



Community Support Hub Structure and Roles



Adelaide Hills
COUNCIL

Community Support Hub structure and roles

The following CSH structure serves as an example of how volunteers can collaborate to fulfil the hub's purpose. Individual groups may adapt these roles and responsibilities to meet their specific needs. It is essential to note that robust governance and coverage under the *Volunteer Protection Act 2001* require clearly defined roles and responsibilities.

Volunteer roles and responsibilities should match the scope of activities being provided by the CSH (as outlined in the CSH Plan). Depending on the scale and complexity of the response, not all roles may be required, or some volunteers may take on more than one role.

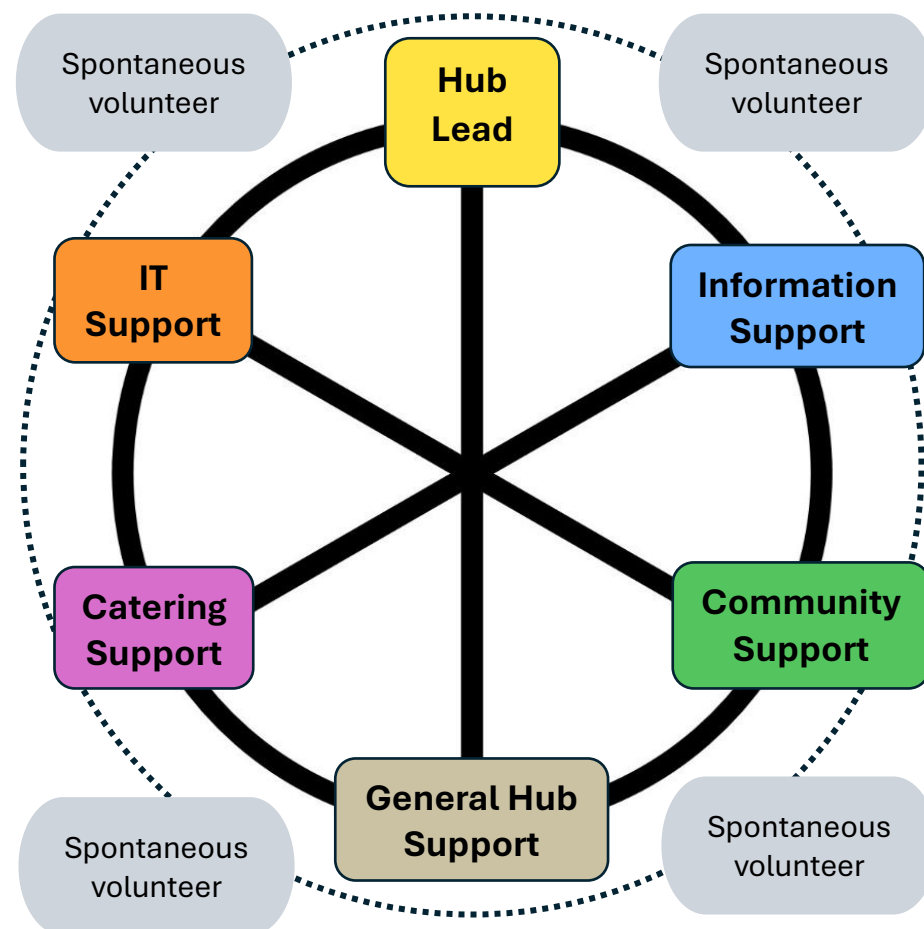
Under the proposed structure, volunteers are made up of two groups: those who are registered with a community organisation and those who are likely to come forward wanting to help after a specific emergency or event (spontaneous volunteers).

Registered volunteers have key roles and form the Hub team, while spontaneous volunteers support the Hub team. Volunteers with key roles generally have previous experience or training aligned with their role, while it is not assumed that spontaneous volunteers have any specific training.

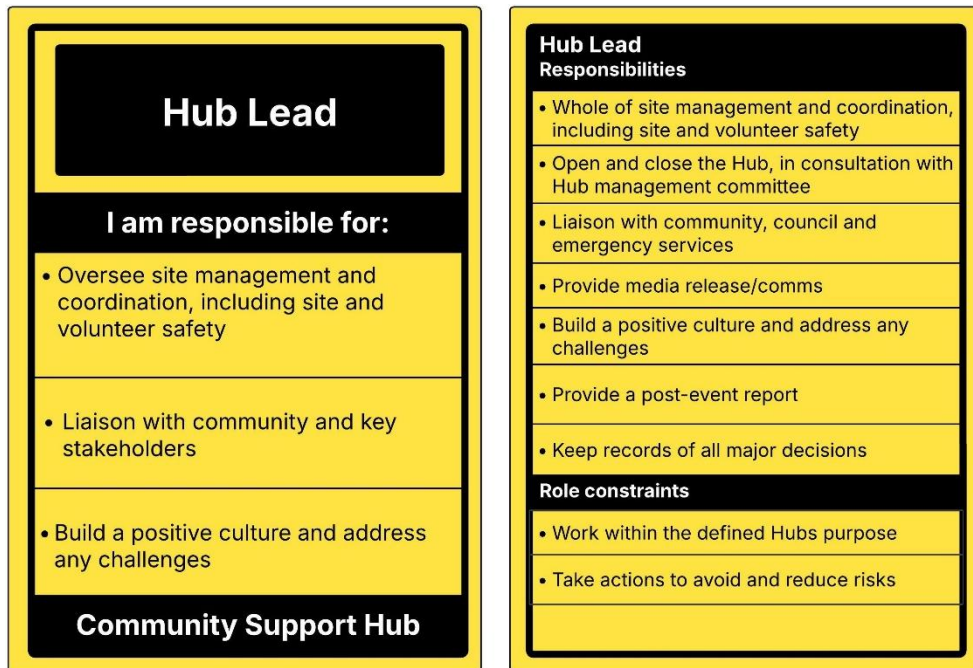
It is recommended that the Hub Lead role is filled first, followed by the Information Support role and then other Hub team roles. In addition, to these roles, it is recommended that a member of the Hub team is a designated First Aid Officer and a Child Safe Person¹.

Based on the described roles, volunteers can determine which role best suits their previous experience and skills.

Roles and responsibilities may also change based on the learnings from when the CSH opens.



¹ For more information on the requirements for a Child Safer Person refer to [Child safe environments training | DHS](#)



Hub Lead

The Hub Lead oversees CSH site management and coordination to ensure its purpose is being met and that it runs safely and efficiently.

This includes ensuring safety is managed, all the tasks are being done, basic needs are addressed, and significant decisions are discussed and agreed upon with the Hub team.

Depending on the size and duration of the emergency, the Hub Lead may need additional help to fulfill these responsibilities and may assign extra people to assist.'

Responsibilities and tasks

Site management and coordination

- Manage site and volunteer safety.
- Make sure roles are allocated, and volunteers are not working in isolation.
- Ensure decisions are discussed and agreed upon with the Hub team
- As much as possible, make sure volunteers have what they need to do their job.
- Hold Hub meetings at the start and end of every day. At the start of day induct volunteers to the building and discuss priorities.
- Keep appropriate financial records to ensure transparency and accountability.
- Consider and manage donations and gifts.

Open and close the Hub

Using the guidance in *Fact Sheet 2: When to open and close*.

- Ensure the Hub opens when it is safe do so.
- Monitor the situation, closing the Hub if required.
- Permanently close the Hub.
- Communicate opening and closing with community, council and key stakeholders.

Liaise with community, council, and emergency services

- Coordinate and maintain effective communication with community, council, and emergency services to ensure smooth and effective operations.
- Initially, communicate the immediate needs of the community, followed by discussions of ongoing support. When Emergency Relief Centres or Recovery Centre are likely to or have already opened, liaise with personnel daily.

Provide media release/communications

- Be the spokesperson for the Hub, referring to the *Media Pack* for supporting information.

Build a positive culture and address any challenges

- Foster a positive culture within the CSH by encouraging collaboration, open communication and mutual respect among volunteers and the community.
- Ensure volunteers take adequate breaks and support their wellbeing.
- Address challenges by identifying their cause and supporting volunteers in finding solutions.

Provide a post-event report

- Compile and present a report that summarises the event, including activities, outcomes, and lessons learned to guide future community assistance CSH work.

Keep records of all major decisions

- Use a logbook, or other document management system, to record major decisions.

Role constraints

Work within the defined purpose of the Hub

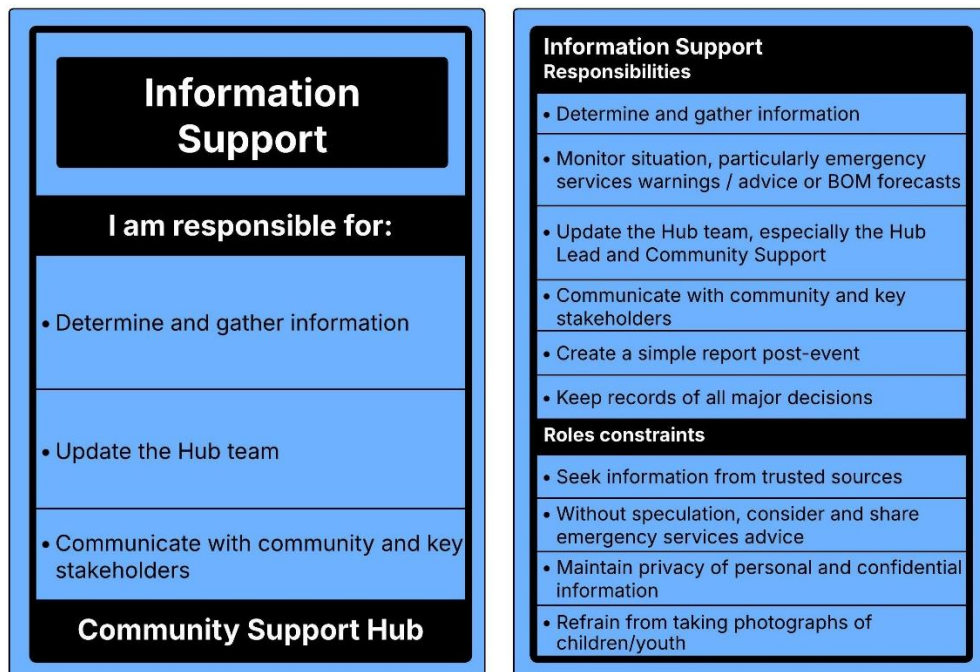
The CSH must operate within its defined purpose (as outlined in the Community Support Hub Plan) to protect volunteers and help manage community expectations.

Operate within pre-defined activities, policies, and procedures

The CSH is limited to the activities, policies, and procedures it has established, including decisions on whether to engage spontaneous volunteers, accept donations, or allow animals.

Take action to avoid and mitigate risks

- Regularly assess potential hazards and take proactive measures to avoid or mitigate them.



Information Support

The Information Support role is responsible for gathering and, wherever possible, verifying information before sharing it with Hub volunteers, the community, and key stakeholders.

This includes identifying the information needs of the CSH gathering and sharing information on the situation, available support services, and community needs. The role also includes coordinating Hub meetings, providing a shared space for the community, preparing media releases, managing social media and keeping everyone updated.

Responsibilities and tasks

Determine and gather information

- The Hub Team will require current information on the situation, available support services and the ongoing needs of the community.
- This information should come from trusted sources, such as ABC radio, Alert SA, CFS/SES websites and Council as well as from the community. Wherever possible verify information by cross-checking multiple sources.

Monitor the situation

- It is a priority to monitor the current situation to determine if the CSH can continue operating safely. Information can be gathered from emergency services' warnings and advice, BOM forecasts, and discussions with council

Update the Hub team

- As information is gathered keep the Hub Lead and volunteers with the Community Support role up to date.
- Coordinate regular meetings to discuss the situation, set priorities, assign tasks, and address communication and administrative needs. These meetings are also a good opportunity to check on volunteer wellbeing and identify any challenges.

Consider creating and maintaining a Situation Board

- A situation board can be used to display current information, providing a clear picture of what is happening. This may include maps of the area, details on what happened, what the CSH needs to know, what the CSH is doing, and priority tasks.

Community with community and key stakeholders

- Use clear signage and communication channels to inform the community the Hub is open.

- When the Hub is closing, use signage to inform the community that the CSH will no longer be open and provide information on where they can find additional assistance.

Prepare media and communication releases

- In line the *CSHs Media Pack*, prepare media and communication releases, noting that the Hub Lead is the only spokesperson.

Establish a social media presence (or other communication channels)

- Establish a social media presence to convey and receive information in a timely manner.
- Monitor social media activity on the CSH site and other reliable sources to gather information on the situation, available services, and community impacts.
- Other communication channels such as telephone trees and community notice boards may also be used.

Create a simple report

- Create a simple report outlining what is occurring in the community, what the CSH is doing to address community needs, and share it with the Hub team, council and key stakeholders.
- These reports should be done daily or on a regular basis to meet the needs of the event.

Keep records of all major decisions

- Use a logbook, or other document management system, to record major decisions.

Role constraints

Seek information from trusted sources

- Information should be obtained from trusted sources and verified wherever possible. This is particularly important when sharing information with the public.

Without speculation, consider and share emergency services advice

- Misinformation during and after emergencies can be a significant challenge. When sharing emergency service information, it's crucial to avoid speculation and ensure warnings and advice are based on facts from official sources. This helps maintain public trust and supports effective decision-making.

Maintain privacy of personal and confidential information

- Ensure that all personal and confidential information is handled ethically and securely to maintain the privacy and trust of community members.

Refrain from taking photographs of affected community members

- It is recommended that volunteers refrain from taking photographs of affected community members (particularly children/youth). If a photograph is to be taken, ensure written permission has been obtained and the photo is only used for the direct purposes of the CSH.

Note: Providing the community with information helps everyone make informed decisions about how to help themselves. Even if the CSH doesn't have the capacity to help to help in a more practical way, sharing information remains an important service.



Community Support

The Community Support role aims to ensure that community members receive appropriate support, helping things run smoothly and effectively until additional support arrives. Additionally, this role serves as the main contact for spontaneous volunteers.

The role includes setting up and packing up, managing reception, conducting community needs assessments, facilitating community support, supporting volunteers, and keeping records.

Responsibilities and tasks

Set up and pack up

- Complete a perimeter and building safety check.
- Ensure the toilet is accessible and ready for use and there is a hand washing station.
- Ensuring all necessary equipment and materials are in place when the CSH opens and properly stored away when the CSH closes to maintain an organised and efficient environment.

Reception

- Assign a General Hub Support volunteer to run the CSH reception, ensuring community members are welcomed, and understand what the CSH can and cannot offer.

Community needs

- Listen to and note the needs of affected community.
- Communicate these needs to the Hub Lead regularly.

Community assistance

- Offer comfort to those who need it. Avoid counselling unless you are qualified. Comfort can be provided by listening, sharing helpful information, offering practical assistance and providing a quiet space.
- Link people in need of assistance with individuals, community groups, services or resources that may be able to offer support or relevant information (*Note: individuals offering assistance are not Hub volunteers*).
- Connect with community groups and services to learn about the support they can offer individuals and the community

Maintain volunteer sign-in / sign-out and registration

- Ensure all volunteers sign-in at the beginning of their shift and sign-out at the end to maintain accurate records of volunteer participation.
- Ensure spontaneous volunteers fill in a basic registration form².

Develop and maintain volunteer roster

- Consider the daily opening hours and make a roster. Ensure no one works for too long and everyone has opportunities to take breaks and rest.
- When developing the roster, assist volunteers to select a suitable role based on their experience, skills and availability.
- Where spontaneous volunteers are engaged ensure, they work directly with a Hub team member and have suitable roles.
- Regularly update the roster to reflect any changes.

Support volunteers when the Hub is open

- Provide role induction to volunteers and supporting information.
- Ensure volunteers have the resources and support they need to perform their roles effectively.
- Make sure everyone takes regular and adequate breaks and are fed and hydrated.

Note: If volunteers 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.

Keep records of all major decisions

- Use a logbook, or other document management system, to record major decisions.

Role constraints

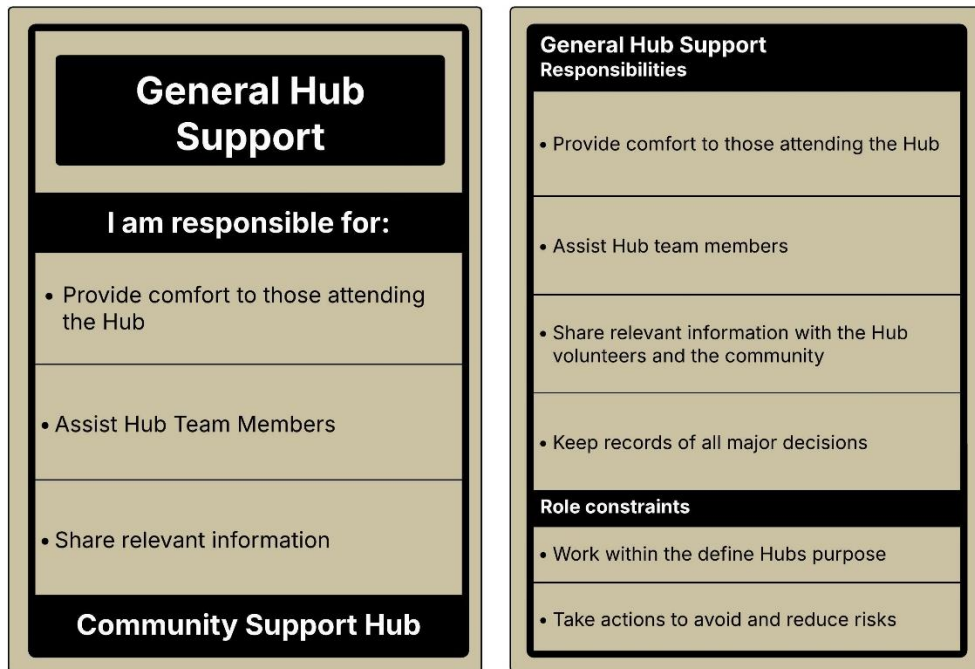
Work within the defined Hubs purpose

- The CSH should operate within its defined purpose, which is outlined in the Community Support Hub Plan. Working within these guidelines helps safeguard volunteers and manage community expectations.

Take action to avoid and mitigate risks

- Regularly assess potential hazards and take proactive measures to avoid or mitigate them.

² Basic registration should include name, address, mobile number, emergency contact and any health conditions which hub team supervisors may need to know about the support their health and wellbeing.



General Hub Support

The role of General Hub Support assists the Hub team. This role is suitable for those who are registered volunteers with a general awareness of Hub activities.

This role involves providing comfort to CSH attendees, assisting the Hub team members and sharing relevant information. It is supportive in nature, with no or limited training and minimal induction required.

Responsibilities and tasks

Provide comfort to those attending the CSH

- Quietly sit with and listen to those affected.
- Take note of what people might need.

Note: While working in the Hub, only provide comfort to those that need it. Do not try to counsel them unless you are qualified. You can provide comfort by listening to them, giving them information, and providing practical assistance.

Assist the Hub team

- Work alongside Hub team members to achieve tasks.

Share information

- Share information with Hub volunteers, regarding the current situation, available support services and the needs of individuals or the community.
- Share information with the community without any presumptions.

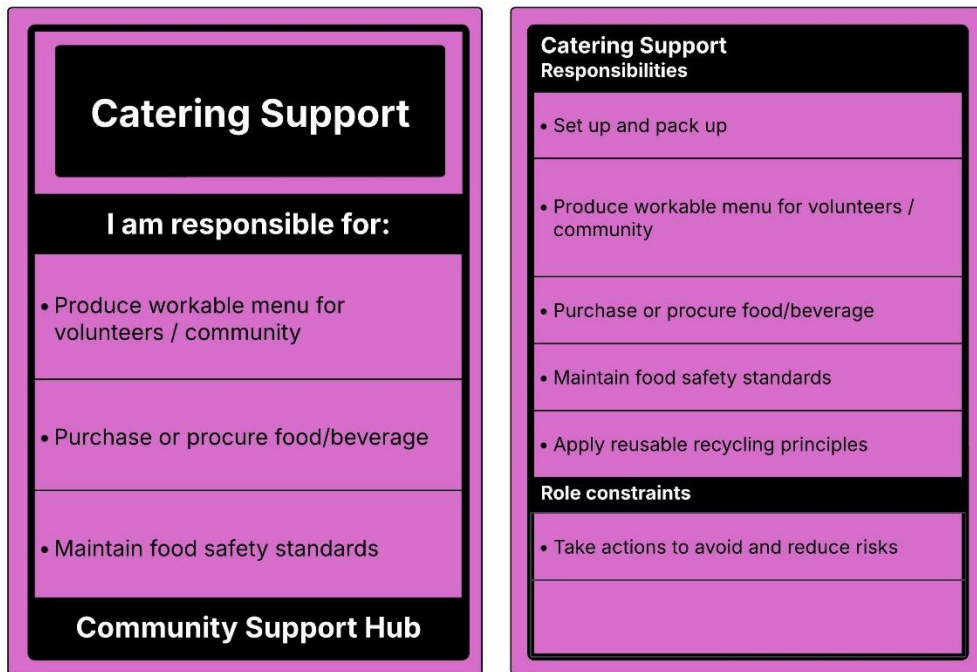
Role constraints

Work within the defined Hubs purpose

- The CSH should operate within its defined purpose, which is outlined in the Community Support Hub Plan. Working within these guidelines helps safeguard volunteers and manage community expectations.

Take action to avoid and mitigate risks

- Regularly assess potential hazards and take proactive measures to avoid or mitigate them.



Catering Officer

The Catering Officer coordinates the provision of food and beverages at the CSH, ensuring food safety standards are maintained.

This role includes setting up and packing up the kitchen, creating a suitable menu for volunteers and community members, sourcing food and beverages, following reusable and recycling principles, and completing laundry tasks as required.

Responsibilities and tasks

Setup and pack up

- Setup and pack up the kitchen for the purpose of supporting volunteers and affected community.

Produce workable menu for volunteers / community

- Produce a menu that is suitable and aligns with the purpose of the CSH (noting, a menu could be tea/coffee and biscuits, light refreshments, or more substantial meals).

Purchase or procure food/beverage

- Acquire food and beverages for the menu, planning a day in advance.

Maintain food safety standards

- Ensure all food and beverages provided are prepared, stored, and served in a hygienic manner to prevent foodborne illnesses.
- Do the laundry as needed to help the CSH run smoothly.

Apply reusable and recycling principles

- Where possible, try to use eco-friendly practices including recycling, using compostable tableware, sourcing local ingredients and minimising food waste.

Role constraints

- Tack action to avoid and mitigate risks
- Regularly assess potential hazards and take proactive measures to avoid or mitigate them.



IT Support

IT Support is responsible for information technology and telecommunications at the Hub.

This includes setting up equipment, liaising with the building manager, supporting IT needs, and providing basic training to volunteers.

Responsibilities and tasks

Setup available equipment

- Setup available equipment which may include satellite internet, generator, CSH laptops, power boards, AV equipment or UHT radios.
- Liaise with building manager about the use of venue equipment.

Support IT requirements

- Where requested aim to support IT requirements of volunteers and community members.

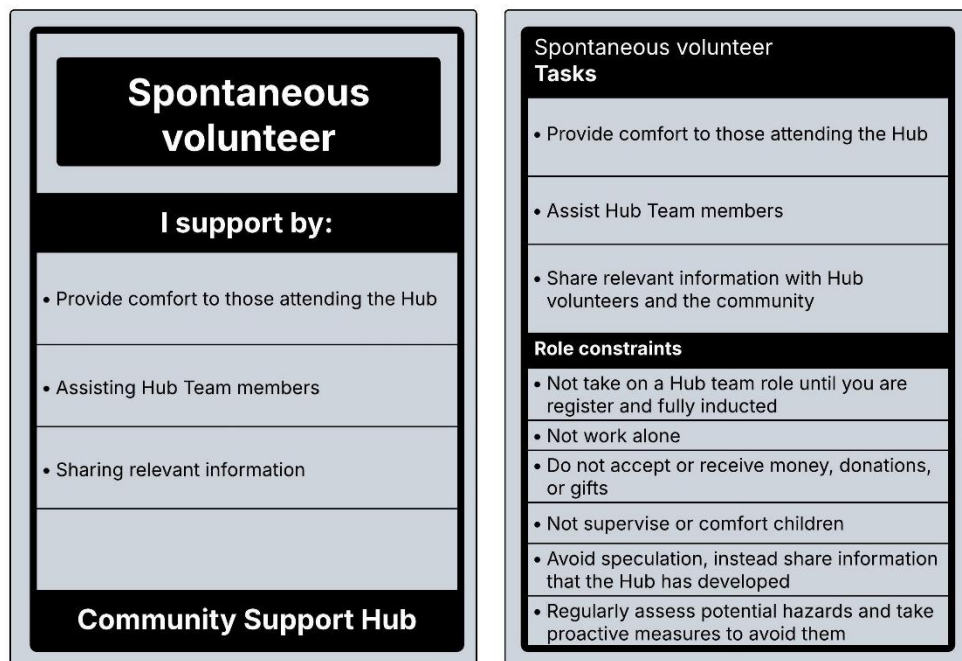
Provide basic training to volunteers

- Where possible provide basic training to volunteers.

Role constraints

Maintain privacy of personal and confidential information

- Ensure that all personal and confidential information is handled ethically and securely to maintain the privacy and trust of community members and relevant partners



Spontaneous volunteers

Spontaneous volunteers assist the Hub team. This role is suitable for those who are not registered volunteers but wish to help after an emergency or event.

This role involves providing comfort to adults who attend the CSH, assisting the Hub team members and sharing relevant information. It is supportive in nature, with no or limited training and minimal induction required.

Note: All Spontaneous volunteers must register as soon as they arrive at the CSH. This will be completed by the Community Support team member.

Responsibilities and tasks

Provide comfort to adults attending the CSH

- Quietly sit with and listen to those affected.
- Take note of what people might need.

Note: While working in the Hub, only provide comfort to those that need it. Do not try to counsel them unless you are qualified. You can provide comfort by listening to them, giving them information, and providing practical assistance.

Children should be supervised by their parent, guardian or carer. If children alone they should be supervised by a Child Safe Person within the CSH team.

Assist the Hub team

- Work alongside Hub team members to achieve tasks.
- Follow the directions of Hub team members.

Share information

- Share information with Hub volunteers, regarding the current situation, available support services and the needs of individuals or the community.
- Share information with the community without any presumptions.

Role constraints

- Do not take on a Hub team role until you are register and fully inducted.
- Do not work alone, always work alongside a member of the Hub team.
- Do not accept or receive money, donations, or gifts.
- Do not supervise or comfort children.
- Avoid speculation, only share information that has been verified by the Hub team.
- Regularly assess potential hazards and take proactive measures to avoid them.



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