

Waitākere Ranges

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:

[@aklcedem](https://www.facebook.com/aklcedem) [@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
- [Radio Apna](#) 990 AM



Local accident and urgent care clinics

- [Waitākere Hospital Emergency Department](#)
open 24 hours | phone **0800 80 93 42**.
- [White Cross Henderson](#) open 24 hours
phone **(09) 836 3336**.
- [Westgate Medical Centre](#) open daily from
8am-8pm | phone **(09) 833 3134**.
- [White Cross New Lynn](#) open daily from
8am-8pm | phone **(09) 828 8912**.

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.



Telecommunications

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

2degrees **0800 022 022** | One NZ **0800 800 081**
Spark NZ **0800 800 123** | Or other provider.



Flooding

To report flooding to Auckland Council call **(09) 301 0101** press **3** for stormwater, press 3 again for flooding.



Water supply and wastewater

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

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)

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.



Landslides

If you suspect that a landslide is about to occur contact Auckland Council on **(09) 301 0101** or other geotechnical engineers to assess for potential danger.

Emergency actions

Put your family/whānau emergency Household Plan into action.

IF YOU ARE SAFE AT HOME











If life is at risk dial 111.

IF YOU ARE UNSAFE AT HOME

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

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

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

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

Take your grab bag.

Use your evacuation routes.

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



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



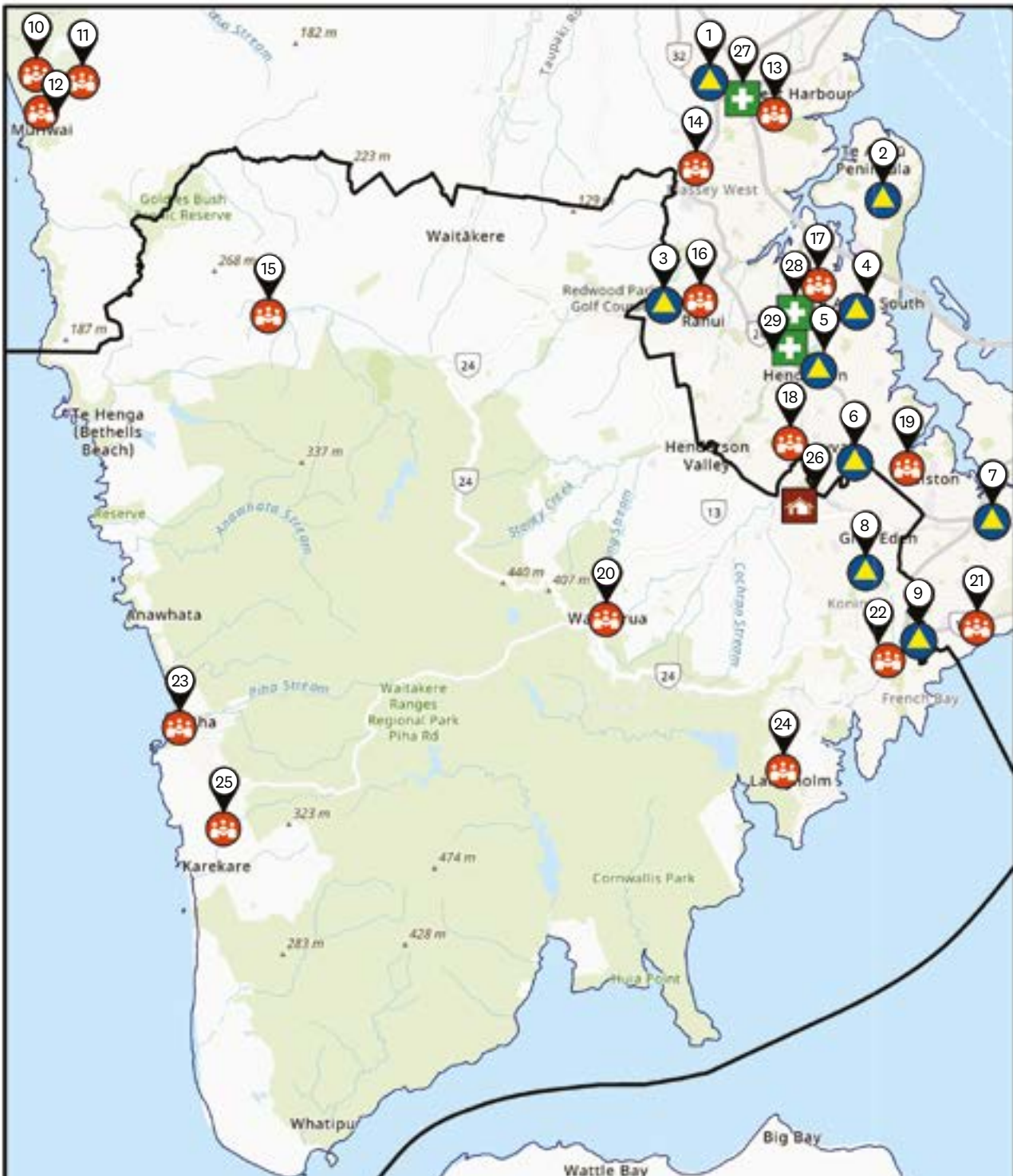
Interested in volunteering during an emergency?

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



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.



<p>Civil Defence Centres 📍</p> <ul style="list-style-type: none"> ① Te Manawa ② Te Atatū Peninsula Community Centre and Library ③ Rānui Community Centre ④ Te Atatū South Community Centre ⑤ West Wave Pool and Leisure Centre ⑥ Te Pae o Kura ⑦ New Lynn Community Centre 	<ul style="list-style-type: none"> ⑧ Ceramco Park Function Centre ⑨ Titirangi War Memorial Hall <p>Community Emergency Hub 🏠</p> <ul style="list-style-type: none"> ⑩ Muriwai Golf Club ⑪ Houghton's Bush Camp ⑫ Muriwai Surf Club ⑬ Manutewhau Community Hub ⑭ Massey Community Hub ⑮ Te Henga Bethells Beach Emergency Resilience Group ⑯ Rānui Baptist Community Care 	<ul style="list-style-type: none"> ⑰ The Trust Arena ⑱ Hub West (MPHS) ⑲ Kelston Community Hub ⑳ Waiatarua Resilience Group ㉑ Green Bay Community House ㉒ Titirangi Community House ㉓ Piha Ratepayers and Residents Association ㉔ Laingholm Community Resilience Group ㉕ Karekare Resilience Group 	<p>Marae 🏠</p> <ul style="list-style-type: none"> ㉖ Hoani Waititi Marae <p>Accident & Urgent Care Clinics 🏥</p> <ul style="list-style-type: none"> ㉗ Westgate Medical Centre ㉘ White Cross Henderson ㉙ Waitākere Hospital Emergency Department
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Map demonstrating places to receive support or evacuate to around Waitākere Ranges

Top tips to get ready for an emergency



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



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



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



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



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



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



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



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



Visit getready.govt.nz for further tips on how to get ready.



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

