

Public Information Officer



Overview

Sometimes the Information Officer might require some extra help and therefore this role has been created. However, in a small-scale incident it likely the Information Officer may be able to complete much of this work themselves.

The key part of this role is ensuring the **SITUATION BOARD** is kept up to date (as described under the Information Officer Role).

Key responsibilities

- Required to assist the Information Officer if needed
- Keeping the information board up to date
- Put up any posters (if required)
- Assist others with media enquiries

MEDIA ENQUIRIES

The Media are an important part of any incident and will be managed by the statutory responding agencies. However, there may be specific media interest in your Community Emergency Hub. If media arrive at the Community Emergency Hub, it is recommended they are directed to statutory organisations. It is important to consider what the media is allowed to see of the hub, they should be managed effectively to protect the privacy of individuals who may be at the hub. Permission should be sought from individuals before they are filmed or if they are clearly identifiable in the background. You should be aware of data protection laws, like GDPR and ensure no personal information is released to the media.

Your role is to help the **Supervisor** and the **Information Officer**.

Please remember that you cannot share:

- Any personal information or details about your community
(Individuals may choose to share their personal information with the media)
- Address or contact information of the community
- Details of deaths or injuries

- Details on people's homes

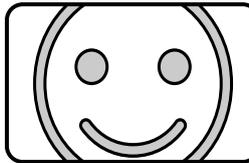
Consent will also need to be given from any community members or volunteers who have their photo or video taken

Key tasks



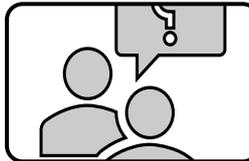
Situation Board

Depending on how busy the hub is, it might be required to help out with the situation board. This could be keeping it up to date or collecting some information.



Assist with media enquires

Help the Supervisor out with any media enquiries. Remember, you can only give out publicly available information. Where possible direct media to statutory organisations.



Display any leaflets or posters

Conspicuously display any posters or leaflets that might help the community during the incident.