



CROYDON LODGE - GORE

Community Response Plan



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Printed version is no longer controlled, check EMS website for current plan.

Updated June 2025

Croydon Lodge – Gore Community Response Plan



Emergency Management Southland contact details

- **Website:** <https://www.cdsouthland.nz>
- **Phone:** 0800 76 88 45 or 03 211 5115
- **Email:** ems@cdsouthland.nz
- **Facebook:** @cdsouthland (Emergency Management Southland)
- **Instagram:** @southlandcdem

If you would like to become part of the Croydon Lodge – Gore Community Response Group or have any questions, please contact Emergency Management Southland.

How to Stay Informed During an Emergency

Visit <https://cdsouthland.nz/useful-things/> for information on:

- Helpful resources
- Tsunami maps
- Weather
- River heights
- Power outages
- Roads
- Geonet (Earthquake information)

Local radio stations to listen to during an emergency

Station	Frequency
The Hits	Te Anau 90.4FM & rest of Southland 98.8FM
Hokonui	All of Southland 94.8FM
More FM	Te Anau 96.0FM & rest of Southland 89.2FM
Newstalk ZB	All of Southland 864AM
Radio New Zealand	Te Anau 101.6FM, Milford Sound 92.0FM & rest of Southland 101.2FM
Radio Southland	All of Southland 96.4FM
CaveFM	Gore 106.40FM

Antenno

Receive notifications direct to your phone on council services, flood warnings, hazards, roadworks, service disruptions, community events, and more. You can also use Antenno to tell us about things that need our attention, or give us feedback, direct through the app. Antenno is available for



free for iPhone and Android devices. Setup is easy and doesn't require signing-up.

Purpose of the Community Response Groups

Community Response Groups planning for an emergency

The more prepared a Community is, the more likely it is that the community will be able to look after themselves and others. This plan contains a short demographic description of the Gore area, information about key hazards and risks, information about Emergency Community Emergency Hubs, where the community can gather, and important contact information to help the community respond effectively. Members of the Croydon Lodge - Gore Community Response Group, along with Emergency Management Southland staff, have developed the information contained in this plan. The plan is a living document and can be updated at any time through Emergency Management Southland.

Community Response Groups during an emergency

During an emergency response, the Community Response Group will be Emergency Management Southland's first point of community contact in an emergency, therefore they play a crucial role in supporting affected communities. The group will be asked to activate by Emergency Management Southland or self-activate to provide immediate short-term assistance during an emergency. The Community Response Group works closely with Emergency Management Southland to ensure that resources are effectively distributed and that vulnerable populations are identified and supported. By leveraging local knowledge and networks, the Community Response Group helps to maintain a safe place, communicate vital information, and foster community resilience, ensuring a coordinated and compassionate response to an emergency.

Community Groups into recovery

Community Response Groups will be vital during the recovery of a community. They will be able to act as a connection between the community and the recovery team. They will have key local knowledge and understand the effects of decisions on the local community and will be able to identify areas of most importance to the community and suggest ways to work towards the communities' end goals. The process around community recovery will be described in greater depth in the Southland Recovery Plan which can be found on our website: <https://www.cdsouthland.nz>



Gore Community Details

Demographic details

Gore is located in the heart of Southland, New Zealand. It is a thriving rural town with a population of approximately 12,700 as of the 2023 census. Known as New Zealand's country music capital, Gore combines agricultural heritage with a lively arts and cultural scene. The local economy is strongly anchored in dairy, sheep farming, and cropping, with agriculture and related services contributing nearly 30% to the district's GDP. The town is also a hub for events and tourism, attracting visitors to the annual Gold Guitar Awards, the Eastern Southland Gallery, and the Hokonui Moonshine Museum, which celebrates the area's colourful whisky-distilling past.



Gore has a median age of 42.8, reflecting a well-established, community-oriented population. The town offers a high quality of life with good schools, local amenities, and access to natural attractions like Dolamore Park and the Mataura River, renowned for its world-class trout fishing. Well-connected via State Highway 1 and positioned on the Southern Scenic Route, Gore offers a unique blend of rural hospitality, history, and culture for those looking to explore inland Southland.



Croydon Lodge is a welcoming hotel situated on six acres of park-like grounds on the outskirts of Gore. It provides a convenient and comfortable base, with on-site dining (Blazing Copper Café & Bar, or the Lodge Public Bar), event spaces, and is close proximity to Gore's key attractions. The lodge provides a range of accommodation options, including standard rooms, family units,

and one-bedroom suites, all equipped with modern amenities such as free Wi-Fi, en-suite bathrooms, SKY TV, and tea and coffee-making facilities.

Identified potential vulnerable sub communities

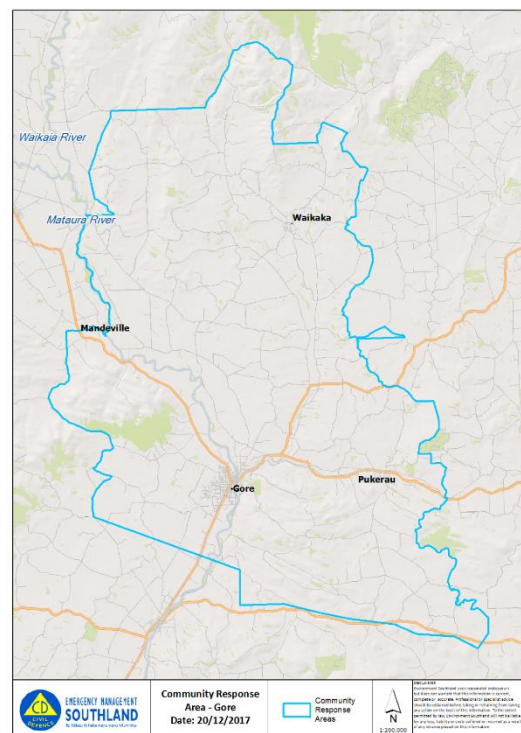
Emergencies affect all of us. Depending on the nature, extent and timing of an emergency, some people can be more affected than others. We need to ensure equity in response to improve assistance to all in the community. Groups who may need consideration include:

- Secondary schools – Māruawai College (approx. roll 662 students) and St Peters College (approx. roll 371 students).
- Primary Schools – Gore Main School (approx. roll 190. Years 0 – 6). West Gore School (approx. roll 147. Years 0 – 6). East Gore School (approx. roll 99. Years 0 - 6). St Mary's School (approx. roll 241. Years 0-6).
- Kindergartens – Longford Kindergarten (approx. roll 37), Oxford Kindergarten (approx. roll 33), Elsie Street Kindergarten (approx. roll 43)
- Preschool – Gore Playcentre (approx. roll 19), ABC Preschool Gore (approx. roll 54), Gore Preschool Early Learning Centre (approx. roll 110), Akoranga Pre-school (approx. roll 82), Te Kōhanga Reo o Te Ara Tika (approx. roll 13).
- Rest home and care facilities - BUPA Windsor Park Retirement Village, BUPA Windsor Park Care Home, and Resthaven Retirement Village, Albany House Rest Home, Parata Rest Home.
- Elderly living in the community.
- People with disabilities, high risk medical conditions or with mental health issues.
- Families that have recently moved to the area particularly from outside of Gore.
- Tourists traveling through Gore.

Neighbouring communities

In an emergency, it's important that neighbouring communities work together to support each other. Nearby communities can provide help if your own community is overwhelmed or unable to meet all its needs. This might include sharing resources like emergency shelters, equipment, vehicles, or trained personnel. Likewise, your community may assist others by sending support when they are in need. Reach out to the following communities during an emergency:

- East Gore
- Pukerau
- Waikaka
- Knapdale
- Mandeville
- Otama
- Waikaia



Significant local treasures/ assists

Every community has special places, items, or traditions that are important to its identity — such as marae, historic buildings, taonga, community centres, or natural landmarks. These are considered significant local treasures, and while protecting people is always the top priority during a natural disaster, it's also worth planning how to protect these treasures if it's safe to do so.



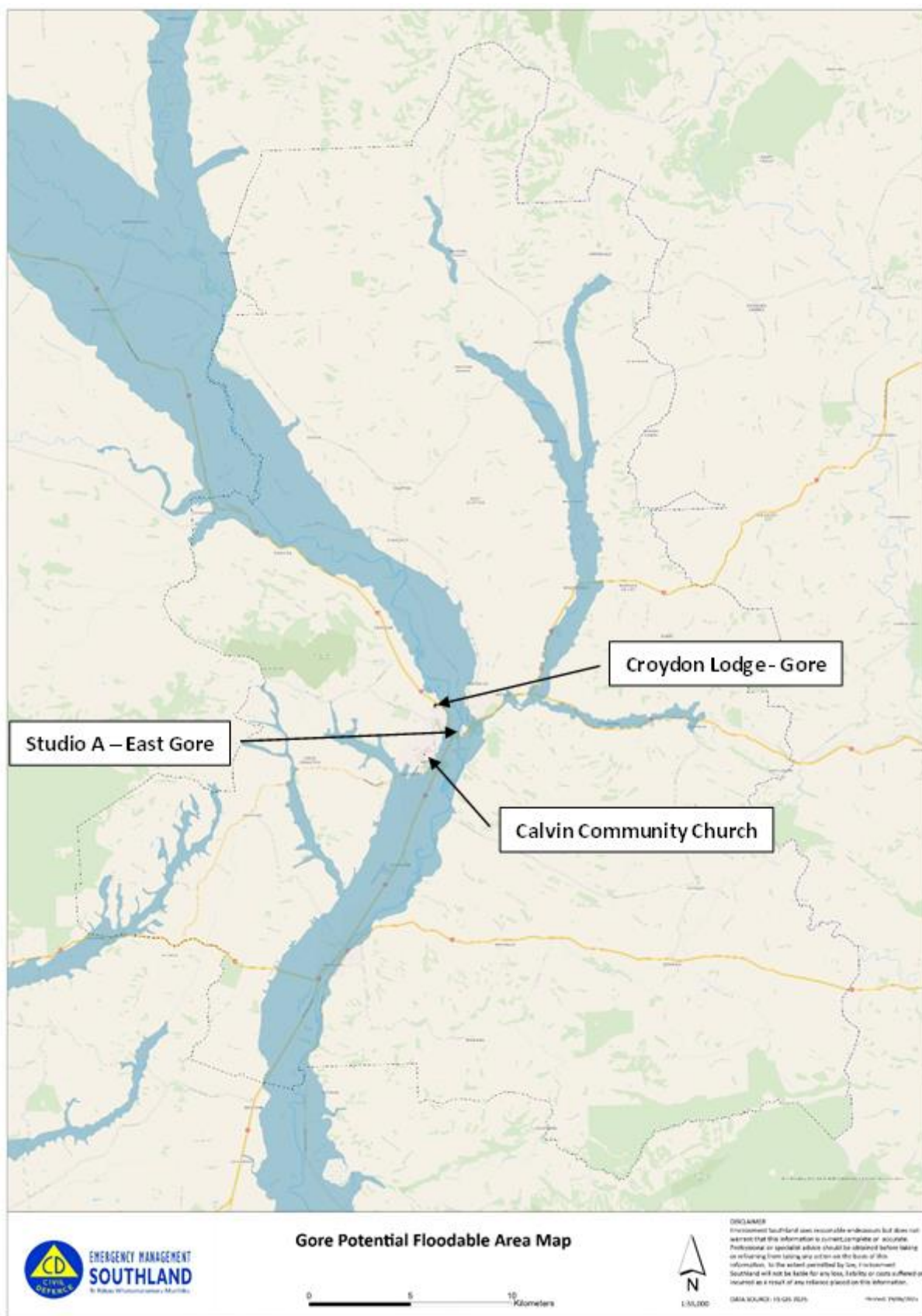
Gore Community Hazard and Risk Summary

Overview

Hazard and risk information serves to provide a clear understanding of the potential dangers that could impact the community. These hazards and risks outline the nature, characteristics, and potential effects of the hazard, which is crucial to gain an understanding of the dangers the community faces.

1. Flooding

- **Risk Level (Priority):** High
- **Description:** Gore is vulnerable to river flooding, particularly from the Mataura River, which runs through the town. Prolonged rainfall, snowmelt, or storm events can cause rivers to overflow, threatening homes, roads, and infrastructure. East Gore is particularly vulnerable to flooding due to its location near the Mataura River and its low-lying topography. The river rises quickly threatening the residents and businesses of East Gore. In the past, East Gore has experienced flooding that led to road closures, property damage, and disruptions to essential services. Stormwater systems can become overwhelmed during intense weather events, further contributing to surface flooding. **Notable event:** February 2020 caused widespread flooding from the Mataura River which prompted evacuations and road closures in Gore.
- **Impacts:** Property damage, road closures, isolation, and potential evacuation.
- **Mitigation Strategies:**
 - Maintain drainage systems.
 - Elevate important items in flood-prone areas.
 - Prepare sandbags or barriers.
 - Be prepared to evacuate.
- **Map Reference:** For detailed flood risk maps, refer to Environment Southland's hazard maps: <https://www.es.govt.nz/environment/hazards-and-protection/natural-hazards-portal>



2. Severe weather

- **Risk Level (Priority):** High
- **Description:** Regular snow, wind, ice and storms; can disrupt infrastructure. Gore frequently experiences strong winds, heavy rain, and occasional snow or hail. These can disrupt transport, damage property, and affect power supply.
- **Impacts:** Flooding and surface water, wind damage, power and utilities disruption, transport and travel disruption, agricultural impacts and health impacts.
- **Mitigation Strategies:**
 - Secure outdoor items before a storm.
 - Keep emergency supplies in case of power outages or isolation.
 - Drive carefully during severe weather conditions.
 - Clear drains on your street.

3. Earthquake

- **Risk Level (Priority):** Medium
 - **Description:** While not as seismically active as other parts of New Zealand, Gore can still experience earthquakes. Nearby faults (such as the Blue Mountain and Spylaw Faults) could generate significant shaking. Large earthquakes such as the Alpine fault will cause major disruption to a large area.
 - **Impacts:** Building damage, power outages, road disruptions, food network disruption, lack of resources and potential landslides.
 - **Mitigation Strategies:**
 - Secure heavy furniture and appliances.
 - Develop household emergency plans.
 - Practice "Drop, Cover, Hold" drills.
 - **Map Reference:** For New Zealand's active faults map, refer to GNS Science: <https://www.gns.cri.nz/data-and-resources/new-zealand-active-faults-map/>
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4. Fire (Urban and rural)

- **Risk Level (Priority):** Medium
 - **Description:** The risk increases for grass and scrub fires during hot, dry, and windy conditions—particularly during summer and drought periods. Fire can spread quickly in rural areas surrounding Gore.
 - **Impacts:** Threats to homes, livestock, and human safety.
 - **Mitigation Strategies:**
 - Create defensible space around properties.
 - Develop and practice fire evacuation plans.
 - Comply with fire bans and restrictions.
-

5. Hazardous substances

- **Risk Level (Priority):** Medium
 - **Description:** Road and rail transport of chemicals increases exposure risk. State Highway 1 and the main rail line pass through Gore, increasing the risk of accidents involving hazardous materials (e.g., fuel, chemicals). Industrial activities and storage sites also pose risks.
 - **Impacts:** Public health and safety, transport disruption, environmental damage, economic consequences, agricultural risks.
 - **Mitigation Strategies:**
 - Stay upwind and uphill of chemical spills.
 - Follow official instructions during hazardous material incidents.
 - Be ready to evacuate if required.
-

6. Health emergencies

- **Risk Level (Priority):** Medium
- **Description:** Health emergencies can have sufficient impacts on small town. This can put strains on the health care services that take care of Gore. Pandemics like COVID-19 have shown how quickly disease outbreaks can affect daily life. Gore also relies on

safe drinking water and proper sanitation, which can be affected during other emergencies.

- **Impacts:** Isolation, strain on medical services (GPs and hospital), and supply chain disruptions.
 - **Mitigation Strategies:**
 - Promote good hygiene practices, keep hygiene and sanitation supplies at home.
 - Strengthen community support networks and encourage vaccination.
 - Follow public health guidance and know where to access health support in an emergency.
-

7. Biosecurity threat

- **Risk Level (Priority):** Medium
 - **Description:** Agriculture-based economy makes Gore vulnerable to pest/disease events. Gore's economy relies heavily on agriculture and livestock. Biosecurity threats such as *Mycoplasma bovis* or foot-and-mouth disease could significantly impact livelihoods and food supply.
 - **Impacts:** Agricultural and economic impacts, mental health and well-being, environmental, public health, restriction to certain areas.
 - **Mitigation Strategies:**
 - Have a farm biosecurity plan.
 - Farmers should follow MPI biosecurity advice.
 - Report any unusual livestock symptoms or plant pests.
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Hazard risk summary table

Hazard	Likelihood	Impact	Priority
Flooding	High	High	High
Severe weather	High	Moderate	High
Earthquake	Moderate	Moderate	Medium
Wildfire	Moderate	High	Medium
Hazardous substances	Low	High	Medium
Health emergencies	Moderate	High	Medium
Biosecurity threat	Low	Moderate	Medium

- **Likelihood:** Probability that the hazard will occur in or impact Gore.
- **Impact:** The scale of consequences the hazard would have on the community (people, infrastructure, economy, environment).
- **Note:** This assessment has been based on qualitative judgment and local context to guide how likelihood and impact are rated. For example, flooding is “High” likelihood in Gore due to known historical events, even if flood defences are present.

Maps and diagrams (Useful links)

- **Environment Southland Hazard Summaries:** Comprehensive summaries of various hazards affecting towns in Southland, including Gore. It provides detailed flood risk maps for Gore, illustrating areas susceptible to flooding: <https://maps.es.govt.nz>
- **Seismic Hazard Maps:** The New Zealand National Seismic Hazard Model offers maps indicating earthquake probabilities across regions: <https://www.gns.cri.nz>
- **Natural Hazards Portal:** The Natural Hazards Portal allows exploration of various hazard risks and historical claims data: <https://www.naturalhazardsportal.govt.nz>

Identified local critical infrastructure/ vulnerabilities

Critical infrastructure refers to essential facilities and systems that support the functioning and wellbeing of the community. Damage to or disruption of these assets during an emergency could significantly impact Croydon Lodge - Gore’s ability to respond and recover.





Key Identified Local Resources

The resources listed in this plan are key examples intended to support community preparedness and response. While they represent a broad range of services and support networks, they are not a comprehensive list. Communities are encouraged to identify and connect with additional local organisations, cultural groups, and informal networks that play vital roles in resilience and wellbeing.

Key Local Emergency Service contacts - For urgent matters please dial 111

Organisation	Name	Phone	Address	Other details
Police - Gore	Gary Iddenten	03 203 9300 105	241 Main Street, Gore 9710	gary.iddenten@police.govt.nz
FENZ - CFO	Richard Tremaine	03 208 7799 0272745587.	51 Hokonui Drive, Gore	richardtremaine@fireandemergency.nz
FENZ - DCFO	Steven Tutty	03 208 7799	51 Hokonui Drive, Gore	steven.tutty@fireandemergency.nz
St John – Group Operations Manager – Southland East	Debbie Blatch	027 287 8153	35 Charlton Road, East Gore, Gore 9710	debbie.blatch@stjohn.org.nz
St John – Area operations Manager - Southland	Braden Stark	027 202 3141	Jed Street, Invercargill 9810	braden.stark@stjohn.org.nz
Amateur Radio Emergency Communications – Group Leader	Lindsay Eunson	027 432 5136		gleastsouthland@arec.nz

Gore District Council

Organisation	Phone	Address	Other details
Gore District Council	03 209 0330	29 Bowler Avenue, Gore 9710	
East Gore Water Treatment Plant	03 209 0330	69 Wentworth Street, East Gore, Gore 9710	3 Waters Staff at GDC
Hilbre Avenue Water Treatment Plant	03 209 0330	15 Hilbre Avenue, Gore 9710	3 Waters Staff at GDC
Gore Wastewater Treatment Plant	03 209 0330	23 Grasslands Road, Gore 9710	3 Waters Staff at GDC
Gore District Library	03 203 9129	10C Ardwick Street, Gore 9710	gorelibraries@goredc.govt.nz
Gore Aquatic Centre & MLT Events Centre	03 203 9128	20 Wayland Street West, Gore 9710	
Gore Visitor Centre	03 203 9288	16 Hokonui Drive, Gore, 9710	
Gore A & P Showgrounds	027 644 9909	9 Bury Street, Gore 9710	

Medical and support agencies

Organisation	Phone	Address	Other details
Gore Medical Centre	03 208 9222	12 Eccles Street, Gore 9710	
Gore Health Centre	03 209 3030	9 Birch Lane, Gore 9710	
VetSouth Gore	03 209 0101	8 Richmond Street, Gore 9710	
CVS Combined Veterinary Services	03 208 0140	36 Hokonui Drive, Gore 9710	
The Salvation Army	03 208 4443	21 Irwell Street, Gore 9710	

Utility services and supplies

Organisation	Phone	Address	Other details
BW Electrical Ltd	03 208 0806	62 Mersey Street, Gore 9710	Preferred service
Bill Sheddan Plumbing Ltd	03 208 5841	10A Ontario Street, East Gore, Gore 9710	Preferred service
Mitre10 Gore	03 208 4780	15 Irwell Street, Gore 9710	
Gore ITM	03 208 4780	15 Irwell Street, Gore 9710	
Placemakers Gore	03 209 0055	10 Fairfield Street, Gore 9840	
Goldpine Gore	03 208 0108	94 Hokonui Drive, Gore 9710	
Farm Source Gore	03 203 9334	Dundas Street, East Gore, Gore 9710	
Farmlands Gore	03 203 9510	20 Lyne Street, Gore 9710	
RB Rural	027 641 8166	3 Oreti Street, Gore 9772	
PGG Wrightson Gore	03 209 0314	46 Medway Street, Gore 9710	
Southland Farm Machinery	03 208 8203	12 Charlton Lane, Gore 9710	

Advance Agriculture Ltd	03 203 9100	14 Tamworth Lane, Gore 9710	
Mainland Minerals Southern	03 208 3004	3 Stratford Street, Gore 9710	
Jones & Cooper	03 208 4794	21 Lyne Street, Gore 9710	
T M Brumby Builder Ltd	03 208 6524	10 Surrey Street, Gore 9710	
Carpentry South	03 208 7977 027 497 0012	3 Oreti Street, Gore 9710	
Laser Electrical Gore	03 208 0441	21A Reaby Road, RD4, Gore, 9774	
Dore Electrical Service Ltd	0274 889 834	51 Spittles Way, Gore 9710	
Prime Electrical	027 208 6440	133 Kakapo Street, West, Gore 9710	
Laser Plumbing Gore	03 208 6299	39 Strauchon Road, Upper Charlton, Gore 9710	
STIHL SHOP Gore	03 208 7518	189 Main Street, Gore 9710	
Allen Plumbing & Gas	027 4358 231	10 Waiau Street, West, Gore 9710	
Gore Automotive Services	03 208 3667	15 Ontario Street, East Gore, Gore 9710	
Total Automotive Gore	03 208 5222	10 Waiau Street, Gore 9710	
Russell Keeler Automotive	03 208 4240	20 Gorton Street, Gore 9710	
Auto Worx – Gore	03 208 7462	21 Surrey Street, Gore 9710	
MGM Auto 2014 Ltd	03 208 4797	74-76 Mersey Street, Gore 9710	
HVS Services Gore	03 208 1766	2 Railway Esplanade, East Gore, Gore 9710	
Transport Repairs Gore	03 208 1618	25 Falconer Road, East Gore, Gore 9772	

Service stations, supermarkets and food establishments

Organisation	Phone	Address	Other details
Woolworths Gore	03 209 0020	24 Medway Street, Gore 9710	
New World Gore	03 208 4139	2-8 Irk Street, Gore 9710	
On the Spot North Gore	03 208 5576	113 Hokonui Drive, Gore 9710	
Night'n Day Gore	03 208 7878	127 Main Street, Gore 9710	
Z Gore	03 208 8326	Cnr Hokonui Drive and, Irwell Street, Gore 9710	
McKeown Gore CardFuel 24/7	0800 800 908	6 Hyde Street, East Gore, Gore 9710	
NPD Gore	03 544 6162	63 Mersey Street, Gore 9710	

Allied Fuelstop Gore	03 348 6086	36 Charlton Lane, Gore 9710	
BP 2go Gore	03 208 5658	8 Railway Esplanade, East Gore, 9710	
Gull Gore	09 557 0355	158 Main Street, Gore 9710	
Waitomo Gore	0800 922 123	217 Main Street, Gore 9710	
Goodmeats Butchery & Bakery	03 208 7565	3 Richmond Street, Gore 9710	
Churchy's	03 208 5650	84 Broughton Street, Gore 9710	

Education providers, rest home, marae, faith and community organisations

Organisation	Phone	Address	Other details
Resthaven Retirement Village	03 208 9440	208 Main Street, Gore 9710	
BUPA Windsor Park Care Home	03 280 2181	3 McKellar Street, Gore 9710	
BUPA Windsor Park Retirement Village	03 280 2014	9 Reaby Road, Gore 9710	
Albany Home & Hospital	03 208 0749	28 Albany Street, Gore 9710	
Parata Residence For The Elderly	03 208 6303	39 Kitchener Street, Gore 9710	
Maruawai College	03 208 9130	<i>Senior Campus</i> 28 Coutts Road, Gore 9710 <i>Junior Campus</i> 5 Wayland Street, Gore 9710	
St Peter's College	03 208 9060	121 Kakapo Street, West Gore, Gore 9710	
Gore Main School	03 208 7615	39 Ardwick Street, Gore 9710	
West Gore School	03 208 7586	120 Kitchener Street, Gore 9710	
St Mary's School	03 208 7733	14 Ardwick Street, Gore 9710	
East Gore School	03 208 5331	3 Wentworth Street, East Gore, Gore 9710	
OneSchool Global – Gore Campus	03 216 3735	89 Charlton Road, Upper Charlton 9774	
Elsie Street Kindergarten	03 208 6575	6 Elsie Street, Gore 9710	
Longford Kindergarten	03 208 9203	11 Vera Street, Gore 9710	
Oxford Kindergarten	03 208 4147	16 Oxford Street, Gore 9710	
Gore Preschool	03 208 4242	15 Pomona Street, Gore 9710	
Akoranga Preschool	03 208 5757	106 Broughton Street, Gore 9710	

ABC Preschol	03 208 8499	8 Irwell Street, Gore 9710	
Gore Playcentre	027 880 2361	13 Wayland Street, Gore 9710	
Te Kōhanga Reo o Te Ara Tika	03 208 0343	11 Hyde Street, Gore 9710	
Calvin Community Church	03 208 9973	25 Robertson Street, Gore 9710	
Gore Baptist Church	03 208 4675	23 Ardwick Street, Gore 9710	
Church Of The Blessed Sacrament	03 208 9601	15 Ardwick Street, Gore 9710	
New Life Fellowship	03 208 4821	11 Jacob Street, Gore 9710	
Presbyterian Church	027 4550 098	2 Devon Street, Gore 9710	
Gore Christian Fellowship		38 Ardwick Street, Gore 9710	
Holy Trinity Anglican Church	03 208 7366	Traford Street, Gore 9710	

Additional resources

Organisation	Phone	Address	Other details
Gore Airfield	03 208 6652	Gore-Mataura Highway, Charlton 9772	
Gore Bowling Club	03 208 6442	22b Ardwick Street, Gore 9710	
Pioneer Rugby Football Club	03 208 5600	78 Robertson Street, Gore 9710	
Gore Wanderers AFC		Corner of Gorton & Oldham Street, Gore 9710	
Albion Gore Cricket Club		74 Hokonui Drive, Gore 9710	
1 st Gore Scout Group	027 202 5890	15C Eccles Street, Gore 9710	

Croydon Lodge - Gore Emergency Hub

Community Emergency Hubs provide pre-identified places where the community can gather in the event of an emergency. Not all hubs will be suitable during an emergency, and it is up to the community to decide at the time. It is possible that a new venue will need to be found, but the concept of a location where the community gather is vital during a response as people seek immediate support, shelter, comfort and information.

Each pre-determined location will be provided with an Emergency Community Hub Guide and be able to access advice from Emergency Management Southland if they require further information or support. Contact information for the hubs will be available on the following page.

Community Emergency Hub key holders

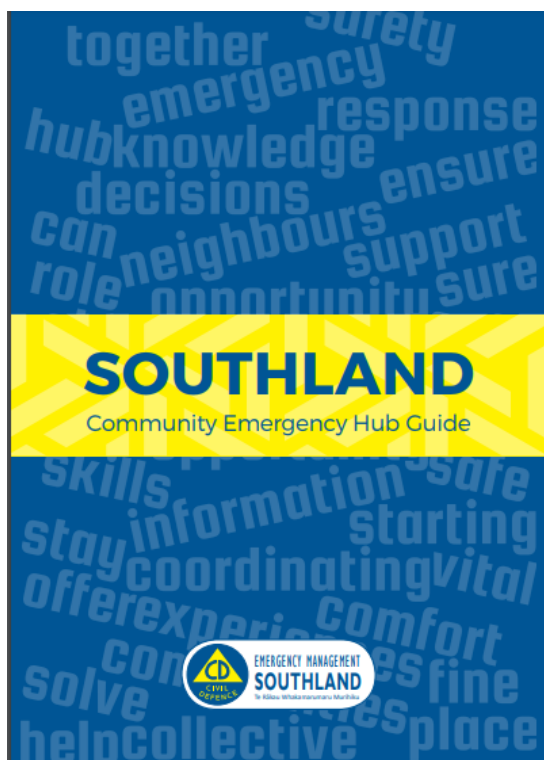
Name	Phone	Address	Key Holders
Croydon Lodge	03 208 9029	100 Waimea Street, Croydon 9776	Kathy Broome Manu Barnes
Other CEH located in Gore			
Studio A – East Gore	0800 678 366	6 Railway Esplanade, East Gore 9710	Abby Taylor
Calvin Community Church	03 208 9973	25 Robertson St, Gore 9710	Rev. Ken Williams

Basic items for a Community Emergency Hub

When opening a Community Emergency Hub, it's essential to bring basic items to support coordination, communication, and community-led response. These items are critical to help the community self-organise, share information, and meet urgent needs during a disaster when emergency services may be delayed. These items may include:

- Water
- Tea, coffee, milk
- Food
- Toilet paper
- First aid kits
- Blankets
- Torches
- Lighters
- BBQ/ LPG bottle
- Games
- Lighting
- Generators/ fuel
- Anything else that you feel is appropriate

Refer to *Southland Community Emergency Hub Guide* for more information on the set up and running of a Community Emergency Hub during an emergency response.



HUB ROLES

1. Hub supervisor

It's important someone has an overview of what is going on. Decisions should be made by agreement, but it's helpful if someone can bring everything together. Remember you're a team, and as a group you'll be able to consider the immediate needs of those in the community, and what community assets and resources are available. The supervisor can change depending on the situation, and as people with more experience join the Hub team they may be willing to step into the role.

HUB SUPERVISOR

I am responsible for:

- Co-ordinating everything happening in the Hub to ensure it's safe, working, efficient and meets its purpose
- Ensuring new team members are welcomed
- Ensuring that everyone understanding the work in the Hub is clear and

COMMUNITY EMERGENCY HUB

HUB SUPERVISOR KEY TASKS

- make sure other roles are allocated
- make sure everyone has what they need to do their job
- make sure new people joining the hub are invited to join the team
- make sure each area of the Hub works with the other areas as a team
- record major decisions for future reference, including what happened and any actions taken
- develop a roster to ensure people have adequate breaks and don't work too long
- close the Hub overnight when appropriate
- secure the property and provide information about open times to the community
- let the Emergency Coordination Centre know when the Hub has closed and when it is open again
- close the Hub when the community no longer needs it
- supervise the Hub clean-up when permanently closing
- work with media that show up:
 - do** provide any public or general information such as weather details, open hours, and copies of public information such as media releases
 - do not** give out private information such as details on injuries or deaths, addresses of evacuated homes or personal information you've received
- Ensure the Hub team understands the following legal information:
 - if you don't have special legal powers in your normal life, you don't have any in a state of emergency either
 - if a situation is life threatening, saving life is the priority, but remember usual laws apply

Community VHF Radio

A community VHF radio (Very High Frequency radio) is a key tool for communication during emergencies, especially when other forms of communication, like mobile phones or landlines, are unavailable due to network failures or power outages. This can be a communities only way to communicate with the ECC if telecommunications have been disrupted due to an emergency event. Training to become familiar can be provided. Instructions on how the VHF radio are attached to the radio.

Name	Place	Address	Key Holders
GDC VHF Radio	Gore District Council	29 Bowler Avenue, Gore 9710	Gore District Council - 03 209 0330

Community Response Group Contact Lists

Emergency Management Southland

Name	Phone	Email	Other details
EMS Duty Advisor	0800 76 88 45	ems@cdsouthland.nz	24/7 monitoring and on call for all enquiries
Emergency Management Advisor	0800 76 88 45	madi.loudon@cdsouthland.nz	Madi Loudon - Liaison with the Community of Croydon Lodge - Gore

Key Croydon Lodge - Gore Response Group members

Name	Phone	Email	Other details
Kathy Broome			
Manu Barnes			
Annmarie Wright			