

# Key contacts & emergency information



Dial **111** for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

\* If you have difficulty hearing or talking on the phone, register to use **111 TXT**, the emergency texting service at [police.govt.nz/111-txt/how-register-111-txt](https://www.police.govt.nz/111-txt/how-register-111-txt)

\* For urgent marine assistance, contact the Coastguard Marine Assistance on **VHF Channel 16**.



## Auckland Emergency Management

Dial **0800 222 200**

[aucklandemergencymanagement.org.nz](https://www.aucklandemergencymanagement.org.nz)

[aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz)

Social media:

[@aklcdem](https://www.facebook.com/@aklcdem)

[@AucklandCDEM](https://www.twitter.com/@AucklandCDEM)

Dial **(09) 301 0101** for Auckland Council

[aucklandcouncil.govt.nz](https://www.aucklandcouncil.govt.nz)



## Radio Stations for emergency information

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [Newstalk ZB 89.4 FM](#)
- [The Hits 97.4 FM](#)
- [More FM 91.8 FM](#)
- [Radio Samoa 1593 AM](#)
- [Radio Waatea 603 AM](#)
- [Radio Spice 88 FM](#)
- [Humm 104.2 FM](#)
- [Radio Tarana 1386 AM](#)
- [Planet FM 104.6 FM](#)
- [Pacific Media Network 531 AM](#)
- [New Zealand Chinese Radio 90.6 FM](#)
- [Radio Tama-Ohi 87.7 FM](#)

## Report a problem

If life is at risk dial **111**.



### Electricity

For Vector Electricity outages and faults, report online at [vector.co.nz/personal/outages-faults](https://www.vector.co.nz/personal/outages-faults). For Counties Energy outages and faults, report online at [countiesenergy.co.nz/outages/report-an-outage-on-our-network/](https://www.countiesenergy.co.nz/outages/report-an-outage-on-our-network/)



### Gas

If you can smell gas or toxic fumes dial 111 Fire and Emergency NZ in the first instance.

You may also contact your gas supplier directly:

**Vector Gas:** 0800 764 764

**Counties Energy:** 0800 100 102



### Internet

To report a problem with your broadband, contact your provider. To view real time broadband outages go to [chorus.co.nz/outages](https://www.chorus.co.nz/outages)



### Flooding

To report flooding to Auckland Council call **(09) 301 0101**.



### Water supply and wastewater

To report a problem, contact Watercare via Live Chat at [watercare.co.nz](https://www.watercare.co.nz) or call **(09) 442 2222** and press **1**. For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns)



### Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool. [aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)



### Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on **0800 44 44 49**.

To report a non-urgent issue, go to [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

To report a non-urgent issue, go to Auckland Transport's website [contact.at.govt.nz](https://www.contact.at.govt.nz)

Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://www.journeys.nzta.govt.nz/journey-planner) to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://www.at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on arterial roads.

# Emergency actions

Put your family/whānau emergency Household Plan into action.

**IF YOU ARE SAFE AT HOME**











**If life is at risk dial 111.**

**IF YOU ARE UNSAFE AT HOME**

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

- Auckland Emergency Management   
- National Emergency Management Agency   
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service   & app.
- GeoNet   & app.

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

**Use text or social media, keep phones lines clear for people who need urgent assistance.**

Take your grab bag.

Use your evacuation routes.

If possible, stay with whānau/family or friends who are safe or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. Telephone language interpreters are available at Civil Defence Centres.



**Do not wait for emergency services to tell you to evacuate.**



## Interested in volunteering during an emergency?

Reach out to your local Community Emergency Hub or go to Auckland Emergency Management's website for volunteering opportunities.



## Potential Civil Defence Centres in the Franklin area

\*Check which location is open before going to a Civil Defence Centre

Location	Services provided	Accessibility
<b>Alfriston Hall</b> 300 Mill Road, Takanini	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Whitford Community Hall</b> 1 Whitford-Maraetai Road, Whitford	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Clevedon Community Hall</b> 1 Papakura - Clevedon Road, Clevedon	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Pukekohe Pool and Leisure Centre</b> 29 Franklin Road, Pukekohe	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Pukekohe War Memorial Hall</b> 23 Massey Road, Pukekohe	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>limited accessibility</li> </ul>
<b>Waiuku Community Hall</b> 8 King Street, Waiuku	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Beachlands War Memorial Hall</b> 49 Wakelin Road, Beachlands	<ul style="list-style-type: none"> <li>shelter, food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>

## Marae in Franklin local board area

Location	Contact details
<b>Nga Hau E Wha O Pukekohe Marae</b> , 88 Beatty Road, Pukekohe	<a href="https://www.facebook.com/@NHEWMarae">facebook.com/@NHEWMarae</a>

## Potential Community Emergency Hubs in and around the Franklin area

\*Please check if they are open before evacuating to these Community Emergency Hubs

Location	Contact details
<b>Pohutukawa Community Coast Response Team</b> , 36 Bell Road, Beachlands	<a href="https://www.facebook.com/pohutukawacoastcrt">facebook.com/pohutukawacoastcrt</a>
<b>Orere Community and Boating Club</b> , Orere Point Library located at 52 Howard Road, Orere Point	<a href="http://orerepoint.com/">orerepoint.com/</a>
<b>Buckland Community Group</b> , 18 Logan Road, Buckland	<a href="http://bucklandhall.nz">bucklandhall.nz</a>   <a href="mailto:info@bucklandhall.nz">info@bucklandhall.nz</a>
<b>Pukekohe Community Action</b> , 43 Queen Street, Pukekohe	<a href="https://www.facebook.com/pukekohecommunity">facebook.com/pukekohecommunity</a>
<b>Paerata Community Group</b> , 1022 Paerata Road, Paerata	<a href="mailto:lebaker@gmail.com">lebaker@gmail.com</a>
<b>St Patricks Catholic Church</b> , 119-129 Sneddon Street, Pukekohe	<a href="https://www.facebook.com/StPatsPukekohe">facebook.com/StPatsPukekohe</a>   Phone: <b>(09) 238 6641</b>
<b>Hunua, Ararimu, Paparimu Valley Residents Association (HAPVRA)</b> , 2314 Hunua Road, Hunua	<a href="http://hapvra.nz/">hapvra.nz/</a>   <a href="https://www.facebook.com/HAPVRA/">facebook.com/HAPVRA/</a>
<b>Paparimu Community Group</b> , Paparimu Hall, 3 Matheson Road, Paparimu	<a href="mailto:sarahmckball@gmail.com">sarahmckball@gmail.com</a>
<b>Bombay Community Group</b> , 30 Paparata Road, Bombay	<a href="mailto:bombaycommunitygroup@gmail.com">bombaycommunitygroup@gmail.com</a>
<b>Kawakawa Bay Community Association</b> , 9 Kawakawa Orere Road, Kawakawa Bay	<a href="http://kawakawabay.com/community-association">kawakawabay.com/community-association</a> <a href="mailto:kkbwhispers@gmail.com">kkbwhispers@gmail.com</a>
<b>Pollok Community Hall &amp; Emergency Hub</b> , Pollok Hall, 4 Cemetery Road, Pollok	<a href="mailto:pollokhall@gmail.com">pollokhall@gmail.com</a>

## Community Emergency Hubs located in Waikato

\*Community Emergency Hubs located in Waikato may be closer for some Franklin residents. Please check if these are open before evacuating to these Community Emergency Hubs

Location	Contact details
<b>Tuakau Emergency Services Charitable Trust</b> , 69 George Street, Tuakau	<a href="https://www.facebook.com/TuakauEmergencyServicesCharitableTrust">facebook.com/TuakauEmergencyServicesCharitableTrust</a>

# Top tips to get ready for an emergency



Know your hazards. Check Auckland Emergency Management's [Hazard Viewer](#) for your whare/home, work & school.



Learn where you can go if you need to evacuate. Plan your evacuation routes.



Create a [household plan](#), including evacuation.



Prepare a [grab bag](#) in case you have to evacuate.



Keep [emergency supplies](#) in your whare/home and car.



Get ready with your community and know your community's emergency plan.



Keep spare cash. Check your insurance and keep electronic & hard copies.



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



Visit [getready.govt.nz](https://getready.govt.nz) for further tips on how to get ready.



Read your Local Board Emergency Readiness and Response Plan for tips on risk reduction, readiness, response and recovery.

