aren't working. The radio will allow communities to communicate with the Emergency Operations Centre (EOC) run by your local council.

There are no supplies, food, water or blankets stored at Hubs. Our communities are full of beds with blankets on them and pantries with food in them to get through the first week after an emergency. Your community can gather the things it needs at the time by working together.

#### How is a Community Emergency Hub run?

Community members run a Hub without official assistance - it's essentially a place for neighbours to help each other in a coordinated way. Each Hub has a Hub Guide which explains how to organise an emergency response and describes the different roles needed.

WREMO works with communities to practise how they would respond to an earthquake and help the people they live nearest to get through even some of the most challenging issues.

[View the Hub Guide](#)

## Community Emergency Hub Frequently Asked Questions

### Why do we need Community Emergency Hubs?

As we saw in the Canterbury earthquakes and other disasters around the world, the community will naturally come together to support one another after a disaster. Strong, connected communities are better prepared to respond to and recover from disasters.

In a major emergency, official responders will need to prioritise 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. The Hub is a designated place where you can gather, connect with one another and solve problems using the skills and resources which already exist among your community.

### When is a Community Emergency Hub needed?

A Community Emergency Hub is needed when there has been a major emergency where people need assistance, and the support needed is beyond the current capability of council and emergency services.

If official support is available from the council and emergency services, then you probably don't need to open a Hub.