

# Needs and Offers Officer Card



## Overview

As with any incident, the community will require different help for different situations, at the same time there will be plenty of people willing to help in any way they can.

There is a requirement for somebody to organise these different needs and requirements. One way to do this is to split the two into two different “boards” – **Needs** and

**Offers**. Therefore, one person might come and offer some assistance with clearing debris from a storm, and another community member may come in asking for help to clear the footpath to their home.

It's imperative that someone manages this situation and matches key needs to offers. There will no doubt be many 'needs' that we do not have 'offers' of assistance for and this will then lead to matching responses to available resources or by escalating to emergency responders.

## Key responsibilities

- Address **life threatening needs** immediately by phoning **999** and making the supervisor aware
- Collect and display (if required) any community needs
- Collect and display (if required) and community offer of help
- Ensure a record is kept of needs and offers with times and dates
- Pass information to any multi-agency responders on the scene.

## NEEDS AND OFFERS BOARDS

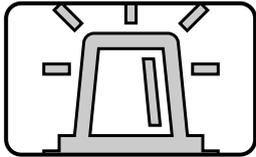
Consider the use of needs and offer boards – **these are large boards that the public can see that identify needs and offers**. However, these do not need to be conspicuously displayed. Ensure that you record the time and dates of needs and offers, along with the people's contact details (not to be put on the display boards). If anyone is only available at certain times, it's also important to record this detail.

## Match offers and needs

Match the offers and the needs of the community – try to group both to ease the process. Also, to encourage those offering help to have a broader remit. For example, it's better to have a general offer of help to clear debris, rather than a specific offer of help to clear branches on a footpath.

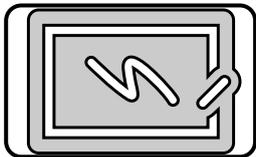
**KEEPING THE BOARDS UP TO DATE IS VITAL TO ENSURE ACCURACY AND TO AVOID DOUBLE COUNTING.**

### Key tasks



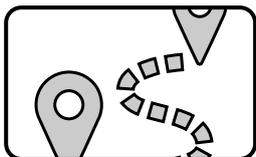
#### **Address life threatening needs immediately**

Immediately contact the emergency services on 999!  
Make the hub Supervisor aware.



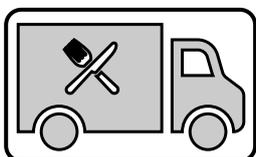
#### **Needs and Offers Boards**

Set up a needs and offers board.  
Record any needs or offers on separate sections.



#### **Match offers and needs**

Match any offers of help with anyone in need. This may include contacting each person to arrange the assistance.



#### **Significant offers**

In some cases large offers may be made (from places like supermarkets). Work with the Supervisor to decide what to do with such offers.