

Eastbourne Community Response Plan

This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

Sharing this information will help everyone in the community understand how to support one another when it matters most.



Facility map

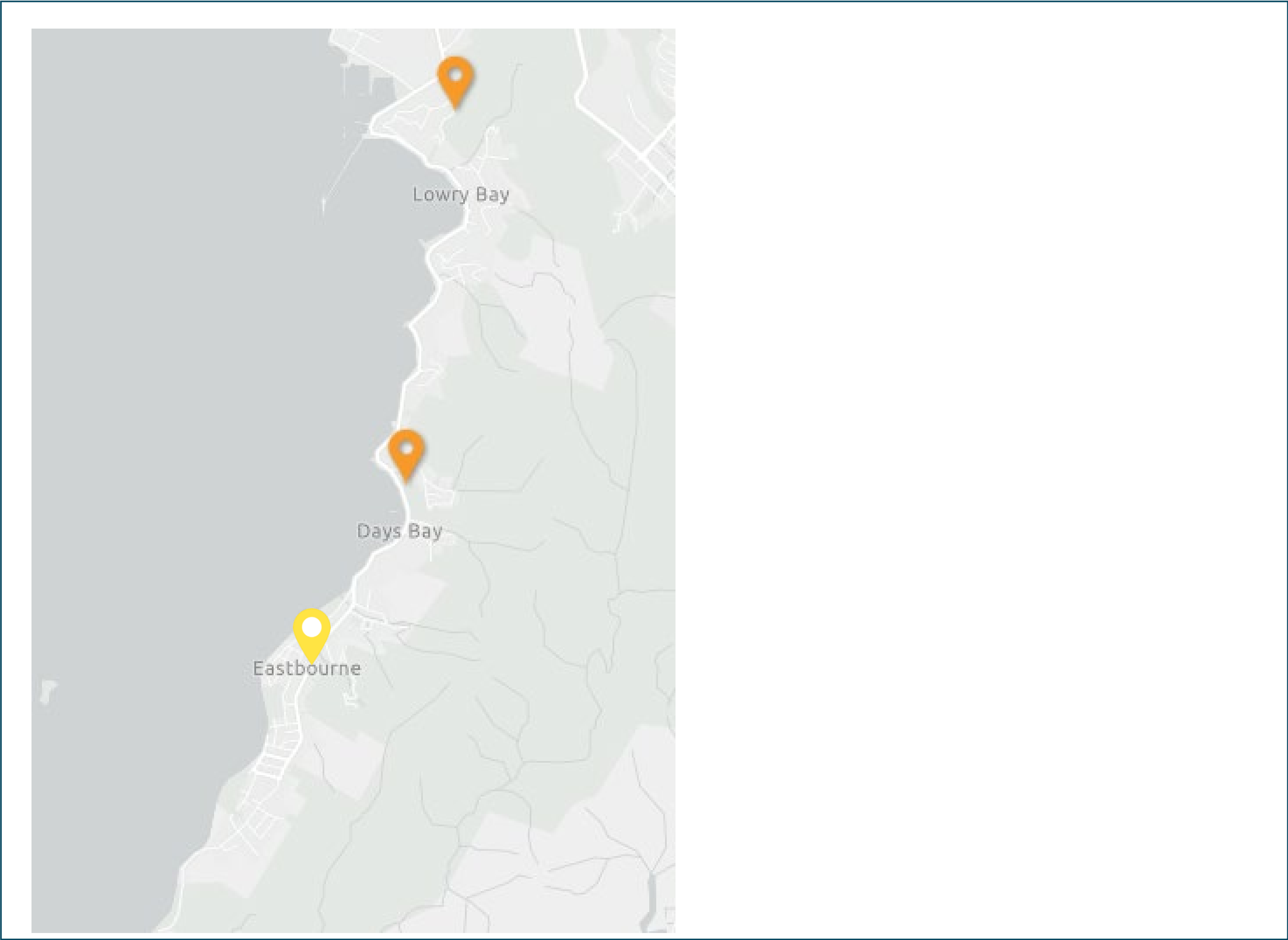
Muritai School, 166 Muritai Rd, Eastbourne



Please respect this facility and the contents inside. This is a privately owned property that has been offered to the community for disaster response.

Coordinate with neighbouring Community Emergency Hubs

Local resources can be shared with nearby communities, so communicate with your neighbouring hubs to work out the most efficient use of the available resources.



Your Hub

Eastbourne Community Emergency Hub

Muritai School,
166 Muritai Rd,
Eastbourne



Neighbouring Hubs

Point Howard Playcentre

Ngaumatau Rd, Point
Howard

Wellesley College,

Marine Dr, Days Bay



Document overview

The local resources and ideas outlined in this document were identified during community planning workshops. These were grouped into the categories listed below:

- > Local resources
- > Local vulnerabilities
- > Checking on who and what has been affected
- > Medical assistance
- > Shelter
- > Water
- > Food
- > Animal Welfare
- > *For Sanitation refer to Section 5 in the Hub Guide*

Community Response Plan and Emergency Hub Guide

This Community Response Plan works alongside the Community Emergency Hub Guide. The Hub Guide provides guidance on how your community can organise and support one another during an emergency. Use the Hub Guide and your Community Response Plan together to organise your community response. You will find

the Hub Guide in the Hub kit along with Hub role lanyards, stationery, a map, an AM/FM radio, and a VHF radio.

Responding as a community

Your community has all the skills, resources, local knowledge and relationships to support one another during an emergency. You can utilise these by working together at your local Community Emergency Hub. Use this document as a starting point for solutions to community needs and your response as a community.

If you are opening a Hub it might pay to think about bringing some basics, such as:

- | | |
|------------------|----------------------|
| > First aid kits | > Tea, coffee, milk |
| > Blankets | > Food |
| > Torches | > Toilet paper |
| > Batteries | > Buckets |
| > Radio | > Rubbish bags |
| > Water | > BBQ/camping cooker |

Your Local Council

During a major emergency, your local council will coordinate the response from their Emergency Operations Centre. An Emergency Assistance Centre may also be set up to provide access to government and council support services.



Local resources

Your community has identified the following local resources that could be useful for various purposes during an emergency.

Ensure you have permission from the facility or resource owner before using.

Places and spaces

- > Barnardos Early Learning Centre, Muritai Rd
- > Cl Bishop Park, Marine Pde
- > Eastbourne Bowling Club, Muritai Rd
- > Eastbourne Bus Depot
- > Eastbourne Community Centre, Tuatoru St
- > Eastbourne Domain Recreation Reserve
- > Eastbourne Football Club, Tuatoru St
- > Eastbourne Library, Rimu St
- > Eastbourne RSA, Tuatoru St

- > Eastbourne Rugby Cricket Club, Tuatoru St
- > HW Shortt Recreation Ground, Oroua St
- > Muritai Park
- > Muritai School, Muritai Rd
- > Muritai Tennis Club, Muritai Rd
- > Muritai Yacht Club, Marine Pde
- > Rona Bay Beach, Marine Pde
- > San Antonio Catholic Church, Oroua St
- > San Antonio School, Oroua St
- > St Alban's Anglican Church, Ngaio St
- > St Ronan's Presbyterian Church, Muritai Rd

Groups and networks of people

- > Driving Miss Daisy drivers
- > Eastbourne Businesses members
- > Eastbourne Community Board members
- > Eastbourne Croquet Club members
- > Eastbourne Football Club members
- > Eastbourne Library Staff
- > Eastbourne Lions members
- > Eastbourne Resident's Association members
- > Eastbourne Rotary members
- > Eastbourne RSA members
- > Eastbourne Rugby Cricket Club members
- > Eastbourne Scouts members
- > Eastbourne Volunteer Fire brigade members



- > Muritai School PTA members
- > Muritai Tennis Club members
- > Muritai Yacht Club members
- > Paardekoope and Associates Events staff
- > Red Cross Volunteers
- > San Antonio Catholic Church members
- > San Antonio School PTA members
- > St Alban's Anglican Church members
- > St Ronan's Presbyterian Church members
- > The Eastbourne Herald deliverers

Services in the community

- > Dental Clinic, Rimu St
- > Eastbourne Four Square, Oroua St
- > Eastbourne Library, Rimu St
- > Eastbourne Volunteer Fire Brigade, Makaro St
- > Information Boards on Rimu St
- > Metlink Bus Service
- > Red Cross supplies
- > Westpac ATM

Infrastructure

- > Eastbourne Bus Depot
- > Eastbourne Summer Pool
- > Eastbourne Volunteer Fire Brigade
- > Emergency Water Tank at Muritai School
- > Private boats/yachts
- > Radio Network
- > Red Cross Garage of supplies
- > Rona Bay Wharf



Local vulnerabilities

Your community has identified the following potential vulnerabilities. These may need further attention or assistance.

Places and spaces

- > Landslides may damage houses and property
- > Rona House Apartments
- > Tsunami evacuation zone areas
- > Waterfront
- > Wharf

Groups and networks of people

- > Elderly people
- > House bound people
- > Mothers with young babies
- > People who are unable to get home
- > People with disabilities in supported accommodation

- > Playcentre children
- > School students
- > Stressed & lost pets
- > Young people home alone

Services in the community

- > Fire Brigade is voluntary
- > Food and consumer goods supply chains
- > No police or ambulance service

Infrastructure

- > All services likely to be disrupted for many weeks
 - o Broken storm water pipes
 - o Chorus Exchange, Muritai Rd
 - o No banking and eftpos
 - o No Electricity
 - o No internet
 - o No mains water supply
 - o No reticulated gas supply
 - o No sewerage network
 - o No telecommunications
- > Point Arthur Wastewater Pumping Station
- > Road through all the Bays to Eastbourne likely to be impassable
- > Rona Bay Wastewater Pump Station, Rimu St
- > Wharf unlikely to be accessible



Checking on people and damage

Everyone in the community is checked on after an emergency – whether it's for rescue and medical assistance, or just basic support and information.

- > Contact everyone in the community as soon as possible.
- > Record and report information on people and damage back to the Hub.
- > Regularly check everyone in the days following the event as people's circumstances may change.



How can you make sure that everywhere has been checked?

- Start with known affected areas or groups that might need extra assistance.
- Draw upon any local lists and knowledge.
- Coordinate a street-by-street, house-by-house check. Use the area maps in the hub.
- Record any information on the impact to the community. For example, status of roads, building damage, and peoples unresolved needs.

Report the information back to the Information Coordination person at the Hub.

Staying in contact with people as outlined in task one should be done frequently, as peoples circumstances can change after an event.

If you can't give someone immediate assistance, collect information about their needs and bring that back to the Hub. See if you can find an answer to their needs with the resources available in your community.

What groups could be available to walk around the community to check on people and look for damage?

- > Community Patrol members
- > Driving Miss Daisy drivers
- > Eastbourne Businesses members
- > Eastbourne Community Board members
- > Eastbourne Croquet Club members
- > Eastbourne Football Club members



- > Eastbourne Library Staff
- > Eastbourne Lions members
- > Eastbourne Resident's Association members
- > Eastbourne Rotary members
- > Eastbourne RSA members
- > Eastbourne Rugby Cricket Club members
- > Eastbourne Scouts members
- > Eastbourne Volunteer Fire brigade members
- > Muritai School PTA members
- > Muritai Tennis Club members
- > Muritai Yacht Club members
- > Neighbourhood Support Groups
- > Paardekoope and Associates Events staff
- > People who turn up to the Hub to help
- > Red Cross Volunteers
- > San Antonio Catholic Church members
- > San Antonio School PTA members
- > St Alban's Anglican Church members
- > St Ronan's Presbyterian Church members

Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
- > Neighbours
 - > Rona House Apartments

- > Worst affected areas & areas where hazards/damage are obvious

How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
 2. Scope – define needs and resources
 3. Prioritise – needs with resources
 4. Meet – needs with resources
 5. Review – that needs are being met
 6. The Hub can set up street maps and coordinate searches, or checks by door knocks
- > Coordinate from the Hub
 - > Group volunteers with a mix of skills, physical capabilities, and leadership
 - > Keep a paper trail at the Hub so we know where has been checked, when. Then we know where needs to be rechecked over time.
 - > Send teams from hub to check on defined areas, record on Hub Map
 - > Use text messages to pass information back to the Hub
 - > Work with what and who we have at the time.



Medical Assistance

Community members who need medical assistance are directed to medical assistance.

- > Identify and coordinate community resources that can be used to assist and treat the injured.
- > Identify and check on people with day-to-day medical needs.
- > Direct the community to medical providers that are known to be open.
- > Identify and coordinate people in the community with medical skills who can help.



In all life-threatening situations, attempt to contact the emergency services by calling 111.

Injured and sick people should go to the nearest open medical centre first.

People with first aid skills should go to their nearest open medical centre or go to the Hub.

Check on your neighbours and people who may need extra help.

Look after your hygiene – wear gloves when touching body fluids.



Find out if the local medical providers are open and operational so that you can let the community know where to go.

Coordinate transportation for those who are in need and cannot get to the medical centre.

Where are the nearest medical providers?

- > Muritai Health Centre, Muritai Rd, Eastbourne

Where else could we provide medical assistance if the above facilities are not available?

- > All About Health & Wellness Physio & Natural Medicine Clinic, Rimu St, Eastbourne
- > Dental Clinic, Rimu St, Eastbourne
- > Eastbourne Pharmacy, Rimu St, Eastbourne



Who can help provide medical assistance?

- > Doctors and Nurses in the community
- > Lifeguards
- > People with First Aid certificates
- > Personal Trainers
- > Pharmacy staff
- > Surf life savers

How do we get people to medical assistance or medical assistance to people?

- > Communicate using Text messages.
- > Use kids on bike as messengers.
- > Vehicles, 4-Wheel Drives, station wagons, scooters, motorbikes.
- > Wheelbarrows, stretchers, shopping trolleys, buggies, strollers.

Where can we get extra supplies?

- > First aid kits in businesses, houses and vehicles
- > Fitness Centres
- > Satori Retreat, Rimu St
- > Sorrento Beauty and Body Therapy, Rimu St

Where are there Defibrillators?

- > Days Bay Homestay, 735 Marine Dr Days Bay Homestay, 735 Marine Dr
- > Eastbourne Fire Station, 2 Makaro St
- > Eastbourne Library, 38 Rimu St
- > Eastbourne Sports and Services Club Inc, 43 Tuatoru St
- > Muritai Health Centre, 149 Muritai Rd



Shelter

Ensure everyone in our community has somewhere safe and comfortable to stay.

- > Find places where people can shelter from the weather if they can't stay at home.
- > Find comfortable places where people can rest and sleep.



Small repairs may make homes safe enough to stay in.

If people need to leave their homes, encourage them to take as much bedding as possible.

Encourage people to stay with friends and family if possible. Ask neighbours or others in their street if they have a spare room.

People in the community may have spare beds, air mattresses, and couches available to offer people without a place to stay.

Check gas and electricity supplies are safe to use. Turn gas off at the meter/main if unsure. Turn electricity off at mains/switchboard and water at the tap on the footpath. Leaks including water, should be investigated.



Many people will be able to stay in their own homes, and this is ideal as people are much more comfortable in a home environment. Are there simple repairs that could be done to make a home safe enough for people to stay there.

You may have visitors to your community who don't live locally – commuters, shoppers, employees etc. These are the people most likely to need accommodation in your community.

Encourage people to make their spare beds and guest rooms available.

Don't wait for the perfect solution, shelter from the weather is a priority over comfort. Bad weather means the need for shelter is much more urgent than on a warm, sunny day.

Tell the Emergency Operations Centre (through the Communication desk) the number of people who need accommodation.

Who could help make people's homes safe, weatherproof, and comfortable?

- > Handy people/DIYers
- > Local builders, plumbers, electricians, roofers and other tradespersons



Where can we get resources to make repairs?

- > Bushes behind the Bays
- > People's own supply

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

- > Days Bay Homestay, Marine Dr
- > Guthrie Cottage, Hinau St
- > Red Cross Garage, Makaro St
- > Scout Hall, Tuatoru St

What open spaces could accommodate temporary shelter?

- > CL Bishop Park, Marine Pde
- > Eastbourne Domain Recreation Reserve
- > Encourage people to put up a tent in their own yards
- > HW Shortt Recreation Ground, Oroua St
- > Muritai Park
- > Muritai Yacht Club carpark, Marine Pde
- > Rona Bay Beach, Marine Pde
- > School fields

What facilities could be used for temporary shelter if people can't stay at homes or with friends?

- > Days Bay Homestay, Marine Dr
- > Eastbourne Football Club, Tuatoru St
- > Eastbourne Library, Rimu St
- > Eastbourne RSA, Tuatoru St
- > Eastbourne Rugby Cricket Club, Tuatoru St
- > Local businesses
- > Motorhomes, Caravans, Tents
- > Muritai School, Muritai Rd
- > Muritai Tennis Club, Muritai Rd
- > Muritai Yacht Club, Marine Pde
- > San Antonio Catholic Church, Oroua St
- > San Antonio School, Oroua St
- > St Alban's Anglican Church, Ngaio St
- > St Ronan's Presbyterian Church, Muritai Rd



Water

Our community has access to clean water for drinking and water for cooking and hygiene purposes.

- > Ensure everyone knows how to treat drinking water.
- > Coordinate community water sources for drinking, cooking and hygiene.
- > Arrange a place in the community where water can be distributed if needed.



Water reservoirs are all around the region but automatically seal if lines are damaged. Technicians must manually attend to the valves. This will take time so look for other sources of water within the community right away.

Some schools and community centres have large water tanks installed. If there is one in your community check to see what their plan is for using the water.



Local streams and open bodies of water are not reliable sources of clean water. Chemical pollution and heavy metal contamination is not removed by boiling water or adding bleach.

Treat any non-bottled water. Boil it if you can, if not use bleach to treat.

BEST CHOICE: BOIL. Boiling water will kill most types of disease-causing organisms. If water is cloudy, filter it through a clean cloth. Boil water for one minute, let it cool, and store it in clean containers with covers.

IF YOU CAN'T BOIL: ADD BLEACH. Bleach will kill some (not all) types of disease-causing organisms. Just like boiling, filter cloudy water through a clean cloth first. Use only regular, unscented, liquid household bleach. Add two drops of bleach per litre of water. Stir well, let stand for 30 minutes before using, then store in clean containers with covers.

Where can we find drinking water?

- > Days Bay Homestay, Marine Dr
- > Eastbourne Football Club, Tuatoru St
- > Eastbourne Library, Rimu St
- > Eastbourne RSA, Tuatoru St
- > Eastbourne Rugby Cricket Club, Tuatoru St
- > Local businesses
- > Motorhomes, Caravans, Tents
- > Muritai School, Muritai Rd
- > Muritai Tennis Club, Muritai Rd
- > Muritai Yacht Club, Marine Pde



- > San Antonio Catholic Church, Oroua St
- > San Antonio School, Oroua St
- > St Alban's Anglican Church, Ngaio St
- > St Ronan's Presbyterian Church, Muritai Rd

How do we get water to people who are unable to leave their homes?

- > Bikes from The Bike Shed Pencarrow, Muritai Rd
- > Carry in bottles, containers, buckets
- > Cars, scooters, motorbikes
- > Eastbourne Classic Volunteers walking or cycling around
- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins Cars, Pukatea St

Where can we find water for washing and cleaning?

- > Butterfly Creek
- > Eastbourne Summer Pool, Marine Pde
- > Kowhai Stream

What water supplies should be avoided or need treatment before drinking?

- > Grey water
- > Pool water
- > Springs and waterfalls
- > Stagnant water

- > Stream water

What places would be good distribution points?

- > CL Bishop Park, Marine Pde
- > Muritai School, Muritai Rd



Food

People in our community have enough food to sustain them.

- > Organise a way to feed large groups of people who are displaced or do not have food of their own.
- > Coordinate food supplies in the community.



Assist with the coordination of food supplies in the community where necessary.

Encourage people to share food with those who don't have access to it.

Tell people to use foods in the refrigerator first, then those in the freezer, and finally dried goods from the pantry.

Pool community resources to feed everyone

- Street BBQs
- Have places where excess food can be coordinated from

What food suppliers and providers are there?

- > Eastbourne Dairy, Muritai Rd
- > Eastbourne Fruit Supply, Rimu St
- > Eastbourne Liquor Centre, Muritai Rd
- > Eastbourne Village Meats, Rimu St
- > Four Square Eastbourne, Oroua St
- > Golden Palace Takeaway, Rimu St
- > Hive Café, Rimu St
- > Piranha Seafoods, Rimu St
- > Spices Indian, Rimu St
- > The Instincts Café, Rimu St
- > The Still Room Bar and Kitchen, Oroua St

Where else could we find food?

- > Fishing
- > Fridges & freezers
- > Gardens
- > Pantries

How could we organise to feed large groups of people?

- > Chefs from local restaurants
- > Community centre kitchens
- > Eat together, cook together
- > Hangi



- > Restaurant, cafe, church, school and clubroom kitchens
- > Set up a volunteer cooking/preparation site
- > Use perishable food first
- > Work with any local caterers who are used to feeding large groups

Where can we get cooking and catering supplies?

- > BBQs
- > East Harbour Kindergarden
- > Eastbourne Bowling Club, Muritai Rd
- > Eastbourne Scouts supplies, Tuatoru St
- > Eastbourne Village Meats, Rimu St
- > Four Square Eastbourne, Oroua St
- > Golden Palace Takeaway, Rimu St
- > Guthrie Cottage, Marine Pde
- > Hive Café, Rimu St
- > Muritai School, Muritai Rd
- > Muritai Tennis Club, Muritai Rd
- > People's homes
- > Piranha Seafoods, Rimu St
- > Spices Indian, Rimu St
- > The Instincts Café, Rimu St
- > The Still Room Bar and Kitchen, Oroua St

How do we get food to people who are unable to leave their homes?

- > Bikes from The Bike Shed Pencarrow
- > Carry in boxes, containers, buckets
- > Cars, scooters, motorbikes
- > Organise teams to distribute
- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins
- > Volunteers walking or cycling around



Animal Welfare

Animals in our community have access to medical assistance, shelter, water, and food.

- > Identify and coordinate locations and people for medical assistance for animals
- > Identify locations for animal shelter
- > Identify potential sources of food and water
- > Keep a record of lost and found pets

What animal services are in the area? (e.g., veterinary clinics, animal control, shelters, stock agents, stock truck companies)

What facilities could be used for temporary shelter for animals?

Where could we find drinking water for animals?

Where could we find food for animals? (companion animals & production animals)
