

# Waitematā

## 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://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://aucklandemergencymanagement.org.nz)

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

Social media:

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

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

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

[aucklandcouncil.govt.nz](https://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 in Waitematā area

- Auckland City Hospital Emergency Dept 24/7**  
2 Park Road Grafton, Auckland  
Phone (09) 367 0000 | [adhb.health.nz](https://adhb.health.nz)
- Starship Children's Hospital 24/7**  
2 Park Road Grafton, Auckland  
Phone (09) 307 4902 | [starship.org.nz](https://starship.org.nz)

### 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://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://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://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://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://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://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://contact.at.govt.nz) Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://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://at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on arterial roads.

# Emergency actions

Put your family/whānau emergency Household Plan into action.

**IF YOU ARE SAFE AT HOME**











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

**IF YOU ARE UNSAFE AT HOME**

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

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

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

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

Take your grab bag.

Use your evacuation routes.

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



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



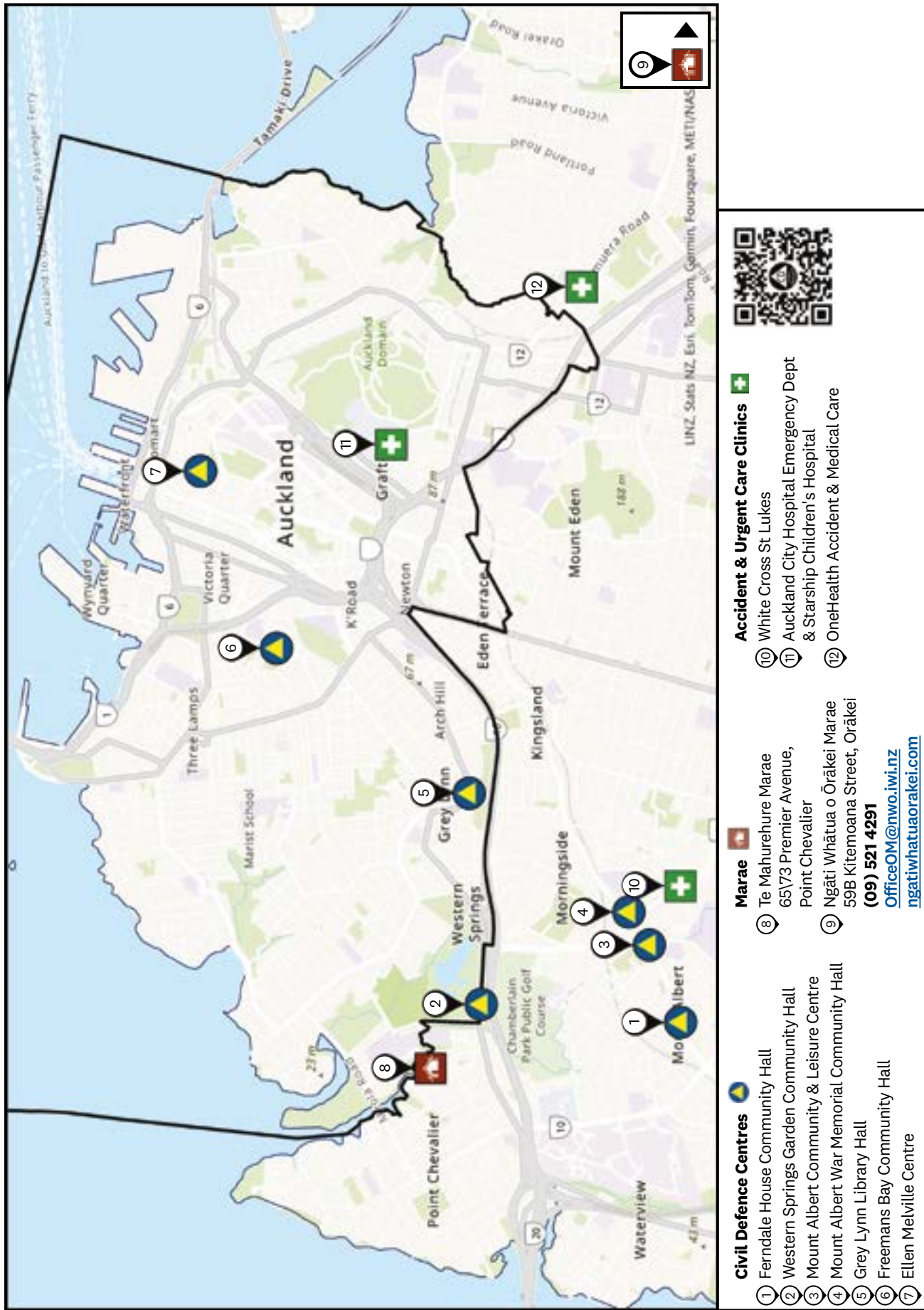
## Interested in volunteering during an emergency?

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



# 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.



# Top tips to get ready for an emergency

1



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



7



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



2



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



8



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



3



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



9



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



4



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



10



Know your neighbours and look out for each other.



5



Get your lifestyle block or farm ready



11



Get your business ready.



6



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



12



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

