



Upper Harbour Local Board Emergency Readiness and Response Plan

Chairperson's foreword

On behalf of the Upper Harbour Local Board, I am proud to present this Emergency Readiness and Response Plan, a culmination of the collaborative efforts of our board, and the wider community. It is heartening to witness the strides we are making together to strengthen our emergency preparedness. Across our community, we are seeing fantastic initiatives, particularly in places like Hobsonville and Greenhithe, where local groups are actively engaging in resilience-building projects. These efforts are inspiring more neighborhoods to come together, share knowledge, and develop their own emergency preparedness plans.

The key to resilience lies in understanding the unique challenges we face in our own backyards. Every community has its specific risks—whether it's living in a flood-prone area, an area with limited access or an area vulnerable to slips. Understanding these hazards is essential to making informed decisions that will protect you, your family, and your property. This plan emphasizes the importance of knowing the hazards specific to your area and taking proactive steps to mitigate their impact.

Emergencies, whether natural disasters or unexpected crises, can strike at any time and without warning. It's not just a matter of "if" but "when" and Cyclone Gabrielle in early 2023 certainly showed

the vulnerabilities in many of our communities. Having a plan in place and knowing what to do can make all the difference in ensuring your safety and well-being during an emergency. As we've seen time and again, those who are prepared fare far better in the aftermath of a disaster. This plan will guide you through creating your own emergency plan, ensuring you have the resources and knowledge necessary to act swiftly and effectively when disaster strikes.

I encourage everyone in our community to take this plan seriously. It is designed to empower you and your whānau to be better prepared for when the next emergency hits. The more prepared we are as individuals, the stronger we become as a community. Together, we can build a resilient future that keeps our loved ones safe and secure, no matter what challenges lie ahead.

Let's continue this important work, support one another, and remain steadfast in our commitment to a safer, more resilient community.

– Anna Atkinson

A handwritten signature in blue ink that reads "Anna Atkinson".

Chairperson, Upper
Harbour Local Board

*Front row left to right: Member Callum Blair, Chairperson Anna Atkinson, Deputy Chairperson Uzra Casuri Balouch
Back row left to right: Member John McLean, Member Kyle Parker, Member Sylvia Yang.*





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

Social media: [@aklcdem](https://www.facebook.com/@aklcdem) [@AucklandCEM](https://twitter.com/@AucklandCEM)

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](#)



Local accident and urgent care clinics

- [Emergency Department \(ED\) North Shore Hospital](#) open 24 hours | **(09) 486 8900**
124 Shakespeare Road, Takapuna
- [Emergency Department \(ED\) Waitākere Hospital](#) open 24 hours | **(09) 839 0000**
55-75 Lincoln Road, Henderson
- [North West Medical Centre](#)
open 8am-8pm | **(09) 4122924**
98 Hobsonville Road, Hobsonville
- [Shorecare Urgent care – Greville Road](#)
open 8am-8pm | **(09) 486 7777**
50 Greville Road, Pinehill
- [Northcare Accident and Medical](#)
open 8am-6:30pm | **(09) 479 7770**
5 Home Place, Rosedale
- [Westgate Medical Centre](#) open 8am-8pm
(09) 833 3134 | 13E Maki Street, Westgate
- [Shorecare Urgent Care - Smales Farm](#)
open 24 hours | **(09) 486 7777**
174 Taharoto Road, Takapuna

Report a problem

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



Electricity and gas

If you can smell gas, dial **111** and ask for Fire.

For outages and faults, call Vector on **0800 764 764** or report online at [vector.co.nz/personal/outages-faults](https://www.vector.co.nz/personal/outages-faults). Also report outages to your electricity provider.



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)

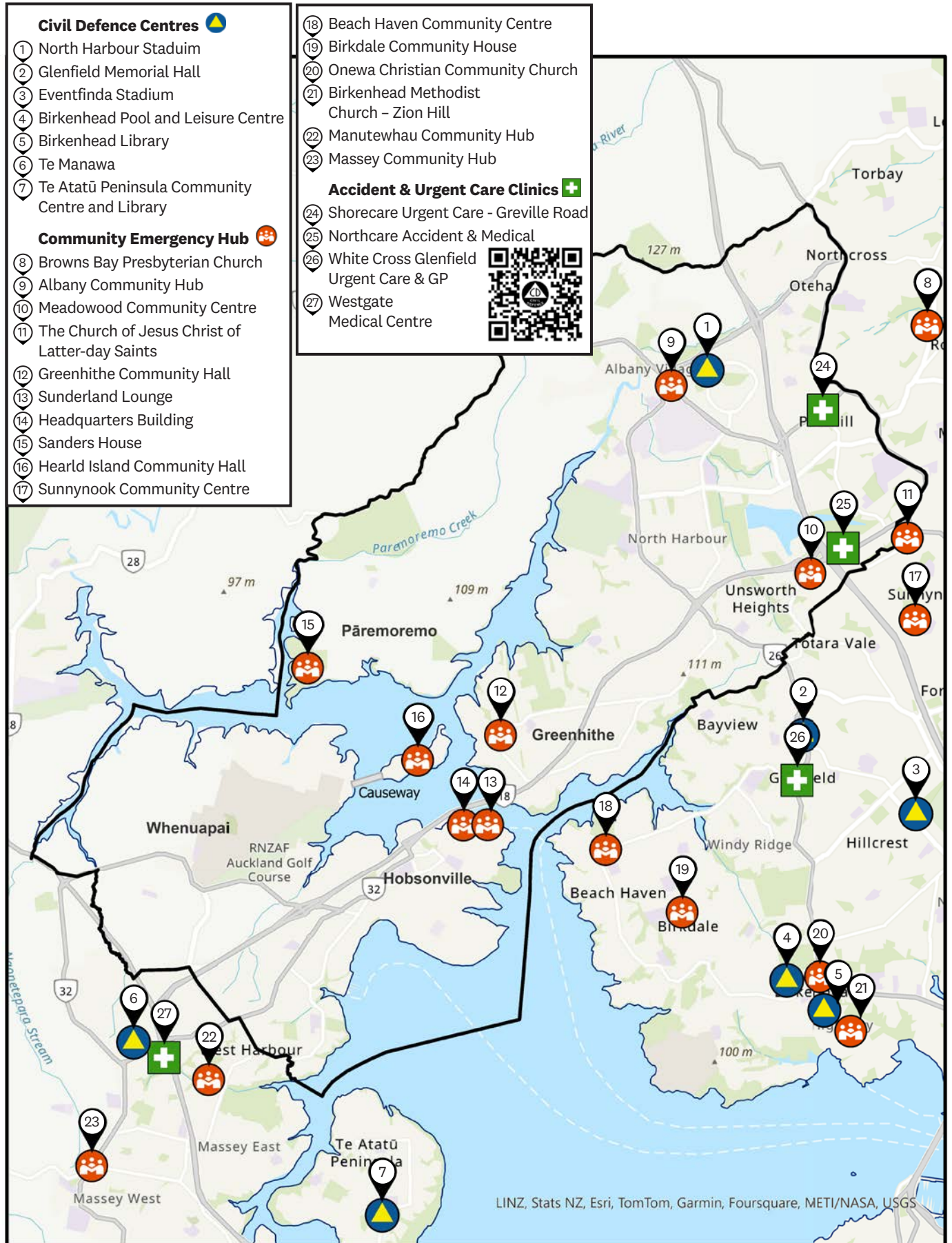
Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://www.journeys.nzta.govt.nz/journey-planner) to see disruption on State Highways.

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.



If you need to evacuate

If possible, stay with whānau/family or friends who are safe. Then check which Civil Defence Centres or Community Emergency Hubs are open on social media channels, websites or radio.



Map demonstrating places to receive support or evacuate to around Upper Harbour

Provisional Civil Defence Centres in and around the Upper Harbour area

The following table provides a list of the provisional Civil Defence Centres that may be available in the Upper Harbour area. It is important to check if they are open before evacuating by checking through official sources of information aucklandemergencymanagement.org.nz and radio stations.

Location	Services provided	Accessibility
North Harbour Stadium Stadium Drive, Albany	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Te Manawa West Gate 11 Kohuhu Lane, Westgate	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*East Coast Bays Leisure Centre 12 Bute Road, Browns Bay	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Glenfield Memorial Hall Hall Road Glenfield	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Eventfinda Stadium Argus Place, Wairau Valley	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Birkenhead Pool and Leisure Centre 46 Mahara Avenue, Birkenhead	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Birkenhead Library Corner Rawene Road & Hinemoa Street, Birkenhead	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

**Not within the Upper Harbour local board area but some residents may find this facility more convenient to access*

Provisional Community Emergency Hubs in and around the Upper Harbour area

Please check if your local Community Emergency Hub is open before visiting. Remember these Community Emergency Hubs are run by community volunteers and will only open when required.

Location	Contact details
Albany Community Hub 575a Albany Highway, Albany	Albany Community Hub facebook.com/AlbanyCommunityHub/ albanycommunityhub.co.nz/ 027 700 3206 (09) 4154615
Greenhithe Community Hall 7 Greenhithe Road, Greenhithe	Greenhithe Emergency Resilience Group facebook.com/groups/Greenhithecommunitygroup
Headquarters Building Hobsonville 214 Buckley Avenue, Hobsonville (corner of Cinema Ave and Buckley Ave).	Connected Neighbourhoods Trust emergency@neighbourhoods.nz facebook.com/groups/hobsonvilleemergencyresponsegroup/ neighbourhoods.nz 022 541 1476
Sunderland Lounge Cinema Avenue, Hobsonville (corner of Cinema Ave and Cutty Sark Rd)	
Meadowood Community Centre 55 Meadowood Drive, Unsworth Heights	Meadowood Community Centre Phone number at venue: (09) 443 7337 facebook.com/meadowoodhouseNZ/ <i>Not accessible in flooding situations!</i>
Sanders House Sanders Reserve, 142 - 178 Sanders Rd, Pāremoremo	Sustainable Pāremoremo facebook.com/SustainableParemoremo
Herald Island Community Hall 44A Ferry Parade, Herald Island, Whenuapai	Herald Island Emergency Response Group facebook.com/groups/423899060271787 heraldisland.co.nz/herald-island-emergency-contacts
*Sunnynook Community Centre 148 Sycamore Drive, Sunnynook	Sunnynook Community Centre facebook.com/SunnynookCommunityCentre/?ref=embed_page_office@sunnynookcomcentre.co.nz (09) 410 4902
*Beach Haven Community Centre 130 Beach Haven Road, Beach Haven	facebook.com/BirkdaleBeachHaven birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz
*Birkdale Community House 134 Birkdale Road, Birkdale	facebook.com/BirkdaleBeachHaven birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz

**Not within the Upper Harbour local board area but some residents may find this facility more convenient to access*



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.



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.



Know your neighbours and look out for each other.



Check your insurance and keep electronic & hard copies.



Get your business ready.



Plan your evacuation routes.



Get prepared for [specific hazards](#) including storms, floods, earthquakes and volcanoes.



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 Centers.



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.





MAKE A PLAN



GET READY
.govt.nz

MY HOUSEHOLD PLAN

Your household members details

Name:	Telephone Number:
Name:	Telephone Number:
Name:	Telephone Number:

IF WE CAN'T GET HOME

Our meeting place: Where will we meet if we can't get home (local and out of town)?

Add an address and instructions:

Who will pick up the kids? If you are not able to pick the kids up, who will?

Name:	Telephone Number:
Name:	Telephone Number:

IF WE CAN'T GET HOLD OF EACH OTHER

We will leave a message with: Who will we check in with (someone out of town in case local phone lines are down)?

Name:	Telephone Number:
Name:	Telephone Number:

Where to get updates: How will we find the latest news/alerts (which radio stations, websites, social media pages)?

Radio station/websites/social media:

WHO MIGHT NEED OUR HELP? Think about friends and neighbours who may need our help or who can help us

Name:	Telephone Number:
Name:	Telephone Number:

WHO WILL WE NEED TO CONTACT? (ALWAYS DIAL 111 IN AN EMERGENCY)

Think about council emergency hotline, medical centre/doctor, landlord, insurance company, power company, day care/school, work, family members

Emergency Services

111

Name:

Telephone Number:

IF WE ARE STUCK AT HOME

Do we have emergency supplies? Food and drink for three days or more (for everyone including babies and pets)? Torches and radio with batteries? First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark. Do we know how to turn off water, power and gas.

Make detailed notes on where these items are stored:

Details on how to turn the water and gas off:

IF WE HAVE NO POWER

How will we cook, stay warm, see at night? Do we have spare cash in case ATMs are not working? Do we have enough fuel in case petrol pumps are not working?

Make notes on what you and your family need to do:

IF WE HAVE NO WATER

Do we have enough drinking water (3 litres per person per day for 3 days or more), change every 12 months. What will we cook and clean with? What will we use for a toilet?

What will you do? How have you prepared?

IF WE HAVE TO LEAVE IN A HURRY

Do we have Getaway Kits* for everyone? At home, at work, in the car?

* A small bag with warm clothes, torch, radio, first aid kit, snack food and water, to get you to your safe place.

Detail where you have stored your getaway kits:

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Introduction

This plan provides information and advice for people living and working in the Upper Harbour local area to get ready for and respond to an emergency.

Tāmaki Makaurau Auckland is exposed to numerous potential hazards. A hazard is something that may cause, or contribute substantially, to an emergency. A hazard has the potential to adversely affect people, property, the economy, the environment or other assets that we value. Climate change is increasing the frequency and impact of severe weather events that create an emergency in our communities.

This plan has been prepared in a collaboration between Auckland Council’s Auckland Emergency Management department and the Upper Harbour Local Board as a guide for:

- how to **reduce** the impact of a hazard
- how to be **ready** for an emergency situation
- how to **respond** during an emergency.

This plan also includes tips that will help an individual, a whānau/family, a community or a business start the **recovery** journey after an emergency.

The Upper Harbour area

The Upper Harbour local board area covers a large geographic area and is a region of celebrated diversity and natural beauty. It comprises a land area of approximately 6990 hectares and is sited on the upper reaches of the Waitemātā Harbour. This proximity to the harbour means that preparation for coastal inundation and flooding is particularly

important, along with preparations for power outages. This plan provides advice on how to get ready for all these hazards.

The Upper Harbour local board area comprises many distinct and ethnically diverse communities – geographic-based communities as well as communities based around demographics, interests, and other commonalities such as residents new to Upper Harbour, or speakers of a specific language. This means it is important to consider how to include those for whom English is not a first language in emergency planning, and how to inform new arrivals about local hazards and how to get ready for them.

The community has faced significant environmental challenges, including severe weather events. In December 2017, a tornado caused \$13 million in damage, primarily in the Whenuapai and Hobsonville areas, claiming three lives and injuring several others. Similarly, the Albany tornado of May 2011, with wind speeds up to 200 km/hr, resulted in extensive damage and loss of life. The impacts of climate change have further heightened the area’s vulnerability.

Our geography

Geographically the landscape in the northeast of Upper Harbour is dominated by steep clay hills that surround more fertile, low lying alluvial soils to the south in the Albany basin. The southwestern area of Upper Harbour mostly comprises of low-lying, fertile soils that historically have been intensively developed for horticulture and lifestyle blocks. As a result, this guide contains advice for people living in urban areas, rural properties and lifestyle blocks together with specific actions they can take to get ready for hazards most likely to affect them.



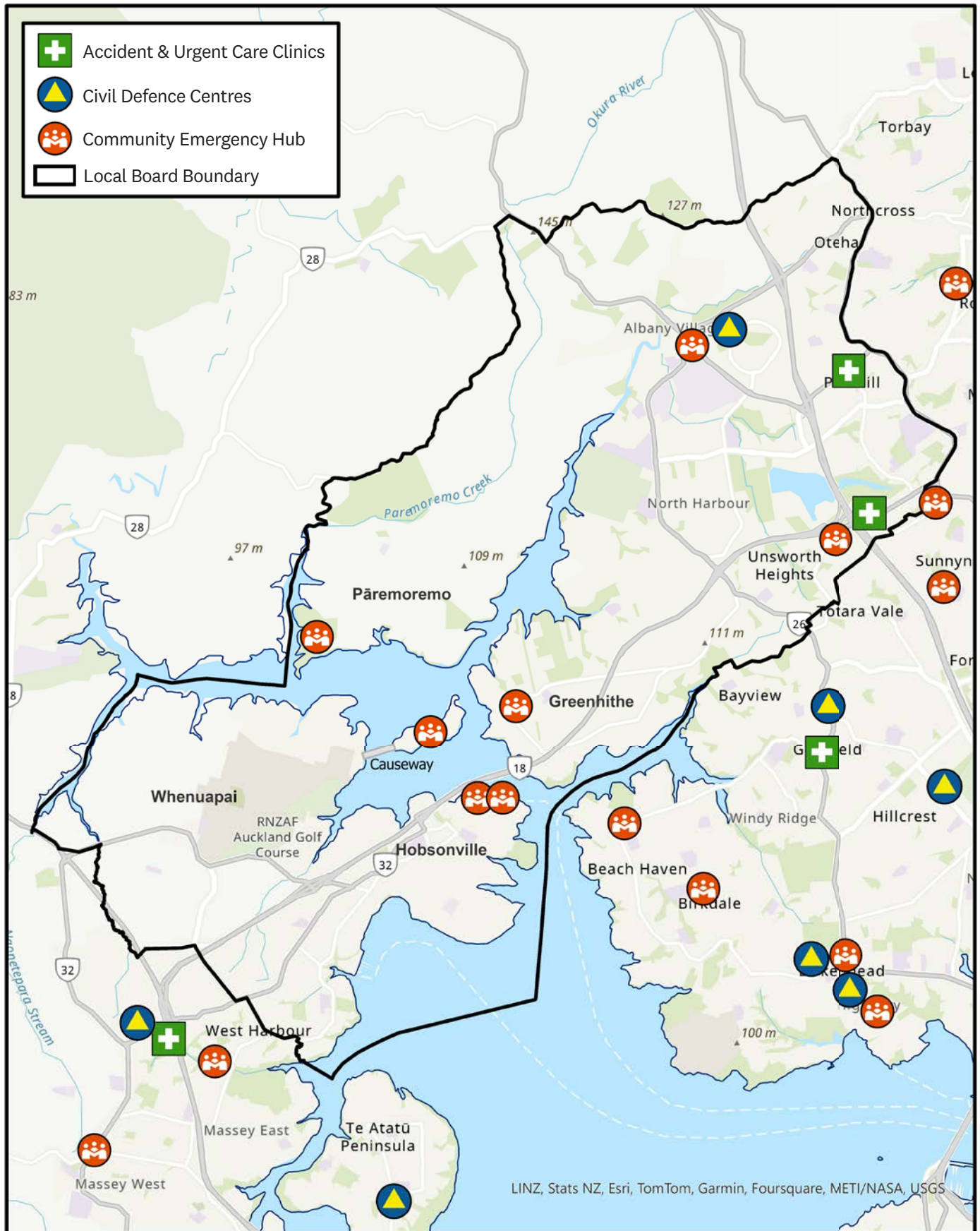


Figure 1: Upper Harbour local board area – Boundary map

The types of hazards that might be experienced in the Upper Harbour local board area include, but are not limited to:

- flooding
- landslides / slips
- severe storms, thunderstorms and tornados
- coastal inundation
- tsunami
- wildfires
- drought, including water shortage
- lifeline infrastructure failures.

Given the unique geography of our region, it's essential that everyone understands the local hazards. Whether it's flooding, tsunami, or other risks, knowing the potential dangers in your area is key to staying safe. To check your flood risk, use the [Auckland Council Flood Viewer](#). If you live, work, or play in a Tsunami Evacuation Zone, the [Auckland Hazard Viewer](#) will provide vital information.

Understanding your localised hazards empowers you to plan ahead and be ready for any situation.

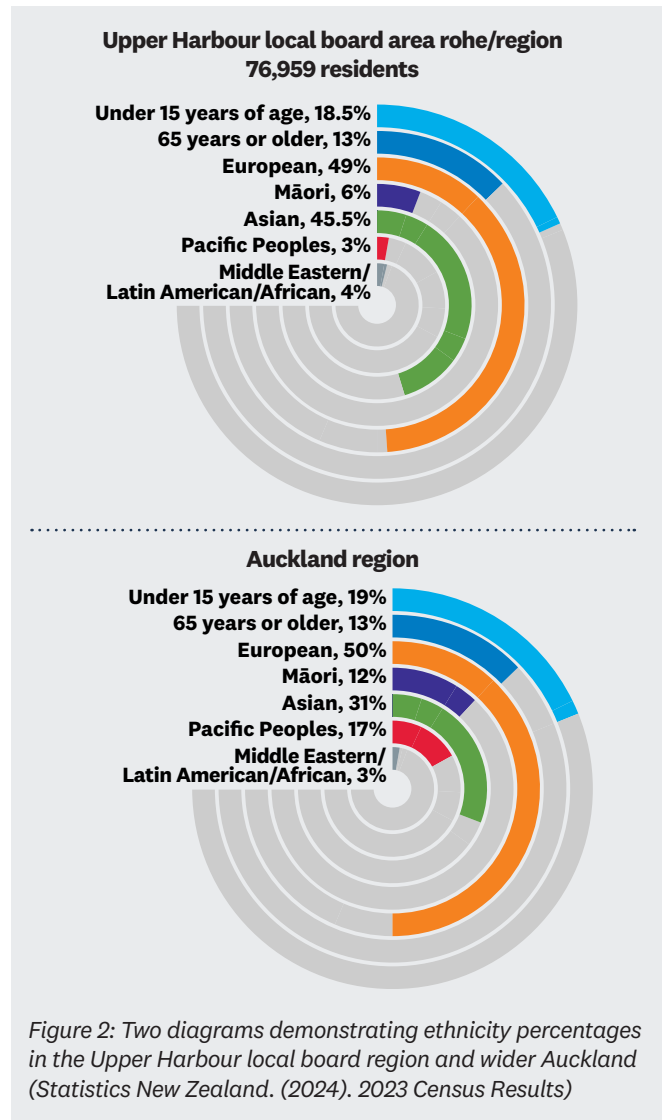
Sites of significance

Upper Harbour rohe has significant cultural heritage tied to the land. Archaeological sites, such as middens and pā are clustered round the coast. A key cultural site in the area includes a small pā on the north bank of Lucas Creek. There is evidence of traditional ara/pathways from Te One-roa-o-Kahu Long Bay Beach via Oteha Valley to Okura. European history is evident throughout the area. There are many recorded wharf sites along Lucas Creek that were used by Europeans settling the area. The rivers and creeks that have shaped our past are important to include in our emergency preparations.

Our population

Upper Harbour residents have demonstrated remarkable resilience, particularly in response to the 2023 Anniversary flooding and Cyclone Gabrielle. These weather events saw communities come together to support one another, assist with clean-up efforts, and strengthen community bonds. Such solidarity is vital as the area continues to prepare for future emergencies, ensuring that Upper Harbour remains a safe and welcoming place for all. Upper Harbour currently has several established community resilience and response groups, with new groups continually forming. The Upper Harbour Local Board is dedicated to supporting individual household and community emergency readiness, fostering a strong and resilient community

prepared for whatever challenges may arise. This is one of the objectives in the Upper Harbour Local Board Plan to ensure our “communities feel safe and supported and are resilient to adversity and change”.



While disasters impact all individuals, they frequently highlight enduring inequalities faced by refugees, asylum seekers, tourists, international students, migrants with limited English or English as a second language, those with limited financial means, females and marginalized communities lacking sufficient power and resources. Auckland Emergency Management endeavours to support these communities by offering resources in various languages, promoting accessibility of preparedness through essential messaging, access to phone interpreters at Civil Defence Centres, culturally and linguistically diverse representation within our Emergency Coordination Centre and engagement with a diverse array of community leaders to further identify strategies to reduce inequalities for those disproportionately affected by disasters.

Roles

Auckland Civil Defence and Emergency Management (CDEM) Group

Auckland Council is the administering authority for the Auckland Civil Defence and Emergency Management (CDEM) Group. Auckland Emergency Management is the Auckland CDEM Group Emergency Management Office responsible for day-to-day planning, project work and operational arrangements on behalf of the Auckland CDEM Group.

Civil Defence

We all have a role to play in an emergency. Everyone, including individuals, whānau, family and communities, shares the responsibility for reducing risk and strengthening resilience.

After a large emergency, it could be days before emergency services can respond to all communities, and several weeks or months before normal infrastructure and utilities are up and running. The most immediate source of help will be your neighbours, together with the preparedness actions you took in your household before an event.

Auckland Emergency Management

Auckland Emergency Management is the part of Auckland Council that works in partnership with emergency services and other organisations to coordinate civil defence and emergency management within the Auckland rohe/region.

The aims of Auckland Emergency Management are to:

- understand Auckland's hazards and the risks they pose
- coordinate planning activities related to hazard and emergency management
- encourage cooperation within the rohe/region
- help our communities to be aware of hazards and ready for emergencies.



You can read more about Auckland Emergency Management's role in the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.



Figure 3: Diagram demonstrating that everyone has a role in managing emergencies. We are all Civil Defence¹

¹ National Emergency Management Agency [NEMA]. (2024). Together we are all Civil Defence: Facebook post.

Auckland Emergency Management provides coordination of significant risks and hazards in the Auckland rohe/region using the four Rs framework: reduction, readiness, response and recovery as shown in the diagram below.

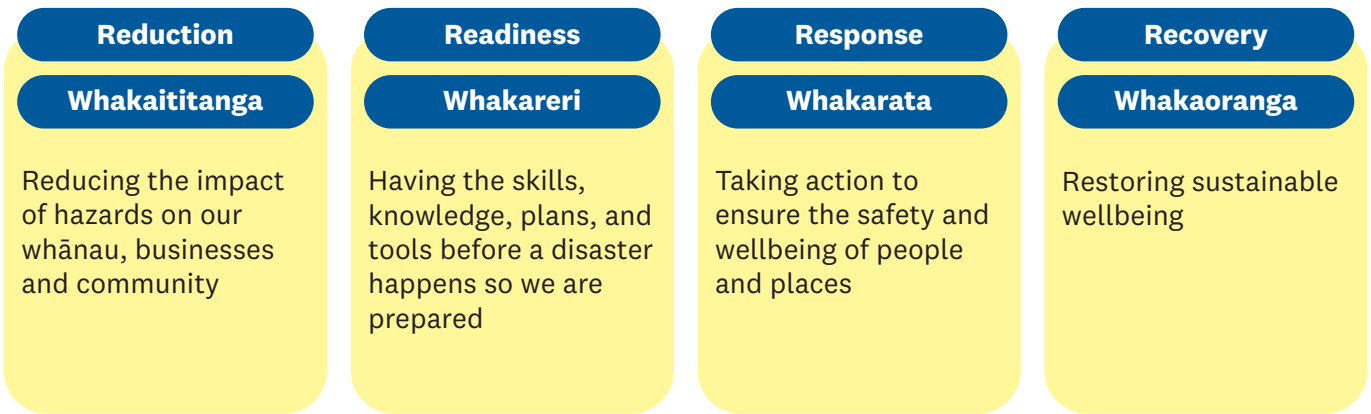


Figure 4: Diagram of 4Rs of the emergency management framework

In an emergency, Auckland Emergency Management coordinates the response from the Auckland Emergency Coordination Centre.

Auckland Council staff across the organisation can be deployed from their usual roles to assist the coordination of the emergency or support Civil Defence Centres.

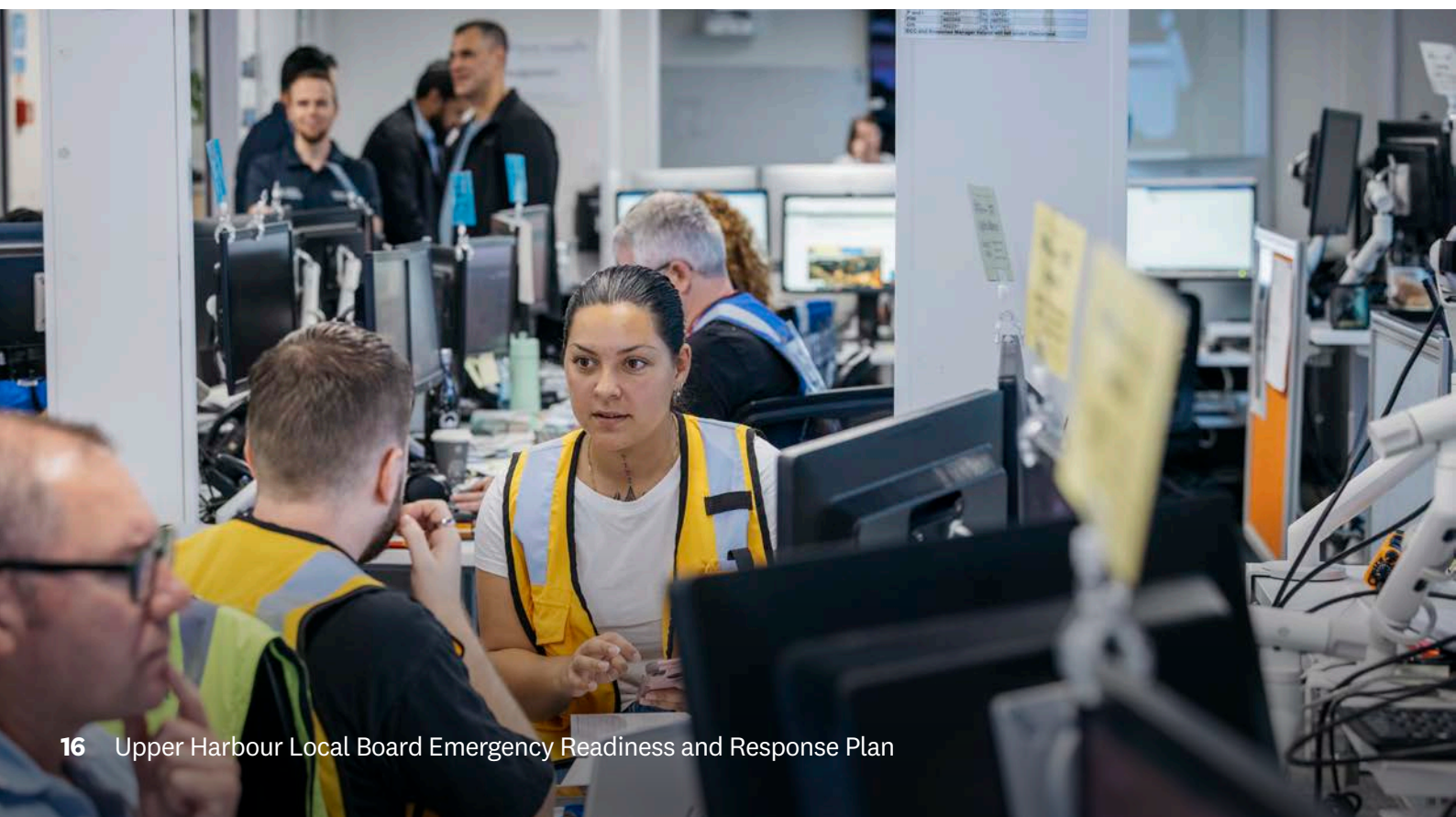
Depending on the type of emergency, some responses are led by other agencies, for example Ministry of Health (e.g. pandemic), Ministry of Primary Industries (e.g. Biosecurity), Police (e.g. civil unrest) or Fire and Emergency New Zealand (e.g. Wildfire).

Where an emergency response is led by one of these agencies, Auckland Emergency Management is a support agency, as opposed to leading and coordinating the emergency response.

If an emergency needs extra coordination and resources, [a state of emergency](#) can be declared which gives the relevant Civil Defence Emergency Management Group special powers to respond to the event.

For widespread emergencies, the Minister for Emergency Management can declare a state of national emergency.

Staff in the Auckland Emergency Coordination Centre during a response





The role of mana whenua and marae

An emergency situation occurs in a geographical area and sometimes in a specific location or place.

Mana whenua hold mātauranga mai rā anō or the traditional and historical lived-experience and knowledge of an area, place or space.

It is important to acknowledge and build on the strengths of integrating kaupapa Māori, mātauranga Māori and tikanga Māori into resilience building and emergency management within the community.

Upper Harbour falls within the areas of interest of many of Tāmaki Makaurau iwi, these are:

- Ngāti Wai – Ngāti Wai, Ngāti Manuhiri
- Ngāti Whātua – Te Rūnanga o Ngāti Whātua, Ngāti Whātua o Kaipara, Ngāti Whātua Ōrākei
- Waiohua-Tāmaki – Te Kawerau ā Maki, Ngāti Tamaoho, Ngāi Tai Ki Tāmaki, Ngāti Te Ata Waiohua
- Marutūahu – Ngāti Paoa, Ngaati Whanaunga, Ngāti Maru, Ngāti Tamaterā, Te Patukirikiri.

Upper Harbour Local Board acknowledge our existing relationship agreement with Ngāti Manuhiri and are committed to developing meaningful relationships with Māori. We welcome opportunities to work in partnership with Māori communities.

Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi/work to build marae and community resilience and their contribution to emergency management.

Upon activation of an emergency event, the Auckland Council's Emergency Coordination Centre will be resourced with Iwi liaison poutiaki, to communicate and coordinate response activity with mana whenua and marae.



The role of community

Community groups, organisations and marae assist the emergency response in Upper Harbour by:

- running or assisting with Community Emergency Hubs
- providing resources e.g. bedding, food, clean up supplies etc
- communications:
 - being a key point of contact for Auckland Emergency Management to understand the needs of affected communities
 - to spread the key messaging from Auckland Emergency Management
 - to provide feedback to the Emergency Coordination Centre on Auckland Emergency Management's communications to ensure information is meeting the community's needs
- volunteering with the clean up after an emergency.



The role of local board members

Local board members assist Auckland Emergency Management in encouraging household, community and business preparedness. Local board members are an important link for information to flow between emergency management agencies and the community. Local board members are advocates for their community.

Emergency management plans

There are many plans that provide guidance for the management of emergencies from a national, regional and local perspective. These plans are identified and explained in this section.

The diagram below demonstrates how emergency management plans cascade and are linked to one another in a comprehensive framework.



Figure 5: Emergency Management plans hierarchy

Our Group Plan - Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029, presents the vision and goals of the Auckland CDEM Group, how we will achieve them and a framework for measuring progress. Our group plan outlines Auckland’s CDEM members’ roles and responsibilities and key actions that will take place over the five-year period.

Auckland’s group plan is used by the CDEM Group, partners and stakeholders. It also provides the public with information on how these organisations work together, and how they can build individual and community resilience.

National Framework | Civil Defence Emergency Management in Aotearoa



The national framework for CDEM in Aotearoa is established under the Civil Defence and Emergency Management Act 2002. The framework provides for the effective delivery of emergency management through the roles and responsibilities of prescribed entities. The national framework is supported by the National Civil Defence Emergency Management Plan Order 2015 (and Guide), the National Disaster Resilience Strategy 2019 and Civil Defence Emergency Management Group Planning Director’s Guidelines [DGL 09/18].

The Auckland Emergency Management Group Plan 2024 - 2029



Under a statutory requirement of the Civil Defence Emergency Management Act 2002, each Civil Defence Emergency Management (CDEM) Group in New Zealand is required to have a group plan.

The Upper Harbour Local Board Plan



Under the Auckland Council governance structure, each local board develops a local board plan every three years, outlining their strategic direction in alignment with council’s plans, policies and strategies.

They are developed in consultation with the community and set the direction for the area reflecting community aspirations and priorities. Their purpose is to guide funding and investment decisions on local activities, projects, services and facilities.

One of key Upper Harbour Local Board initiatives is to support initiatives that build community networks and connections, including crime prevention and safety initiatives which help communities feel safer and better prepared to respond to emergencies and the impacts of climate change.

The Local Board Emergency Readiness and Response Plan

The Local Board Emergency Readiness and Response Plan provides information and advice for people living and working in the local area to get ready for and respond to an emergency.

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the local board, individuals and communities across the four Rs of emergency management: reduction, readiness, response and recovery.

Community Response Group Plan and Community Hub Plans



A Community Response Plan is prepared by the community, for the community.

The purpose of a Community Response Plan is to:

- Provide information that enables, empowers and supports individuals and communities to take ownership of their own emergency preparedness.

- Promote problem solving and encourage self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduce the reliance on first responder agencies following an emergency.

A Community Emergency Hub Plan is an operational document for those community members who will provide immediate help for people who have been impacted by an emergency. Refer to the Response section for more information.

Household or Business Plan



A Household or Business Plan provides a place to compile key information for use during an emergency such as: contact details, where supplies are kept, what to do if there is no power or water and where to go if evacuation is necessary.

Having a plan helps make the emergency much less stressful for everyone.



Reduction

What is reduction?

Risk reduction involves analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.



Why is reduction important?

Reduction saves lives and property. If we know of a risk and it has not been acted on, one of the first questions asked after an incident is – why did we let this happen?

Many things can be rebuilt or restored, but some losses are irreplaceable and can have a deep and lasting impact on communities, businesses and people’s wellbeing.

Effective reduction and hazard risk management can help reduce long-term impacts and support recovery after an emergency is over.

Roles in reduction – who does what?

<p>Whānau & individuals</p>	<ul style="list-style-type: none"> • Understand the hazards and risks in your local area, place of work, school and anywhere else you regularly visit. • Reduce the risk of landslides by ensuring areas within your property are stable, and retaining walls are maintained. • Reduce flooding on your property by keeping your drains and gutters clear. 	
<p>Communities & Community Organisations</p>	<ul style="list-style-type: none"> • Understand and help communicate the hazards and risks of the local area. • Host local events to increase public awareness of hazards and preparedness. • Help those not able to clear drains and gutters on or near their property. • Get involved in a community planting event. 	
<p>Auckland Council</p>	<p>Upper Harbour Local Board</p>	<ul style="list-style-type: none"> • Educate and support the community through preparedness measures. • Promote community activities and events to increase public awareness of hazards and preparedness such as stream plantings, food security projects, active transport initiatives.
	<p>Auckland Emergency Management</p>	<ul style="list-style-type: none"> • Work with partners to promote region-wide hazard information to improve knowledge and understanding of hazards. • Provide warnings and alerting tools to stakeholders and the public.
	<p>Auckland Council</p>	<ul style="list-style-type: none"> • Undertake risk reduction initiatives across council departments, such as the Making Space for Water programme led by Healthy Waters. • Ensure planning for the built environment is consistent with national policy, and informed of current and future hazards.

Readiness

What is readiness?

Readiness means having a plan in place that supports a fast and effective response to an emergency that will minimise the risk to life and property. This means everyone knows what they need to do in an emergency.

Being emergency ready includes:

- understanding the hazards and risks
- designating roles and responsibilities
- identifying resources that are available
- creating plans and procedures
- organising activities, initiatives and education that improve emergency readiness in the wider community
- knowing where to evacuate to
- knowing how to keep informed.

Why is readiness important?

Readiness is about knowing what to do when an emergency happens. It involves understanding the risks of hazards and making plans to address and minimise them during an emergency.

Being ready also reduces the impact on life and property of an emergency situation and enables a faster and stronger recovery.

Roles in readiness – who does what?

<p>Whānau & individuals</p>	<ul style="list-style-type: none"> • Develop emergency household plans for your household, whānau/family and friends. • Keep enough emergency supplies for at least 3 days. • Know where the nearest Civil Defence Centres are or your local Community Emergency Hub. • Connect with neighbours. • Understand your local hazard risks. • Identify local resources and support networks. 	
<p>Communities & Community Organisations</p>	<ul style="list-style-type: none"> • Host getting to know your neighbours days and discuss support in an emergency. • Develop Community Response Plans. • Establish Community Emergency Hubs as a place of shelter, connection and information during an emergency. 	
<p>Auckland Council</p>	<p>Upper Harbour Local Board</p>	<ul style="list-style-type: none"> • Encourage communities to prepare for emergencies. • Support agencies involved in emergency management. • Promote events that support emergency planning and readiness. • Identify who in the local community might be disproportionately affected by an emergency and support them.
	<p>Auckland Emergency Management</p>	<ul style="list-style-type: none"> • Develop and refine contingency plans for dealing with high priority hazards. • Train staff and partners. • Identify and mitigate gaps within lifeline utilities. • Assist community readiness through training, scenario exercising, preparedness information and helping community planning.
	<p>Auckland Council</p>	<ul style="list-style-type: none"> • Train council staff to assist Auckland Emergency Management in responding to an emergency. • Healthy Waters provides information regarding risks of flooding on property.

Get your household ready for an emergency

In an emergency, unless it is unsafe, you may be required to stay in your whare/home. You will need to have supplies for at least three days.

This section tells you how to be ready and prepare for an emergency.



Know your hazards

Learn about the potential hazards in your area



Being prepared involves understanding the likelihood of hazards that may create an emergency near you.

To see which hazards are most likely to impact your whare/home, workplace or school, check out the Auckland Emergency Management [Hazard Viewer](#) and Auckland Council's [Flood Viewer](#).

Check out **the hazard maps at the end of this plan.**



Create a Household Plan

Develop a Household Plan for your whānau using our template



A Household Plan provides a template for emergency information such as: contact details, where supplies are kept, what to do if there is no power or water and where to go if you need to evacuate.

Every Household Plan will be different because of where we live, who lives with us and who might need help.

Visit the [Get Ready website](#) to download a copy of [Make a Plan](#) which is available in several languages, or use the QR code above.

Having a plan helps make emergencies less stressful for everyone. It is particularly beneficial to include children in making your plan, as it encourages

discussion in an honest, practical and calm way about:

- what might happen in an emergency
- what you can do to keep safe
- what your plan is if you can't get to your whare/home
- what you can do if you cannot communicate via mobile, landline or internet.

When you're making your household plan remember to include everyone. Think about the requirements of people with disabilities, older people, babies, young children, pets and other animals, or your specific needs if you live in an [apartment](#).

If you live in an apartment building, store some emergency supplies in compact containers that will fit at the back of a cupboard or under furniture.

Make sure you have contact details for your landlord, body corporate or building owner. Get to know your neighbours and consider leaving a door key and access instructions with a friend.

Extra steps to take for vulnerable whānau



Ensure your plan and supplies cater to your whānau who are older or who have disabilities or medical conditions.

Check the plans for your whānau/family in aged-care facilities or supported living.

- ✓ Understand the extra supplies needed and put in your grab bag.
- ✓ Keep ice packs in the freezer and a smaller cooler bag for refrigerated medical supplies.
- ✓ Wear a medical alert tag or bracelet so people know what assistance may be needed.
- ✓ Know who to call for help if you're dependent on life-sustaining equipment or treatment. Ensure your electricity retailer or telecommunications provider know if you are dependent on these services for life-sustaining support.





- ✓ Let Watercare know if you need a continuous supply of high-quality water.
- ✓ Have an extra mobility device such as a cane or walker.
- ✓ Ensure your whānau know how to assemble and disassemble your wheelchair. Keep a portable air pump for tyres.

- ✓ If you use a seat cushion to protect your skin or maintain your balance, keep a spare one.
- ✓ Emergency preparedness information is available in audio, large print and Easy Read on the National Emergency Management Agency's (NEMA) [Get Ready website](#).



The following table suggests supplies to include in your plan for those in your whānau who:

Are deaf, hard of hearing, or have a speech impediment	Are blind or with a visual impediment	Have an intellectual or cognitive disability
<ul style="list-style-type: none"> ✓ Keep spare hearing aid batteries in your grab bag. ✓ Give others a house key so they can alert you. ✓ Put a writing pad, pens, laminated cards with phrases etc in your grab bag to help communication. ✓ If you use an augmentative communications device, or other assistive technologies, plan how you will evacuate with the device or how you will replace equipment if it breaks. Keep model information and note where the equipment came from, such as the name of the provider. ✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on NEMA's Get Ready website. 	<ul style="list-style-type: none"> ✓ Mark emergency supplies with Braille labels or large print. ✓ Keep an audio list of your emergency supplies and where you bought them. ✓ Make sure there is a grab bag for your guide dog with food, medications, vaccination records, identification and harnesses. Guide dogs can stay in emergency shelters with their owners. ✓ Keep extra canes at your whare/home or work, even if you have a guide dog as it may become disoriented in an emergency. ✓ Listen to audio recordings about the hazards we face and emergency preparedness on NEMA's Get Ready website. 	<ul style="list-style-type: none"> ✓ Keep handheld electronic devices charged and loaded with videos and activities. Have spare chargers. ✓ Include a small pop-up tent with your grab bag to decrease visual stimulation in a busy room or to provide instant privacy. ✓ Include comfort snacks in your grab bag. ✓ Consider a pair of noise-cancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli. ✓ Include comforting items in your grab bag that are familiar, such as a pillow or blanket.



Looking after pets and animals



Ensure [pets and animals](#) are part of your plan and you have extra supplies for them.

- Make sure you have pet food and leashes in your grab bag.
- Have a pet carrier for cats and small dogs.

In an emergency, bring your pets indoors as soon as possible and confine them to one room. Pets may try to run if they feel threatened so keeping them inside and in one room will allow you to find them quickly if you need to evacuate.

Consider an early evacuation of pets and other animals. Waiting to evacuate animals until the last minute can be fatal for them and dangerous for you. If you live on a lifestyle block or rural property, have a look at our Lifestyle Block Emergency Preparedness Guide for further information.

Take your pets with you when you evacuate – if it is not safe for you, it is not safe for them. Leaving them behind may endanger you, your pets, and emergency responders.



Email your household plan to your whānau/family and keep a copy on your fridge



Keep emergency supplies



Have emergency supplies for three days



Have a stock of [supplies](#) such as water, food, and essential items, for at least three days, that you can access in a hurry and find in the dark.

Emergency supplies to keep at your whare/home include:

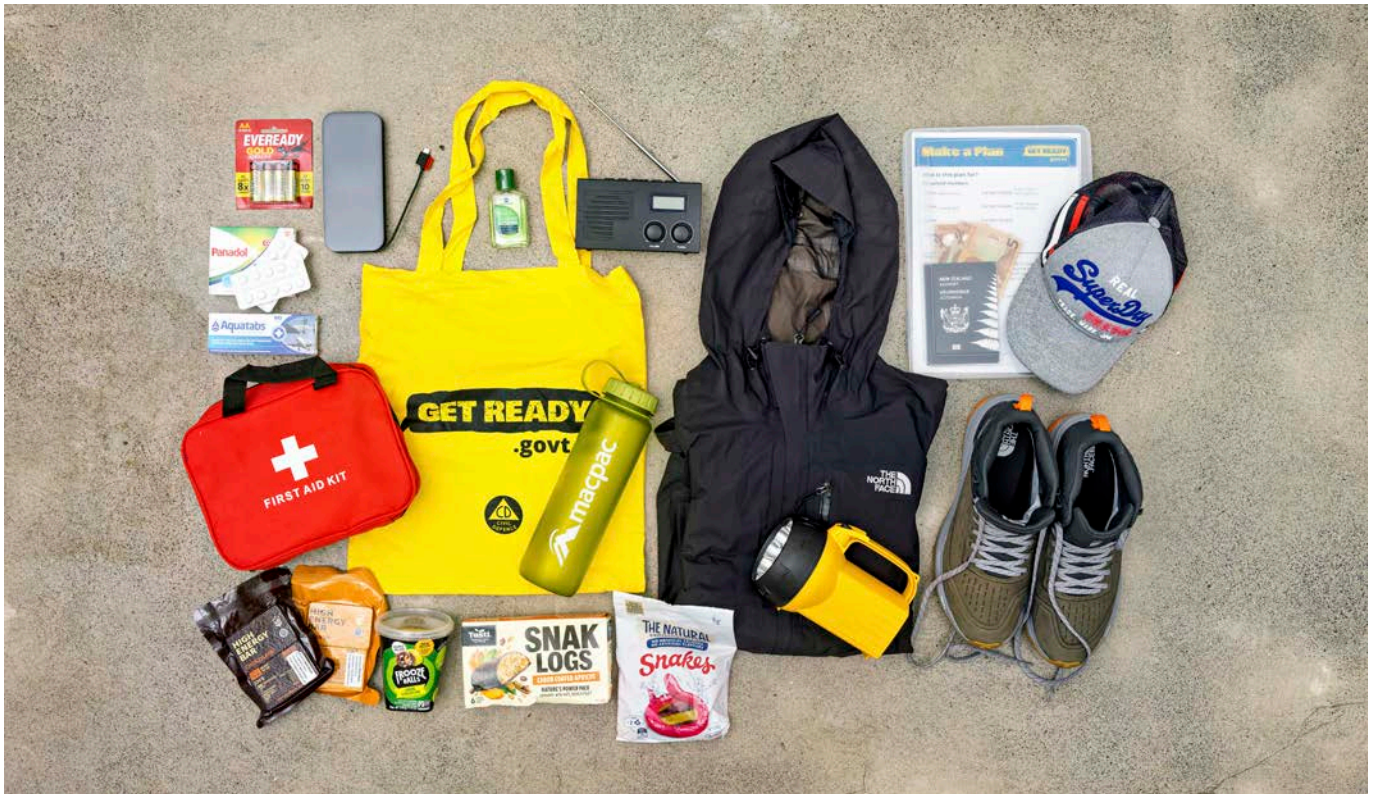
- ✓ At least nine litres of water for each person in your household, enough for drinking and basic hygiene for 3 days.
- ✓ Long-lasting food that doesn't need cooking, especially for babies and young children.
- ✓ Spare gas for your camping stove or BBQ (never use these indoors).
- ✓ Toilet paper, plastic bags and large plastic buckets for an emergency toilet.
- ✓ Prescribed medications.
- ✓ Unscented bleach (often the cheaper supermarket brands), cloths, and rubber gloves for hygiene.
- ✓ Heavy-duty work gloves.
- ✓ Face mask.
- ✓ Torches and spare batteries. Use torches rather than candles to reduce the risk of fire.
- ✓ A power bank to charge electronic or mobile devices.
- ✓ A battery powered radio.
- ✓ A first aid kit.

Remember you can use your car to listen to the radio and charge devices.



How to store water for emergencies

- Check expiry dates regularly on bottled water and if you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use plastic jugs or cardboard containers that have had milk in them. Milk protein cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill bottles to the top with regular tap water until it overflows. Add five drops of non-scented liquid household chlorine bleach per litre to the water. Do not use bleaches that contain added scent or perfume, surfactants, or other additives. These can make people sick. Do not drink for at least 30 minutes after disinfecting.
- Tightly close the containers using the original caps. Be careful not to contaminate the caps by touching the inside of them with your fingers.
- Place a date on the outside of the containers so that you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight saving. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.



💰 Keep spare cash

➤ Have cash available

During an emergency, electricity outages may occur which means ATMs and EFTPOS machines may not work. Keep an appropriate amount of cash available for the purchase of necessary supplies or services.

📄 Check your insurance

➤ Review your insurance and have a copy in your grab bag

Review insurance policies on a regular basis in preparation for an emergency.

It is a good idea to have a copy of insurance documents in your grab bag.

🧳 Prepare a grab bag in case you have to evacuate

➤ Make a grab bag



A **grab bag** is a small backpack with essential supplies that you can take with you if you need to evacuate. Have a grab bag ready for each member of your whānau/family.

Your grab bag should not be too heavy so you can carry it on foot for a considerable distance.

Items to include in your grab bag are:

- ✓ Trainers/walking shoes (put them on), a raincoat, a hat and warm clothes.
- ✓ Water and snacks.
- ✓ Hand sanitiser.
- ✓ Power bank and phone charger.
- ✓ Cash.
- ✓ Photo ID.
- ✓ Medications.
- ✓ A first aid kit.
- ✓ A torch.
- ✓ A battery radio.
- ✓ Pet food, medication and a carrier or leash.
- ✓ Baby items, such as food, formula and nappies.

***If you have asthma or a respiratory disorder, make sure your grab bag has masks and any medication required.**

Tailor your grab bags to your whānau/family's needs. For children, you might want to pack a toy, book or something to keep them entertained. Torch, battery radio and first aid kit could be per household, rather than for each grab bag. Remember, you don't need extra supplies of each item. We understand it can be expensive, so let's get creative:

- When you evacuate, put on your trainers or walking shoes.
- Put old warm clothes into your grab bag or in the back of your car.
- Some items you may still need to buy, but you don't need to buy them all at once. You could put aside \$10 a week for a few weeks to build up your spare cash, or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in your grab bag.
- Use your car radio or check if your neighbours have a radio.

Keep some essential supplies in your car



You may be stuck in your car during an emergency, so keep essential supplies such as a blanket, energy bars and hand sanitiser in the boot.

Consider taking your grab bag with you when traveling, particularly if bad weather is predicted.

Keep up to date with weather and road information when planning your travel.



Plan your evacuation routes

Know how you will get to high ground

If your whare/home, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, plan your evacuation route to a safe location. Your

evacuation route needs to take you out of the tsunami or flood zone or at least as far or as high inland (for tsunamis) as you can get, following the posted tsunami evacuation routes where present.

A safe location could be a friend or relative's whare/home, or any place where you can find refuge a short distance outside of the tsunami or flood evacuation zone.

Practise your tsunami hīkoi

A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground.

Practise your tsunami evacuation route either by foot or by bicycle, in good and bad weather to help your muscle memory to kick in when tsunami happens.

Know the emergency procedures and safe locations of your children's schools

Learn where you can go if you need to evacuate



Know where your closest Civil Defence Centres and Community Emergency Hubs are



Find out where your Civil Defence Centres and Community Emergency Hubs are located before an emergency.

In an emergency, check Auckland Emergency Management's social media, [website](#) and radio stations to learn which Civil Defence Centres and/or Community Emergency Hubs are open. See the section 'How to evacuate and where to go' for more details.



Get your community ready for an emergency



Members of the [community](#) are often the first to help fellow residents in an emergency.

Auckland Emergency Management encourages all communities to come together and plan how to get ready and what to do if an emergency occurs in their area.

Community organisations in Upper Harbour have created a Community Response Plan to respond to a local emergency.

Auckland Emergency Management's website has tips and templates on community emergency response planning.

Contact aeminfo@aucklandcouncil.govt.nz for help developing a local Community Response Plan for your suburb.

To help your community get ready for an emergency, think about:

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations)
- what hazards are the biggest risks for the community, and what areas are particularly vulnerable

Community event

- how you can support your community for three days without government help (food and shelter)
- how will you communicate with each other (remembering that there may be power outages)
- who in your community may need more support in an emergency (e.g. people with English as a second language, tourists, babies/children, older people, people with disabilities).



Know your neighbours

Your neighbours are the closest people who can help you in an emergency.

Getting to know the people in your street is the first level of community support in an emergency. If you feel comfortable doing so, we recommend you:

- ✓ share contact details with your neighbours
- ✓ tell your neighbours about your emergency plan and ask about theirs
- ✓ find out who amongst your neighbours may be able to help you or may need your help
- ✓ create a network with four other people in your neighbourhood to share emergency resources and provide support.

Local organisations, such as [North Shore Neighbourhood Support](#), can help you get to know the people who live near to you.





Get your business ready for an emergency

To help your [business](#) or workplace get ready, think about:

- the risk to the business and its staff if it operates during an emergency
- creating a business continuity plan
- having basic supplies on hand
- getting to know the community around you.

Visit [Work Ready](#) for resources and tools that help businesses plan for an emergency and support their staff to know what to do.



Get your lifestyle block ready for an emergency

If you own or live on a lifestyle block the Lifestyle Block Emergency Preparedness handbook gives you practical, detailed information on how to prepare, plan and recover from emergencies. You'll learn how to make your property more resilient to emergency events, with step-by-step advice on how to make an emergency plan and what to do in specific events.

Visit [Lifestyle Block](#) Emergency Preparedness to make sure lifestyle block is prepared for an emergency.

Ministry for Primary Industries: For animal welfare advice or assistance **0800 00 83 33**

Federated Farmers: For support and assistance in sourcing water and supplementary feed, finding a safe place to contain your stock or pasture advice **0800 327 646**

Feed Suppliers Call **0800 BEEFLAMB (0800 23 33 52)** or **0800 4 DairyNZ (0800 4 324 7969)** for feed planning and coordination assistance.

Water Tanks

If you're not connected to the municipal water supply, the supply of water for use in your home and on your property is your responsibility.

To improve the quality of rainwater you collect from your roof:

- Ensure your roof surface is suitable for collecting quality rainwater.
- Inspect your tanks annually and get them cleaned if necessary. Ideally, tank cleaning should be carried out by tank cleaning contractors.
- Install a filter or screen to prevent leaf debris getting into your water tank from the roof. If you can't cover all the guttering, make sure you have the filter or screen over the spouting downpipes.
- Keep a copy of your tank operation and maintenance manual.

If you're concerned about the quality of your drinking water, contact an Environmental Health Officer at Auckland Council.

It's important to keep an eye on the water level in your tanks, especially during the drier summer months. Don't forget that drier than normal conditions often result in long wait times for private operators to deliver water. Long dry spells could get more frequent due to the impacts of climate change.

Septic Tanks

Septic tanks need careful management and maintenance to manage wastewater and protect the environment. Here are a few simple rules:

- Get your whole system checked regularly.
- If something smells, or flashes, get it checked.
- Fit an outlet filter to prevent solids entering the disposal field.
- Watch what you put down the toilet and drains – use septic friendly or natural cleaning products and minimise the use of antibacterial cleaners.
- Avoid flooding your system – spread out your laundry, dishwasher use, and shower to avoid a water 'rush hour'.

Get ready for specific hazards

This section will support you and your whānau/family to understand how to get ready for different hazards.

Get ready for a major storm or flood

- ✓ Go to the [Flood Viewer](#) to understand how flooding might impact your area and how to stay safe during floods.
- ✓ Take photos of your rooms and outdoor areas, for insurance purposes.
- ✓ Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Use watertight containers to store important items.
- ✓ Lift curtains, rugs and bedding off the floor.
- ✓ Bring inside or tie down anything that can be broken or picked up by strong winds or floods, such as outdoor furniture. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- ✓ Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- ✓ Remove any debris or loose items from around your property. Branches, firewood and other items may become dangerous in strong winds or cause blockages if your property floods.
- ✓ Move vehicles to higher ground.
- ✓ Moor boats securely or move them to a designated safe location.
- ✓ Use rope or chain to secure boat trailers. Use tie-downs to anchor a trailer to the ground or to a building.
- ✓ Sandbags can be used to divert water away from your property. Sandbags and fill material are available from hardware stores such as Bunnings or Mitre 10. They can be used to block doorways or to weigh-down manhole covers, garden furniture, and to block sink, toilet and bath drains to prevent water coming back up the outlet.



Sandbags

Sandbags require time and effort to fill and place, so they need to be used in advance of flooding to be effective, rather than during a flood or a storm. Sandbags won't stop water coming up under a house through floorboards.

If you don't have sand, use a fine material such as soil and use pillowcases as makeshift sandbags.

Filling sandbags

- Fill bags with sand or any other fine material. Don't use gravel or rocky soils as they will let the water through.
- It's easiest if two people are involved - one to hold the bag and the other to shovel the sand in.
- Only fill bags to two-thirds full. This gives the sand room to expand as it absorbs the water.
- Don't tie or seal the bag when you put it in place, fold the flap into a triangle and tuck it under the bag.

Stacking sandbags

- Clear any debris from the area where the bags will be stacked.
- Put a large sheet of heavy-duty plastic between the sandbags and the building or surface.
- Place your first row of sandbags lengthwise and flat to the ground, butting each end to the next, folding the open end of the sandbag underneath.
- Stack bags in layers like a brick wall, overlapping each row. Stack the second row of sandbags on top of the first, staggering the joints.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- If more than three layers are required, place sandbags behind to support the wall of sandbags.

Disposing of sandbags

- Sandbags must be disposed of after use due to contamination risk. Take them to a waste transfer station in Auckland. The closest waste transfer station to the Upper Harbour local board area is the North Shore Transfer Station located at **117 Rosedale Road, Pinehill** and the Waitākere Refuse and Recycling Transfer Station, **50 The Concourse, Henderson**.



Get ready for a landslide

High intensity or prolonged rain fall, earthquakes, flooding or other hazards can lead to landslides.

Investigate the risk of a landslide by doing the following:

- Regularly inspect your property if you are located on or near a slope for any indication of movement, especially after heavy rain fall or an earthquake. Signs of instability include doors and windows that start to stick, gaps appearing, decks moving or tilting away from the house, new cracks or bulges on the ground, leaning trees or fences, slope movement.
- Look at the hillsides around your whare/home for any signs of land movement (like rockfall, small landslides or debris flows and unusual cracking) and any trees that start to tilt over time.
- Watch the patterns of storm water drainage on slopes near your whare/home especially the places where runoff water converges. Noticing small changes can alert you to an increased threat of a landslide. Most small landslides are caused by water runoff so changes in water runoff patterns can indicate ground movement.
- If you are near a stream or waterway, be alert to any sudden increase or decrease in water flow, and to a change from clear to muddy water. Such changes may indicate landslide activity upstream. If you notice any of these changes, seek professional advice as soon as possible.



Get ready for a tsunami

Know your tsunami evacuation zones

Tsunami evacuation zones are areas that you may need to leave if you feel a long or strong earthquake, or if there is an official tsunami warning.

- Search for your whare/home, work or school address on the [Auckland Emergency Management Hazard Viewer](#) to find out if they are in a tsunami evacuation zone.
- Make sure you know where to go, whether you are at whare/home, at work or out and about.

Know the tsunami signs

If you are near the coast, you need to act immediately if you experience any of the following:

- feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
- see a sudden rise or fall in water level
- hear loud and unusual noises from the water.

Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.

Get your boat ready for an emergency

Tsunami of all sizes can be especially destructive in bays, harbours and marinas, not just due to the waves and strong currents. Tsunami's can pick up large amounts of debris, making it even more dangerous.

- If you're on land or tied up at a dock/marina and receive a tsunami alert or notice natural warning signs of a tsunami, leave your boat and move immediately to higher ground or as far inland as possible, outside of tsunami evacuation zones.
- Maritime New Zealand will issue Urgent Marine Information Broadcasts on VHF Channel 16. Coastguard will relay warnings on their local channels.
- For more information, including what to do if you at sea, visit NEMA: What to do during a tsunami.



Get ready for an earthquake

Get your whare/[home ready for an earthquake](#) by:

- ✓ sticking items onto shelves with Blu-Tack
- ✓ using strong materials for hanging pictures/photo frames
- ✓ putting restraints on TVs and heavy furniture.
- ✓ **Identify safe spaces to Drop, Cover and Hold within your whare/home, school, work and other places you often visit.**
The safe space should be:
 - somewhere close to you, no more than a few steps away to avoid injury from flying debris
 - under a strong table with legs that you can hold on to, so it doesn't move
 - away from windows that may shatter and cause injury
 - away from tall furniture that could fall on you
 - not in a doorway, most doorways are not stronger than any other parts of a building.
- ✓ Practise the Drop, Cover and Hold exercise at least twice a year so you remember what to do when an earthquake happens. A good time to do this is when the clocks change and remember to take part in ShakeOut, our national earthquake drill.



Get ready for a volcanic eruption

During ash fall from a volcano, you may need to remain indoors for several days.

- Take steps to keep ash out of your indoor environment:
 - close doors and windows, where possible
 - if possible, seal up large gaps and spaces to the outdoors. For example, you could use tape and plastic sheeting, or rolled-up towels
 - try to set up a single entry/exit point for the building. Leave any clothes or shoes covered in ash outside
 - do not use any appliances (e.g. air conditioners and heat pumps) which suck in air from the outside
- if the indoor environment is ashy, try to gently clean away the ash using damp cloths
- don't use vacuum cleaners as they can blow out fine ash, back into the indoor space.
- If you are staying indoors for a long time:
 - make sure that the indoor environment does not get too hot. If it gets too hot, consider evacuating
 - don't use cooking and heating stoves, or other appliances, which produce smoke
 - do not smoke cigarettes or other products.
- Do not use gas heaters that do not have a flue, or use outdoor appliances such as gas patio heaters or barbecues, due to the risk of carbon monoxide poisoning.



Get ready for a wildfire

Embers can travel for more than two kilometres from a wildfire, igniting fire on properties not close to the wildfire.

Wildfire travels faster uphill, so properties on a steep slope, or at the crest of a hill, are at the greatest risk.

The following are simple steps to reduce the risk of wildfire impacting property.

- ✔ Create a 10-metre safety zone around your whare/home and other structures by:
 - clearing excess combustible materials and vegetation such as leaves, dead branches and stacks of firewood
 - keeping your lawns short
 - regularly clearing material from gutters spouting, and areas around decks
 - planting low flammability plants and trees which have moist supple leaves, little accumulation of dead wood and dry dead material within the plant, and low levels of sap.



Get ready for a pandemic

To get ready for a pandemic:

- ✔ Make a plan with whānau/family and friends that includes:
 - who will help with food and supplies if you and your household are ill
 - who will look after your extended whānau/family if they don't live nearby (for example, who could deliver groceries or meals to sick whānau/family members)
 - who would look after your children/dependents if they need to stay at whare/home
 - how to check on friends, whānau/family and neighbours who might need help.
- ✔ Think about whether you could work from whare/home and what you would need to do this.
- ✔ Have contact numbers in an obvious place, such as on the fridge, for:
 - neighbours to call if you need help
 - your local doctor or health clinic/provider
 - Healthline (freephone: **0800 611 116**)
 - your workplace.
- ✔ Keep first aid kits up to date.
- ✔ Have a supply of food to last for at least a week.
- ✔ Have a supply of masks to help stop the spread of germs.
- ✔ Have tissues and plastic bags available for used tissues.
- ✔ Think about activities if you and your whānau/family have to stay at whare/home for more than a week (e.g. books, games and streaming services).



Response

What is response?

Response is the action taken immediately before, during or directly after an emergency that saves lives and protects property.

Why is response important?

The quicker we respond to events and the more coordinated the approach, the less the community will be impacted.

Working together in a coordinated way can save time and resources, which in turn, can save lives and money.

Roles in response – who does what?

<p>Whānau & individuals</p>	<ul style="list-style-type: none"> • Check that whānau/family are safe. Use social media and text to free phone lines for emergency services. • Check in with neighbours and offer support to each other. 	
<p>Communities & Community Organisations</p>	<ul style="list-style-type: none"> • Contact Auckland Emergency Management regarding needs in the community. • Set up Community Emergency Hubs. • Connect with organisations that have trained volunteers to help meet community needs. 	
<p>Auckland Council</p>	<p>Upper Harbour Local Board</p>	<ul style="list-style-type: none"> • Identify high-level needs of the community and communicate this to Auckland Emergency Management. • Direct community members towards the right place to get the support they need. • Act as a conduit for information as requested by the Emergency Coordination Centre. • Facilitate and help the community work together.
	<p>Auckland Emergency Management</p>	<ul style="list-style-type: none"> • Monitor potential emergencies through the 24-hour Duty Team. • Activate the Emergency Coordination Centre to coordinate the response to an emergency. • Lead the coordination of response activities for geological, meteorological, and infrastructure hazards. • Liaise with stakeholders and communities to prioritise response efforts. • Set up Civil Defence Centres.
	<p>Auckland Council</p>	<ul style="list-style-type: none"> • If needed, the mayor declares a state of local emergency. • The mayor is the principal spokesperson for an emergency to the public. • Auckland Council to provide consistent and accurate information to communities and the media. • Council staff deployed from their normal roles as resource for response effort.

Steps to take in an emergency



Figure 6: Steps to take in an emergency

Emergency information, updates & warnings




Either a solar or battery-powered radio, or your car radio can help keep you up to date with the latest news if the power goes out.

Local radio stations to listen to during an emergency include:

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

Online sites for information

Auckland Emergency Management official channels

-  [@aklCDEM](#)
-  [@AucklandCDEM](#)
-  aucklandemergencymanagement.org.nz

National Emergency Management official channels

-  [@NZCivilDefence](#)
-  [@nzcivildefence](#)
-  civildefence.govt.nz



Other channels

- [Our Auckland](#) will have information on where to get support and other important information.
- New Zealand Transport Agency [Waka Kotahi](#) and [Auckland Transport](#) will provide updates on road closures.



Emergency Mobile Alerts

Emergency Mobile Alerts (EMAs) are emergency alerts sent by authorised agencies to mobile phones. The alerts provide immediate warning and are broadcast to all capable phones from targeted cell towers. You do not need to download an app.

EMAs are targeted to areas affected by serious hazards. They are only sent when there is a serious threat to life, health or property, and during annual tests.

The EMA will tell you what the emergency is, what to do and where to get further information.

Most phones manufactured after 2017 can receive an EMA.



Earthquake & Volcano information from GeoNet

GeoNet provides information on recent earthquakes and volcano activity around New Zealand.

 [@geonetnz](#)

 [geonet.org.nz](#)

Members of the public can receive earthquake and volcano notifications on their phone by installing the free GeoNet app and enabling notifications from the main menu. [geonet.org.nz](#)



Weather information from MetService / Te Ratonga Tirorangi

MetService is New Zealand's only authorised provider of severe weather watches and warnings.

 [@MetService](#)

Members of the public can receive severe weather watches and warning notifications on their phone by installing the free MetService app and enabling notifications from the main menu. You can also sign up for severe weather emails at [metservice.com/warnings/home#sign-up](#)



Yellow Watch

A yellow weather watch is used when severe weather is possible, but not imminent or certain. It is a weather watch in that it is less severe compared to orange and red weather warnings.

Severe weather warnings for heavy rain, strong wind or heavy snow are classified into categories based on severity of the weather and recommended actions:



Orange Warning – be prepared to take action

An orange weather warning is used when the forecast indicates bad weather will meet severe weather criteria. Be prepared to take action to minimise potential risk to people, animals and property.



Red Warning – act immediately

A red weather warning is reserved for only the most extreme weather where significant impact and disruption is expected, such as a tropical cyclone. Act immediately to protect people, animals and property from the impact of the weather.

Red weather warnings will most often be accompanied by advice and instructions from official authorities and emergency services.

How to evacuate and where to go



If it is not safe for you to stay in your where/home, get out immediately, you do not need to wait for an official notice to evacuate.

- If you are experiencing a landslide, do not stop to pick up supplies, get out of your where/home immediately.
- If your where/home is flooding, leave immediately.
- If you are told to evacuate, move immediately and follow official advice.
- Pick up your grab bag(s) if it is safe to do so.
- Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whānau first. Otherwise, go to your closest open Community Emergency Hub or Civil Defence Centre for support. Check radio stations and Auckland Emergency Management's website or social media to see what locations are open.

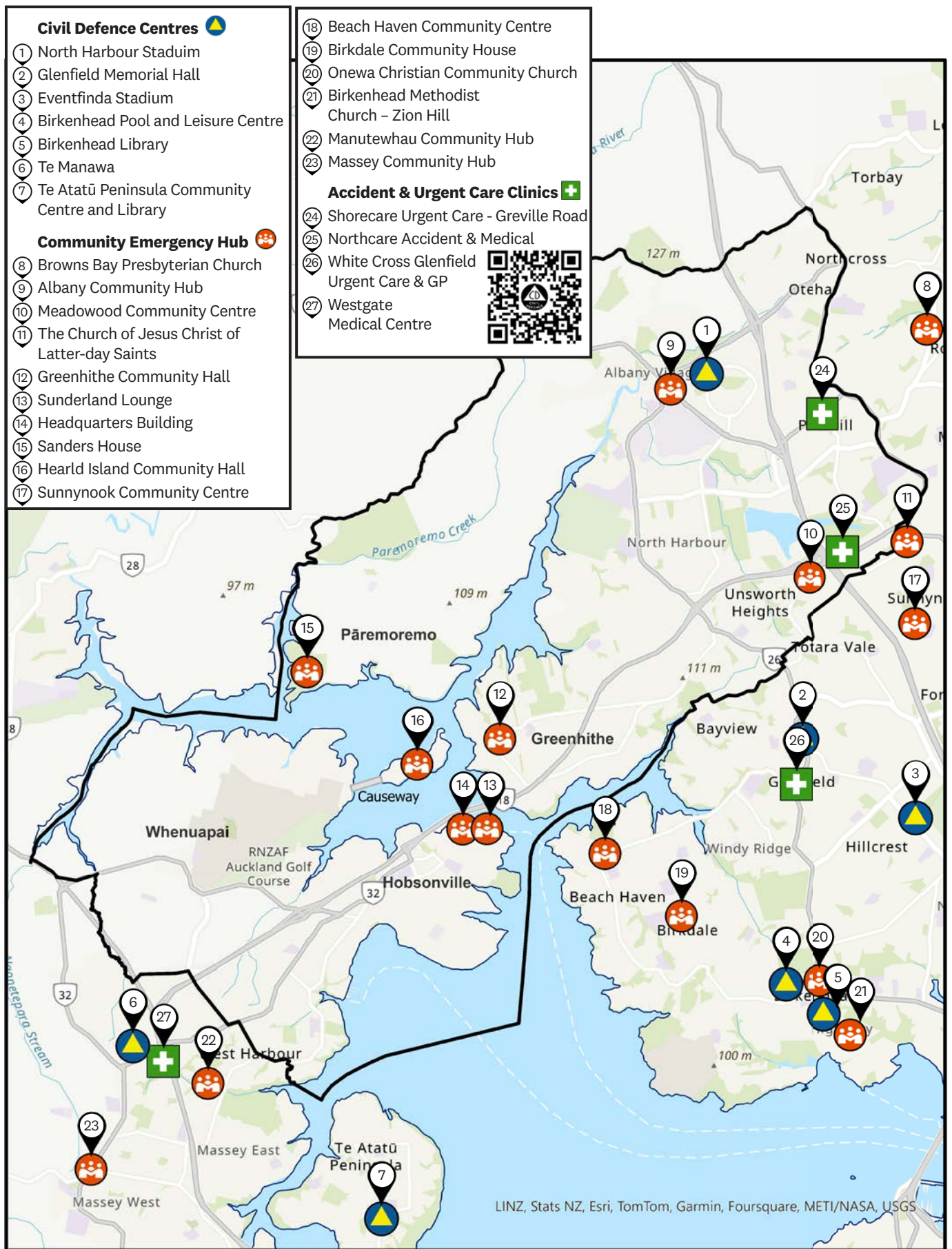


Figure 7: Map demonstrating accident and urgent care centres, marae, Civil Defence Centres & Community Emergency Hubs in the Upper Harbour local board area and nearby areas



Civil Defence Centres

Civil Defence Centres are opened based on community need and are equipped to provide affected people with a safe place to shelter and access essential support services.

Services can vary depending on the emergency, and may include provision of overnight shelter and access to welfare support agencies. Civil Defence Centres are managed by Auckland Emergency Management and staffed by central government agencies, welfare organisations and Auckland Council.

Auckland Emergency Management is currently reviewing the suitability of Civil Defence Centres across the whole rohe/region to ensure facilities are fit for purpose. Civil Defence Centres themselves may be impacted by an emergency, so it is important to check which centre is open before you go.

Potential Civil Defence Centres in the Upper Harbour area

The location of Civil Defence Centres will be informed by the emergency and proximity of impacted communities. The following table provides a list of the potential Civil Defence Centres in the Upper Harbour area, however other locations may be used. Radio stations and Auckland Emergency Management’s website and social media pages will list which centres are open.

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

Location	Services provided	Accessibility
North Harbour Stadium Stadium Drive, Albany	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Te Manawa West Gate 11 Kohuhu Lane, Westgate	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*East Coast Bays Leisure Centre 12 Bute Road, Browns Bay	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Glenfield Memorial Hall Hall Road Glenfield	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Eventfinda Stadium Argus Place, Wairau Valley	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Birkenhead Pool and Leisure Centre 46 Mahara Avenue, Birkenhead	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Birkenhead Library Corner Rawene Road & Hinemoa Street, Birkenhead	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

**Not within the Upper Harbour local board area but some residents may find this facility more convenient to access*



Community Emergency Hubs

Community Emergency Hubs are pre-identified, community-led places that support local residents to coordinate efforts and help each other during and after an emergency.

Community Emergency Hubs are opened and operated by people within the community, not by official authorities, when there is desire for community action. This is often in the initial 24 to 36 hours of an emergency.

Auckland Emergency Management will train communities who wish to pre-identify a place for a Community Emergency Hub (such as a church, sports club or hall) to set it up and operate.

A Community Emergency Hub offers a place where people can meet, support and help each other to look after their community during an emergency.

Figure 8: Diagram demonstrating communications between individuals and whānau/family, communities and the Emergency Coordination Centre

Potential Community Emergency Hubs in and around the Upper Harbour area

*Please check if your local Community Emergency Hub is open before visiting. Remember these Community Emergency Hubs are run by community volunteers and will only open when required

Location	Contact details
Albany Community Hub 575a Albany Highway, Albany	Albany Community Hub facebook.com/AlbanyCommunityHub/ albanycommunityhub.co.nz/ 027 700 3206 (09) 4154615
Greenhithe Community Hall 7 Greenhithe Road, Greenhithe	Greenhithe Emergency Resilience Group facebook.com/groups/Greenhithecommunitygroup
Headquarters Building Hobsonville 214 Buckley Avenue, Hobsonville (corner of Cinema Ave and Buckley Ave). Sunderland Lounge Cinema Avenue, Hobsonville (corner of Cinema Ave and Cutty Sark Rd)	Connected Neighbourhoods Trust emergency@neighbourhoods.nz facebook.com/groups/hobsonvilleemergencyresponsegroup/ neighbourhoods.nz 022 541 1476
Meadowood Community Centre 55 Meadowood Drive, Unsworth Heights	Meadowood Community Centre Phone number at venue: (09) 443 7337 facebook.com/meadowoodhouseNZ/ <i>Not accessible in flooding situations!</i>

Location	Contact details
Sanders House Sanders Reserve, 142 - 178 Sanders Rd, Pāremoremo	Sustainable Pāremoremo facebook.com/SustainableParemoremo
Herald Island Community Hall 44A Ferry Parade, Herald Island, Whenuapai	Herald Island Emergency Response Group facebook.com/groups/423899060271787 heraldisland.co.nz/herald-island-emergency-contacts
*Sunnynook Community Centre 148 Sycamore Drive, Sunnynook	Sunnynook Community Centre facebook.com/SunnynookCommunityCentre/?ref=embed_page_office@sunnynookcomcentre.co.nz (09) 410 4902
*Beach Haven Community Centre 130 Beach Haven Road, Beach Haven	facebook.com/BirkdaleBeachHaven birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz
*Birkdale Community House 134 Birkdale Road, Birkdale	facebook.com/BirkdaleBeachHaven birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz

**Not within the Upper Harbour local board area but some residents may find this facility more convenient to access*

Community Groups play an important role in emergency readiness and response by communicating key messages from Auckland Emergency Management to their communities and relaying the needs and impacts in their community.

A Community Readiness / Resilience group support the local community to prepare for, respond to, and recover from emergencies affecting their immediate local area.

- **Greenhithe Community Resilience Group (GCRG)**
facebook.com/profile.php?id=100090946925889
- **Hobsonville Emergency Response Group (HERG)**
facebook.com/groups/hobsonvilleemergencyresponsegroup/
- **Herald Island Emergency Response Group (HIERG)**
facebook.com/groups/423899060271787
- **Whenuapai Emergency Response Group (WERG)**
emergency@whenuapai.org

Community Emergency Readiness Networks:

Community Emergency Readiness Networks help bring key stakeholders (schools, businesses, community organisations, emergency services) together from different areas to collectively identify key gaps/risks/needs and share information and best practice to address and mitigate these to strengthen and support community readiness.

- **Hobsonville Community Emergency Readiness Network**
Email for more information and to get involved: emergency@neighbourhoods.nz
- **Whenuapai Area Community Emergency Readiness Network**
Email for more information and to get involved: WACERN@neighbourhoods.nz
- **NorthWest Auckland Community Emergency Readiness Network**
Email for more information and to get involved: emergency@neighbourhoods.nz

Your local residents association, citizen advice bureau and places of worship may also be able to offer you support, advice or may be able to help connect you to other support agencies or services

Interested in volunteering in an emergency?

There are many organisations where you can receive training and assist with an emergency response.

Community Emergency Hub and Community Response Group volunteers help their community set up and run Community Emergency Hubs and other community response initiatives. Contact your local Community Emergency Hub or Community Response /Resilience Group, for more information on how to get involved.



[New Zealand Response Team \(NZRT\) volunteers](#) are qualified responders who assist in emergency services during emergencies. In Auckland, we have three Response Teams who serve the wider Auckland community. NZ RT5 North Shore is based in Sunnynook. Email aeminfo@aucklandcouncil.govt.nz for more information.

[Taskforce Kiwi](#) deploys teams of suitably trained and experienced volunteers into the field before, during and after disasters, providing a variety of services to impacted communities, working alongside existing emergency management staff and volunteers. Go to taskforcekiwi.org/get-involved for more information.

[Fire and Emergency New Zealand's volunteers](#) help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help. Go to fireandemergency.nz/volunteering for more information.

[Land Search and Rescue \(LANDSAR\) volunteers](#) provide search and rescue assistance to the lost, missing and injured across New Zealand. Go to landsar.org.nz/volunteer-with-land-search-and-rescue for more information.

[Coastguard volunteers](#) serve in different capacities depending on their skills, interests and other commitments. Most people who volunteer for Coastguard want to make their contribution out on the water, but there are also plenty of shore-based opportunities for volunteers to support their local community. Go to volunteers.coastguard.nz/volunteer-roles for more information.

[Surf Life Saving New Zealand volunteers](#) lead beach and coastal safety, drowning prevention and rescue authority in Aotearoa. Go to surflifesaving.org.nz/join-us for more information.

[Student Volunteer Army volunteers](#) make tangible differences in the world every day – whether it's simply mowing a neighbour's lawn or taking action to reverse the effects of climate change. Through their work in crises across Aotearoa over the last decade, they have evolved to become leaders of second wave crisis response, helping communities recover after disaster. Go to volunteer.sva.org.nz for more information.

If you are not a volunteer with one of these organisations or another umbrella group, ask how you can support your neighbours. Organisations such as **[Volunteering Auckland](#)** may have opportunities to assist communities during emergencies.

New Zealand Response Team swift water car rescue training



Recovery

What is recovery?

During recovery from an emergency, arrangements are made to address its impacts and consequences. The length of time varies for each recovery, which may be weeks, months or years depending on the emergency.

Community is at the centre of recovery and their values and priorities must be considered. This is done by:

- supporting cultural and physical well-being of individuals and communities
- minimising the escalation of the consequences of the disaster
- reducing future exposure to hazards and their associated risks
- regenerating communities in ways that will meet future needs.

Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.²

Recovery can be an opportunity for positive change. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future emergency events.

Recovery is complex. Achieving a recovery's intended outcome requires communication, coordination, collaboration and time.

Roles in recovery – who does what?

<p>Whānau & individuals</p>	<ul style="list-style-type: none"> • Stay informed, share recovery information for those impacted, and find creative ways to support those who have been impacted. • Attend training, such as psychological first aid, to learn how to assist those that are struggling. 	
<p>Communities & Community Organisations</p>	<ul style="list-style-type: none"> • Host events, such as coffee mornings, to foster continued connection. • Review and refine community response or resilience plans, identifying what did and what did not work, and what can be improved. 	
<p>Auckland Council</p>	<p>Upper Harbour Local Board</p>	<ul style="list-style-type: none"> • Contribute to local awareness and help identify problems and vulnerabilities. • Help set up support recovery efforts and ongoing recovery teams. • Provide political leadership and champion the issues the community is facing.
	<p>Auckland Emergency Management</p>	<ul style="list-style-type: none"> • Undertake debriefs incorporating lessons learned into future work programmes. • May lead a local recovery response.
	<p>Auckland Council</p>	<ul style="list-style-type: none"> • If needed, establish a Recovery Office to coordinate recovery efforts. • Liaising with other recovery support agencies on behalf of communities.

² National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.

Recovery tips

Stay Informed

Auckland Council's *Our Auckland* newsletter and website provide up to date recovery information and help you find out where to access resources and support. Go to ourauckland.aucklandcouncil.govt.nz

Medical help and advice

If life is at risk dial 111.

Contact your doctor or call Healthline on **0800 611 116** if you need medical help or are concerned about health issues.

Contact your health provider if you need help with whare/home support services.

Looking after your mental wellbeing is important. It's normal for you and your whānau to be upset and to feel drained during and after emergencies.

For more help:

- Text or call **1737** to speak with a trained counsellor.
- Speak to a health professional such as your doctor or mental health provider.
- Use online resources including All Right allright.org.nz and He Waka Ora hewakaora.nz

Housing assistance

If you have had to evacuate your whare/home, only return if a building inspector or emergency services have said it is safe to do so.

If your house has received a red or yellow [placard](#) (sometimes called a sticker), the whare/homeowner will be contacted by a [rapid building assessment](#) case manager at Auckland Council. For more information go to aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx

[Tenancy Services](#) has advice for tenants and landlords on what to do if your rental property is damaged in a disaster. Call **0800 836 262** (0800 TENANCY) or visit tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster

If you are a Kāinga Ora customer, contact your Housing Support Manager or call **0800 801 601**.

The [Temporary Accommodation Service \(TAS\)](#) offers temporary support for those displaced from their damaged homes, working towards returning home or finding a new place to live.

Call **0508 754 163** or visit tas.mbie.govt.nz

Financial assistance

The Ministry of Social Development may make Civil Defence Payments available after an emergency. You don't have to be on a benefit to qualify for a Civil Defence Payment or be a New Zealand resident. Call **0800 559 009** or visit workandincome.govt.nz/products/a-z-benefits/civil-defence-payment.html

Insurance

Insurance policies vary according to the type of event, damage, and what is covered by a claim. Call your insurance company as soon as you know your property has been damaged.

Some insurers cover the cost of temporary accommodation if residents can't stay at whare/home due to an emergency.

Take photos of damaged items as soon as possible for an insurance claim, and your insurance company may send an assessor to visit your property.

The New Zealand Claims Resolution Service provides free legal advice for people dealing with home insurance claims because of a disaster. Call **0508 624 327** or email contact@nzcrs.govt.nz.

The [Natural Hazards Commission Toka Tū Ake](#) provides advice on insurance claims for natural disaster damage. Call **0800 326 243** (0800 DAMAGE) or email info@naturalhazards.govt.nz.



To report a problem

If life is at risk dial 111.



Electricity and gas

If you smell gas, evacuate immediately, call 111 and ask for Fire, then call Vector on **0800 764 764**.

For outages and faults, go to Vector's website vector.co.nz/personal/outages-faults

You can also report outages to your own electricity provider.



Internet

To report a problem with your broadband, contact your broadband provider. To view real time broadband outages go to chorus.co.nz/outages



Flooding

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

If flooding is on a highway or motorway, call the NZ Transport Agency | Waka Kotahi on **(09) 969 9800**.



Water and wastewater

To report a problem, contact Watercare via Live Chat on their website 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

If the sewage system is damaged, you may need to make an emergency toilet.

- To make an emergency toilet, use sturdy, watertight containers of 15 – 20 litres, such as a rubbish bin or an empty paint bucket, with a snug-fitting cover.
- Line buckets with plastic bags.
- Pour a small amount of regular household disinfectant, such as bleach, into the container each time the toilet is used to reduce odour and germs. If no disinfectant is available, use dirt and dry materials.





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



Roads

To report an urgent State Highway issue, call NZ Transport Agency | Waka Kotahi on **0800 444 449**

To report a non-urgent issue, go to 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

Access NZ Transport Agency's | Waka Kotahi journey planner at 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 to see disruption on arterial roads.



Security and crime

Do not put yourself in harm's way.

Unfortunately, emergencies can attract criminal activity.

To report a crime in progress, dial **111** and ask for police. Note the licence plate number if a vehicle is involved.



Disposal of waste

It is important to remove damp items from your whare/home as soon as possible for health reasons.

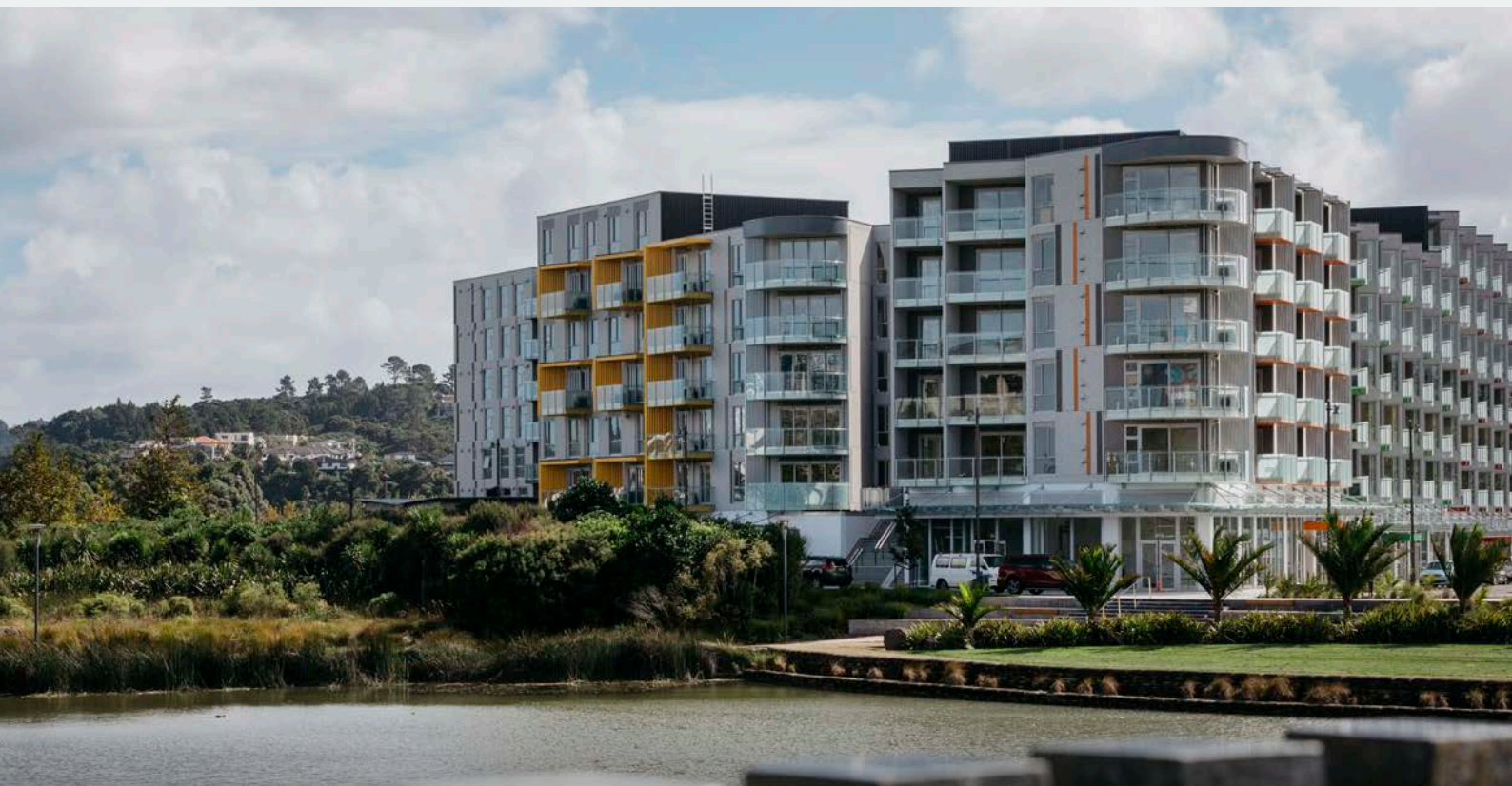
Take debris and damaged items to the closest waste transfer station. For the Upper Harbour area, this is the North Shore Transfer Station located at **117 Rosedale Road** in Pinehill and Constellation Drive Refuse Transfer Station **4 Home Place Mairangi Bay** and Waitākere Refuse and Recycling Transfer Station, **50 The Concourse, Henderson**. Call Auckland Council on **(09) 301 0101** if you need advice.



Donations

If you would like to donate items to those in need, check Localised's website, to see what items they are able to accept during a disaster recovery.

localised.nz/





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Appendix 1 – Useful Links

Introduction

- State of Emergency getready.govt.nz/emergency/who-does-what-in-an-emergency
- National Framework civildefence.govt.nz/cdem-sector/plans-and-strategies
- Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029 aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf
- Upper Harbour Local Board Plan 2023 aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/local-boards/all-local-boards/upper-harbour-local-board/Pages/upper-harbour-plans-agreements-reports.aspx
- Community Response (Resilience) Plans aucklandemergencymanagement.org.nz/community-ready#item2
- Household Plan aucklandemergencymanagement.org.nz/home-ready#item0
- Business Continuity Plan aucklandemergencymanagement.org.nz/work-ready#item2

Reduction

- Auckland’s Hazard Viewer aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8
- Reduce the risk of landslides aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx
- Reduce the risk of flooding aucklandcouncil.govt.nz/floodviewer
aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx

Readiness

Home Ready (grab bags, household plans, essential supplies)

- Auckland’s Hazard Viewer aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8
- Auckland Council’s Flood Viewer experience.arcgis.com/experience/cbde7f2134404f4d90adce5396a0a630
- Household Plan getready.govt.nz/prepared/household/make-a-plan
aucklandemergencymanagement.org.nz/home-ready#item0
getready.govt.nz/prepared/resources
- High Rise Building (Apartment) Ready wremo.nz/get-ready/home-ready/high-rise-buildings
- For people with disabilities or older persons:
 - Auckland Emergency Management Resources aucklandemergencymanagement.org.nz/resources
 - Advice for Disabled People (NEMA) getready.govt.nz/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing
 - Audio, Large Print and Easy Read getready.govt.nz/alternate-formats/audio (or call the Telephone Information Service by dialling **09 302 3344** menu option **4116**.)
 - Taikura Trust (for those under 65): **0800 824 5872** | taikura.org.nz
 - Whaikaha Ministry of Disabled People: **0800 566 601** | Text **4206** | contact@whaikaha.govt.nz
 - Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.
- Preparing Animals for Emergencies: mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies
- aucklandemergencymanagement.org.nz/lifestyle-block
Lifestyle Block Ready (AEM)

- Emergency Supplies
aucklandemergencymanagement.org.nz/home-ready#item1
- Grab bags
aucklandemergencymanagement.org.nz/home-ready#item2
- Emergency information in different languages:
ethniccommunities.govt.nz/resources/videos/emergency-preparedness-and-response
[aucklandemergencymanagement.org.nz/resources
getready.govt.nz/prepared](https://aucklandemergencymanagement.org.nz/resources/getready.govt.nz/prepared)

**change language in top left corner*

Community Ready

- Community Ready (AEM):
[aucklandemergencymanagement.org.nz/
community-ready](https://aucklandemergencymanagement.org.nz/community-ready)
- Community Response [Resilience] Plan templates
[aucklandemergencymanagement.org.nz/
community-ready#item2](https://aucklandemergencymanagement.org.nz/community-ready#item2)
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans
[aucklandemergencymanagement.org.nz/auckland-
emergency-management/local-boards](https://aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards)
- Greenhithe Community Resilience Group (GCRG)
facebook.com/profile.php?id=100090946925889
- Hobsonville Emergency Response Group (HERG)
[facebook.com/groups/
hobsonvilleemergencyresponsegroup/](https://facebook.com/groups/hobsonvilleemergencyresponsegroup/)
- Herald Island Emergency Response Group (HIERG)
facebook.com/groups/423899060271787
- Whenuapai Emergency Response Group (WERG)
emergency@whenuapai.org
- Neighbourhood Support Waitakere
nswaitakere.org.nz/
- North Shore Neighbourhood Support
[neighbourhoodsupport.co.nz/member/
neighbourhood-support-north-shore](https://neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore)
- Citizen Advice Bureau cab.org.nz

Work Ready (Businesses)

- Work Ready (AEM)
[aucklandemergencymanagement.org.nz/
work-ready](https://aucklandemergencymanagement.org.nz/work-ready)
- Work Ready (NEMA)
getready.govt.nz/prepared/work

- Business:
[business.govt.nz/risks-and-operations/planning-
for-the-unexpected-bcp/emergency-planning-for-
businesses](https://business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses)

Hazard Ready

- Flood Viewer
aucklandcouncil.govt.nz/floodviewer
- Make Your Home Safer [getready.govt.nz/
prepared/household/make-your-home-safer](https://getready.govt.nz/prepared/household/make-your-home-safer)
- Drop Cover and Hold [getready.govt.nz/
emergency/earthquakes/drop-cover-hold](https://getready.govt.nz/emergency/earthquakes/drop-cover-hold)
- Shake Out
getready.govt.nz/involved/shakeout
- Protection from breathing ash
ivhhn.org/ash-protection
- Protect yourself from breathing volcanic ash
ivhhn.org/ash-protection

Response

- State of Emergency [getready.govt.nz/emergency/
who-does-what-in-an-emergency](https://getready.govt.nz/emergency/who-does-what-in-an-emergency)
- Radio New Zealand rnz.co.nz
- Newstalk ZB newstalkzb.co.nz
- The Hits thehits.co.nz
- More FM morefm.co.nz/home.html
- Radio Samoa radiosamoa.co.nz
- Radio Waatea waateanews.com/listen-online
- Humm FM hummmf.com
- Radio Spice radio.org.nz/spice
- Radio Tarana radio.org.nz/tarana
- Planet FM planetaudio.org.nz
- Pacific Media Network 531 AM [pmn.co.nz/radio-
stations/531-pi](https://pmn.co.nz/radio-stations/531-pi)
- New Zealand Chinese Radio 90.6 FM fm906.co.nz
- Radio Tama-Ohi 87.7 FM radio.org.nz/tama-ohi
- Facebook (AEM) facebook.com/aklcdem
- X [previously Twitter] (AEM)
twitter.com/AucklandCDEM
- Auckland Emergency Management website
aucklandemergencymanagement.org.nz
- Facebook (NEMA) facebook.com/NZCivilDefence
- X [previously Twitter] (NEMA)
twitter.com/NZcivildefence

- NEMA's Get Ready website getready.govt.nz/en
- Our Auckland Council ourauckland.aucklandcouncil.govt.nz
- Waka Kotahi nzta.govt.nz/traffic-and-travel-information
- Auckland Transport at.govt.nz/projects-roadworks/roadworks-and-disruptions
- Safe Swim safeswim.org.nz
- Emergency Mobile Alert getready.govt.nz/prepared/stay-informed/emergency-mobile-alert
- GeoNet geonet.org.nz | facebook.com/geonetnz
- Met Service metservice.com facebook.com/MetService

Volunteer Organisations

- Auckland Emergency Management Response Teams aucklandemergencymanagement.org.nz/get-involved/auckland-response-team
- Taskforce Kiwi taskforcekiwi.org/get-involved
- FENZ fireandemergency.nz/volunteering
- LandSAR landsar.org.nz/volunteer-with-land-search-and-rescue
- Coastguard volunteers.coastguard.nz/current-vacancies
- Surf Life Saving NZ surflifesaving.org.nz/join-us/become-a-surf-lifeguard
- Student Volunteer Army facebook.com/StudentVolunteerArmy
- Volunteering Auckland volunteeringauckland.org.nz

Recovery

- Our Auckland ourauckland.aucklandcouncil.govt.nz
- Wellbeing support
Te Whatu Ora info.health.nz
All Right allright.org.nz/coping-tough-times
He Waka Ora hewakaora.nz
- Vector vector.co.nz/personal/outages-faults
- Chorus chorus.co.nz/outages
- Watercare watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns
- Fallen trees or debris aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx
- Roads Auckland Transport at.govt.nz/projects-roadworks/road-works-disruptions

- Waka Kotahi nzta.govt.nz/traffic-and-travel-information
- Emergency toilets tewhatuora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop
- Placards (stickers) aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx
- Tenancy Services tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster
- Kāinga Ora kaingaora.govt.nz/en/NZ/contact-us
- Temporary Accommodation Service (TAS) tas.mbie.govt.nz
- Work and Income workandincome.govt.nz
- New Zealand Claims Resolution Service nzcrs.govt.nz
- The Natural Hazards Commission Toka Tū Ake Factsheets naturalhazards.govt.nz/our-publications/information-about-ecover-claims-for-storm-flood-and-landslip-damage
- Localised localised.nz/our-enterprises/wairau-zero-waste-hub

Emergency Services

If life is at risk dial 111.

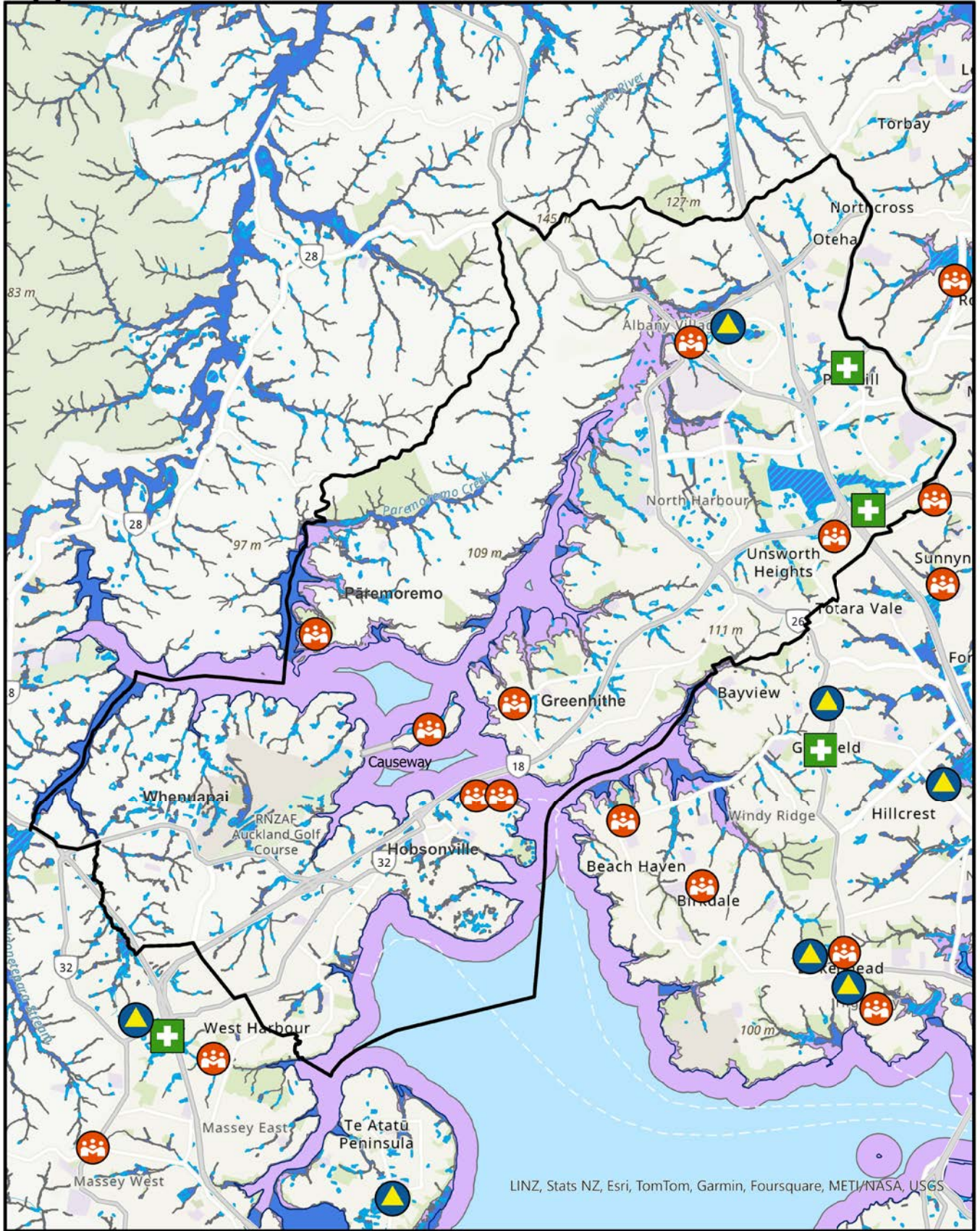
For information and updates visit:

NZ Police	police.govt.nz
Fire and Emergency NZ	fireandemergency.nz checkitsalright.nz
St John	stjohn.org.nz
Coastguard Marine Assistance	coastguard.nz/boating-safely/in-an-emergency



Appendix 2 - Maps

Upper Harbour Flood and Coastal Inundation



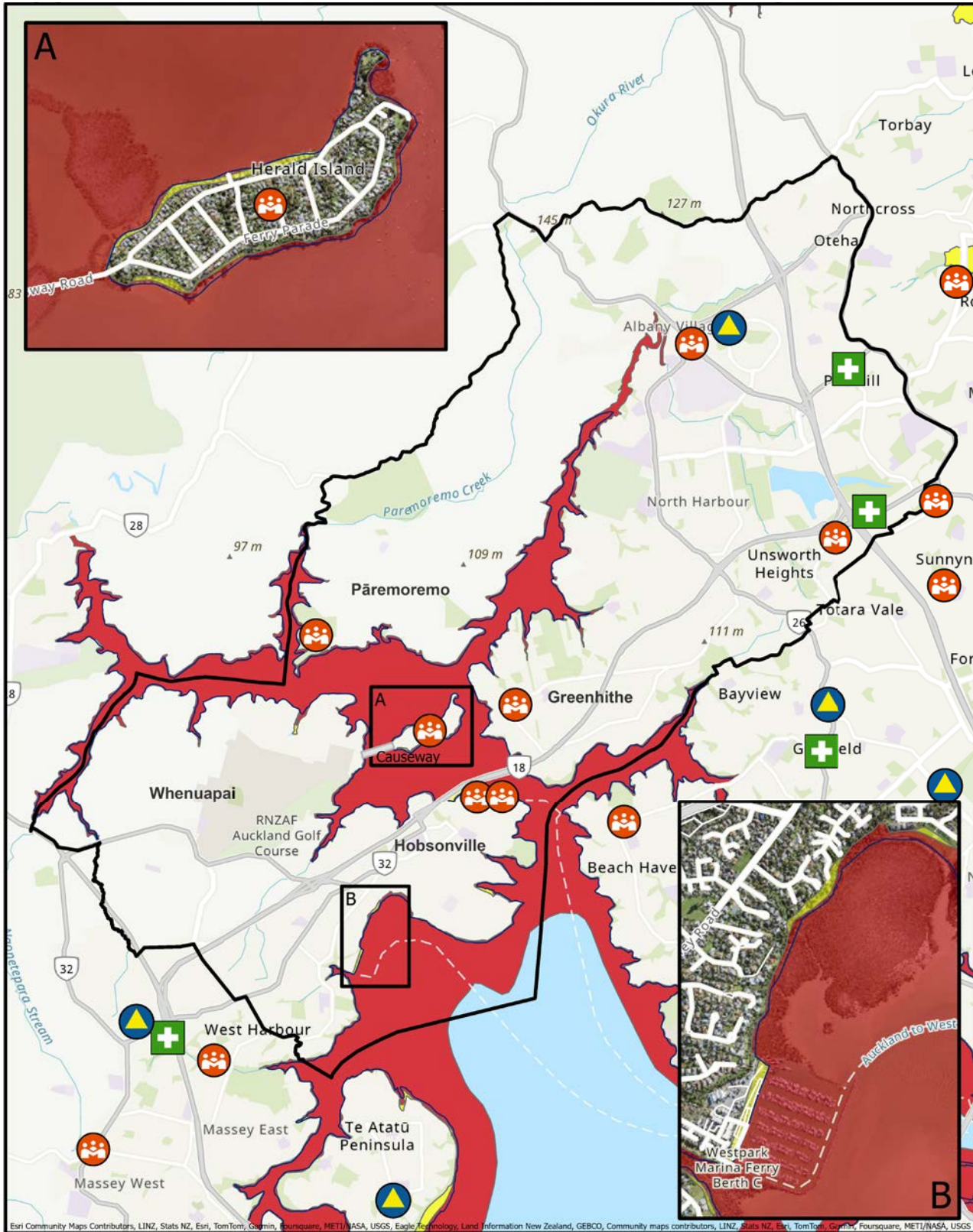
LINZ, Stats NZ, Esri, TomTom, Garmin, Foursquare, METI/NASA, USGS

-  Accident & Urgent Care Clinics
-  Civil Defence Centres
-  Community Emergency Hub
-  Local Board Boundary
-  Flood Prone Areas
-  Flood Plains
-  Coastal Inundation
-  Coastline



DO YOU KNOW YOUR FLOOD RISK?
SCAN NOW

Upper Harbour Tsunami Evacuation Zone Map



-  Accident & Urgent Care Clinics
-  Civil Defence Centres
-  Community Emergency Hub
-  Local Board Boundary
-  Red Shore and Marine Threat Zone
-  Yellow Land Threat Zone
-  Coastline

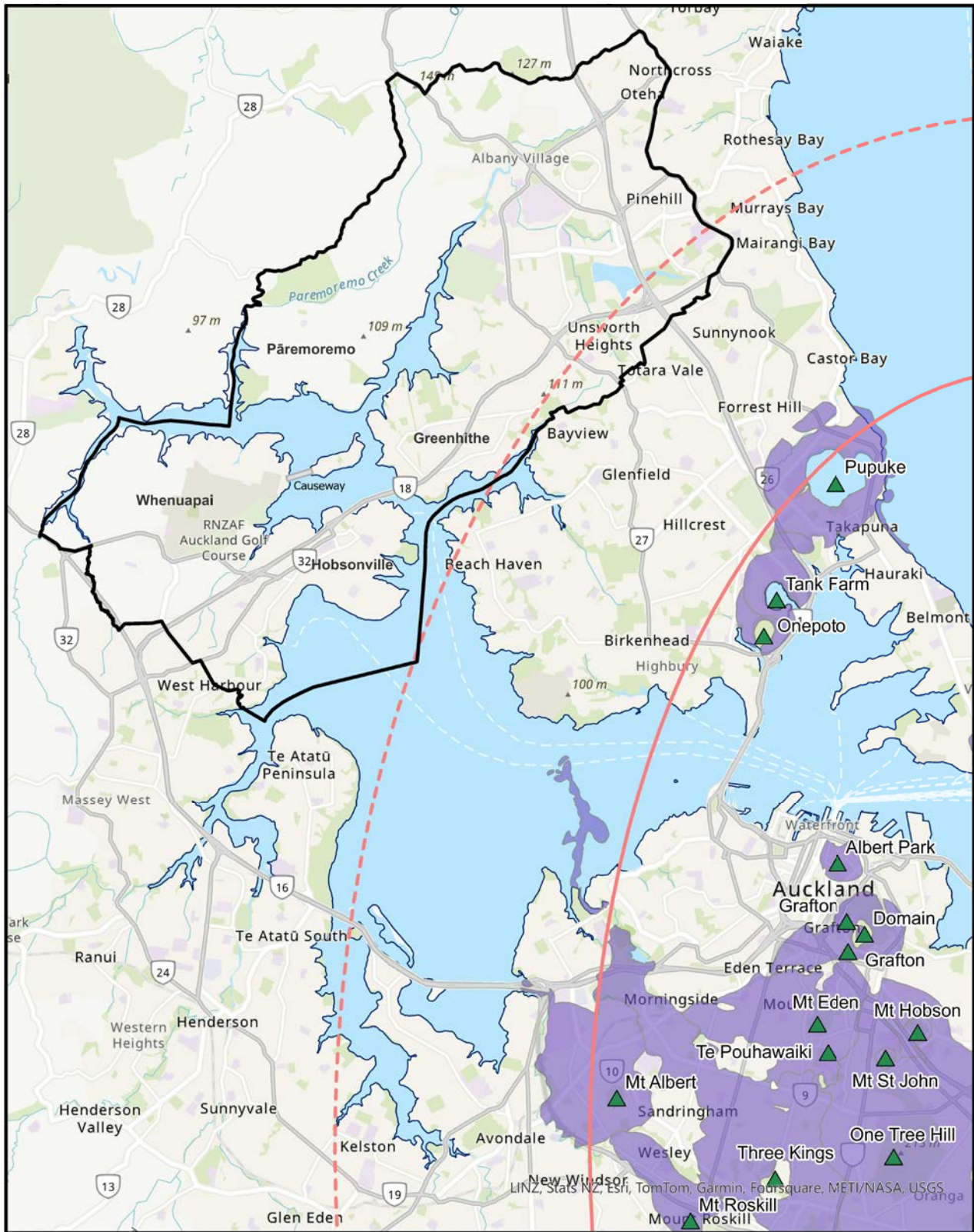


**DO YOU LIVE,
WORK, OR PLAY
IN A TSUNAMI
EVACUATION ZONE?
SCAN NOW**

Red is a shore and marine threat zone: This includes the shore and adjacent low-lying areas most likely to be affected by a tsunami. You should avoid this area following any tsunami alert for the Auckland rohe/region until you are told it is safe to return.

Yellow is a land threat zone and is the area that would need to be evacuated. You should evacuate this area if directed, or if you notice any natural warnings. Do not return until you are told it is safe to do so.

Upper Harbour Volcanic Hazard Map



- Local Board Boundary
- Coastline
- Volcanic vents
- Past volcanic deposits
- Boundary of current Auckland Volcanic field
- 5km buffer of the Auckland Volcanic Field boundary



DO YOU KNOW THE RISK OF AUCKLAND'S VOLCANIC HAZARDS?
SCAN NOW

Volcanic vents show the known locations centres of currently identified Auckland Volcanic Field eruptions .

Existing volcanic deposits show the current mapped extent of the rocks, thick ash and lava flows associated with the vents of the Auckland Volcanic Field.

Current Auckland Volcanic Field boundary shows the current extent of eruption sites, and marks the area where scientists believe the next eruption within the Auckland Volcanic Field is most likely to occur.

5 km buffer of Auckland Volcanic Field boundary takes into account the uncertainty around the extent of the Auckland Volcanic Field.

Upper Harbour Local Board Emergency
Readiness and Response Plan Version 1

@ October 2024 Auckland Emergency
Management, New Zealand

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Management**
Tokonga Mate Ohotata o Tamaki Makaurau

