

## Puketāpapa Local Board Workshop Programme

**Date of Workshop:** Thursday, 04 July 2024

**Time:** 9.55am – 2.00pm

**Venue:** Puketāpapa Local Board, 560 Mt Albert Road, Three Kings and Online via Microsoft Teams.

**Apologies:** Member B Shen

Time	Workshop Item	Overview	Governance role	Presenter/s
		<p style="text-align: center;"><b>Karakia</b></p> <p style="text-align: center;"><b>Whakataka te hau ki te uru.</b></p> <p style="text-align: center;"><i>The wind blows from the west.</i></p> <p style="text-align: center;"><b>Whakataka te hau ki te tonga.</b></p> <p style="text-align: center;"><i>The wind blows from the south.</i></p> <p style="text-align: center;"><b>Kia mākinakina ki uta.</b></p> <p style="text-align: center;"><i>It pierces the land with its wintry nip.</i></p> <p style="text-align: center;"><b>Kia mātaratara ki tai.</b></p> <p style="text-align: center;"><i>And slices the sea with its freezing chill.</i></p> <p style="text-align: center;"><b>Kia hī ake ana te atakura</b></p> <p style="text-align: center;"><i>When the red dawn breaks</i></p> <p style="text-align: center;"><b>he tio, he huka, he hauhū.</b></p> <p style="text-align: center;">there is ice, snow and frost.</p> <p style="text-align: center;"><b>tihei mauri ora!</b></p> <p style="text-align: center;">indeed, there is life</p>		


Time	Workshop Item	Overview	Governance role	Presenter/s
<p><b>9.55am – 10.00am</b> (5 mins)</p>	<p><u>Item 1</u> <b>Declarations of interest</b></p>	<p><u>Purpose:</u> Board only discussion.</p>	<p>What is the local board's governance role with regards to the item being workshopped:</p> <ul style="list-style-type: none"> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ella Kumar</b> Chair</li> </ul>
<p><b>10.00am – 11.00am</b> (60 mins)</p>	<p><u>Item 2</u> <b>Emergency Readiness Response Plan (workshop 2)</b></p> <p>To provide and agree the final draft local board emergency response and readiness plan. To agree a communication plan.</p>	<p><u>Purpose:</u> To agree a final draft local board emergency response and readiness plan. To agree a communication plan.</p>	<p>What is the local board's governance role with regards to the item being workshopped</p> <ul style="list-style-type: none"> <li>• Setting direction/priorities and budget</li> <li>• Local Board feedback/direction</li> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Leilani Malolo</b> Senior Community Planning and Readiness</li> </ul>
<p><b>11.00am – 11.30am</b> (30 mins)</p>	<p><u>Item 3</u> <b>Local Board communications update</b></p> <p><u>Information Materials:</u> TBC</p>	<p><u>Purpose:</u> Staff will be in attendance to provide a Communications Update.</p>	<p>What is the local board's governance role with regards to the item being workshopped:</p> <ul style="list-style-type: none"> <li>• Setting direction/priorities and budget</li> <li>• Local Board feedback/direction</li> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Linh Tra</b> Specialist Local Communication</li> </ul>

Time	Workshop Item	Overview	Governance role	Presenter/s
<p><b>11.30am – 12.00noon</b> (30 mins)</p>	<p><u>Item 4</u> <b>Thriving Rangatahi</b></p> <p><u>Information Materials:</u></p> <p>i) Powerpoint presentation Thriving Rangatahi (I Am Auckland)</p> <p>ii) PDF Thriving Rangatahi Puketāpapa Snapshot</p>	<p><u>Purpose:</u> To seek local board input into the council's draft strategic priorities for children and young people.</p>	<p>What is the local board's governance role with regards to the item being workshopped:</p> <ul style="list-style-type: none"> <li>• Setting direction/priorities and budget</li> <li>• Local Board feedback/direction</li> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Caroline Stephens</b> Senior Policy Advisor, Culture and Diversity</li> <li>• <b>Mackenzie Blucher</b> Policy Advisor</li> </ul>
<p><b>12.00noon – 12.30pm</b> (30 mins)</p>	<p><b>Board Lunch</b></p>			
<p><b>12.30pm – 1.00pm</b> (30 mins)</p>	<p><u>Item 5</u> <b>Board member time</b></p>	<p><u>Purpose:</u> Board only discussion.</p>	<p>What is the local board's governance role with regards to the item being workshopped:</p> <ul style="list-style-type: none"> <li>• Setting direction/priorities and budget</li> <li>• Local Board feedback/direction</li> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ella Kumar</b> Chair</li> </ul>

Time	Workshop Item	Overview	Governance role	Presenter/s
1.00pm – 2.00pm	<p><u>Item 6</u>  <b>Auckland Transport Monthly Update</b></p> <p>a) Frost Road</p> <p>b) Information for the Forward Works Programme</p>	<p><u>Purpose:</u>  To provide an opportunity for the Auckland Transport Elected Member Representative to provide an update to the board.</p>	<p>What is the local board's governance role with regards to the item being workshopped:</p> <ul style="list-style-type: none"> <li>• Setting direction/priorities and budget</li> <li>• Local Board feedback/direction</li> <li>• Keeping informed</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Jennifer Fraser</b>  AT Elected Member  Relationship Partner</li> </ul>
<p><b>Closing - Karakia</b></p> <p><b>Unuhia, unuhia</b>  <i>Draw on, draw on</i></p> <p><b>Unuhia mai te urutapu nui</b>  <i>Draw on the supreme sacredness</i></p> <p><b>Kia wātea, kia māmā,</b>  <i>To clear and to set free</i></p> <p><b>te ngākau te tinana, te hinengaro</b>  <i>the heart, the body and the inner essence</i></p> <p><b>i te ara takatū</b>  <i>In preparation for our pathways</i></p> <p><b>Koia rā e Rongo</b>  <i>Let peace and humility</i>  <i>be raised above all</i></p> <p><b>e whakairia ake ki runga</b></p>				

Time	Workshop Item	Overview	Governance role	Presenter/s
		<b>Kia tina! Haumi e!</b> <i>Manifest this! Realise this!</i> <i>Bind together! Affirm!</i> <b>Hui e! Tāiki e!</b>		

Next workshop: Thursday, 18 July 2024 at 1.30pm    Next business meeting Thursday, 18 July 2024 at 10am



# Puketāpapa Local Board Emergency Readiness and Response Plan

## Workshop 2

**Leilani Malolo**

**Senior Community Planning & Readiness Advisor**

July 2024



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# Workshop purpose

- To introduce the draft content for the Puketāpapa Local Board Emergency Readiness & Response plan and seek feedback on:
  - hazards likely to affect the Puketāpapa Local Board area
  - the provisional Civil Defence Centres and potential Community Emergency Hubs for the Puketāpapa community.
- To identify key community groups willing to engage and provide feedback on the ER&R Plan.



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# Proposed timeline for Plan development



**March**

## Workshop 1

Introductory workshop with Local Board

### **Purpose**

- To agree approach
- To nominate working group or lead.

**June/July**

## Workshop 2

### **Purpose**

- To workshop draft Readiness & Response plan and receive feedback
- To identify key community groups to test plan with.

**August**

## Workshop 3

### **Purpose**

- To agree final draft Readiness & Response Plan.
- To agree communication plan.

**October/September**

## Business meeting

### **Purpose**

- To adopt Readiness & Response plan.
- Commence community engagement as per Communication and Engagement Plan.

## Drafting of Readiness & Response Plan

*Local Board Working Group (Senior AEM Advisor, LB ER&R Lead/s, Senior Local Board Advisor, Connected Communities representatives)*



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# Draft content – Local Board Readiness & Response Plan



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# Local Board Emergency Readiness & Response Plans - Purpose

- A publicly available, community facing document that provides information on:
  - how people living and working in the Local Board rohe can prepare for emergencies.
  - localised procedures and advice to prepare and respond to specific hazards faced by this local board.
  - what to do and where to go in an emergency response.



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**BROADER EMERGENCY MANAGEMENT SYSTEM**  
 — emergency services — lifelines — health providers — welfare services —

**The 4 Rs across Auckland Council**

**REDUCTION**

- Strategies and plans, for example:
- Auckland Plan
  - Te Tāruke-ā-Tāwhiri
  - Future Development Strategy
  - Water Strategy
  - Infrastructure Strategy
  - Natural Hazard Risk Management Action Plan

Tools, including:

- Legislative
- Non-statutory
- Communication

**RECOVERY**

Medium to large scale recovery coordination across recovery environments and sector groups: Economic, Social, Built and Environmental



Collaborative research forums  
 Consultation in related plans and strategies  
 Communication and public education  
 CDEM induction and CIMS training as required  
 Auckland Council Emergency Support  
 Recovery planning and coordination of small scale recovery  
 Community and business resilience  
 Risk assessment  
 Operational maintenance  
 Asset remediation

**READINESS**

- Operational
- Planning
  - Training
  - Exercises
  - Multi-agency groups
  - Equipment
  - Preparations for recovery
- Community
- Public awareness
  - Empowering communities
  - Individuals, whānau, businesses

**RESPONSE**

- Monitoring and initial action
- Warning and alerting systems
- Lead and support agencies
- Declarations
- Apply Coordinated Incident Management System to emergency events



— mana whenua and mātāawaka — the community —

# The 4 Rs of Emergency Management



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# DRAFT Emergency Readiness & Response Plan Part One: Call to Action Piece

## 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 <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 (emergencies only)	Website: <a href="http://www.aucklandemergencymanagement.org.nz">www.aucklandemergencymanagement.org.nz</a> Email: <a href="mailto:aeminfo@aucklandcouncil.govt.nz">aeminfo@aucklandcouncil.govt.nz</a> Social media: <a href="#">Facebook @aklcdem</a>   <a href="#">X (formerly Twitter) @AucklandCDEM</a>
Dial 09 301 0101 (other queries for Auckland Council)	Website: <a href="http://www.aucklandcouncil.govt.nz">www.aucklandcouncil.govt.nz</a>
Dial 0800 801 601	Kāinga Ora <a href="https://kaingaora.govt.nz/en/NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/">https://kaingaora.govt.nz/en/NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/</a>

### Radio Stations (for emergency information)

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4 FM
- More FM 91.8 FM

### For older persons or people with disabilities

Taikura Trust (for those under 65): 0800 824 5872 | [www.taikura.org.nz](http://www.taikura.org.nz)

Whaikaha Ministry of Disabled People: 0800 566 601 | Text 4206 | [contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz)

Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.

### Other Non-Mainstream Radios List for Information

- Planet FM FM104.6 Ethnic radio
- Pacific Media Network (PMN) 531pi. 531AM
- Radio Spice Punjabi 88FM
- Radio Samoa 1593AM
- Radio Tama-Ohi 87.7FM
- New Zealand Chinese Radio 90.6FM
- Radio Taranaki 1386AM
- Humm FM (104.2FM or 702AM)

- Key Contacts & Emergency Information
- Radio Stations
- Non-mainstream channels
- Accident & Urgent Care Clinics (no appointment required)
- Report a Problem
- Need to Evacuate
- Executive Summary
- Tips to get ready
- Tips to get thru
- Make a Plan



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# Working Group progress

## Discussion

### Part One:

- Reflective of board area & includes critical information on hand
- Need for non-mainstream radio channels to increase reach of information being distributed (work in progress - PIM)
- Importance of Kāinga Ora and their development within the local board
- Neighbouring board information to support the local board

### Throughout:

- Need for local imagery/icons/graphics
- Acknowledgment of rich diversity need for 'Easy Read'
- Links that take you to sections of the 'guide', address locations, websites, social media



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# The hierarchy of plans





# Hazards



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Hazard (In no order)	Likelihood	Consequence	Risk Rating	
Earthquake	Unlikely	Major	High risk	
Tsunami	Unlikely	Major		
River flooding (catchment flooding)	Possible	Moderate		
Widespread severe storm	Possible	Moderate		
Human Pandemic	Possible	Moderate		
Severe thunderstorm / tornado	Likely	Minor		
Electricity supply failure	Possible	Moderate		
Volcanic eruption – Auckland Volcanic Field	Rare	Major	Medium Risk	
Volcanic eruption – distant source	Rare	Moderate		
Animal pest / disease	Possible	Minor		
Plant pest / disease	Possible	Minor		
Urban flooding (flash flood)	Possible	Minor		
Drought	Possible	Minor		
Fire – built environment / structure fire	Possible	Minor		
Fire – vegetation / wildfire	Possible	Minor		
Fuel supply failure	Possible	Minor		
Hazardous substance event	Possible	Minor		
Heatwave	Possible	Minor		
Marine pollution incident	Possible	Minor		
Storm surge	Possible	Minor		
Water supply failure / contamination	Possible	Minor		
Cyber attack	Possible	Minor		
Civil unrest	Unlikely	Minor		Low risk
Terrorism	Unlikely	Minor		
Mass transport accident	Unlikely	Minor		
Dam failure	Rare	Minor		

# Hazards and risks in Tāmaki Makaurau

## Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024 – 2029

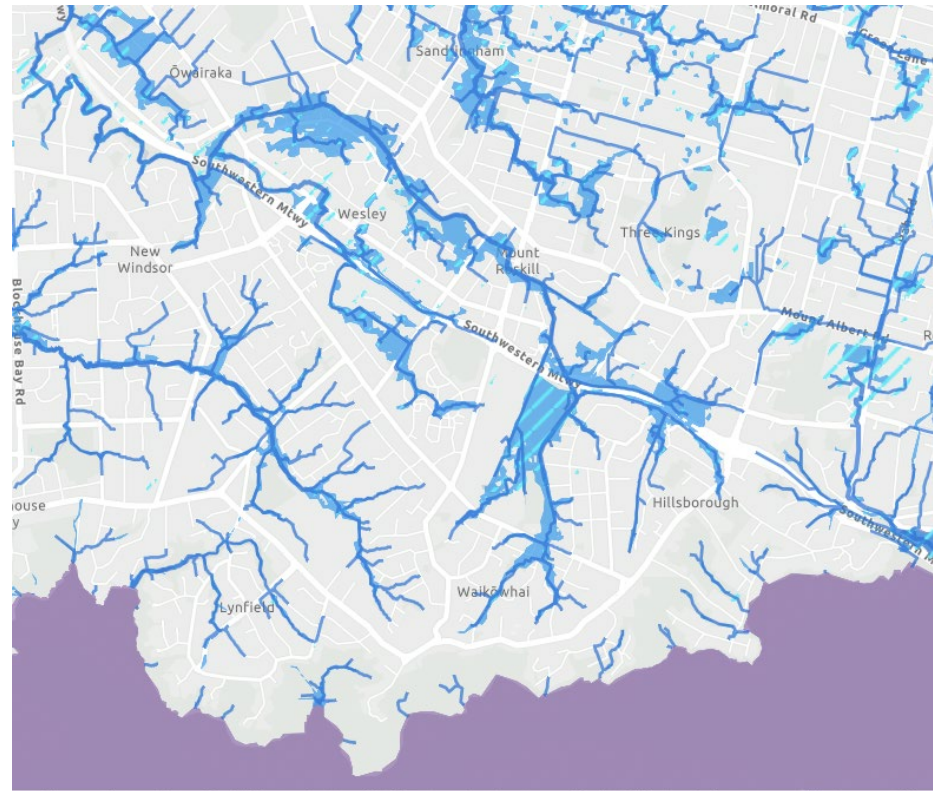


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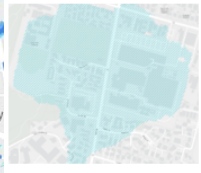

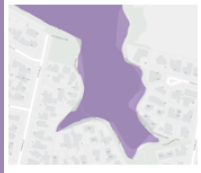


# Specific hazards in Puketāpapa

- Flooding
- Coastal inundation
- Land instability
- Severe thunderstorms
- Lifelines Infrastructure failures
  - cellular network / electricity
  - / roading & bridges



## LEGEND

	<b>Flood plains</b> Areas predicted to be covered by flood water during heavy rain
	<b>Flood prone areas</b> Low-lying areas where water can become trapped and collect during heavy rain, especially if the stormwater outlet is blocked or reaches capacity.
	<b>Overland flow paths</b> The route water will naturally take across the ground during heavy rain when the stormwater network is at capacity, or where there is no stormwater network.
	<b>Coastal inundation</b> Coastal areas predicted to be covered by sea water during large storms.



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# Updated tsunami modelling



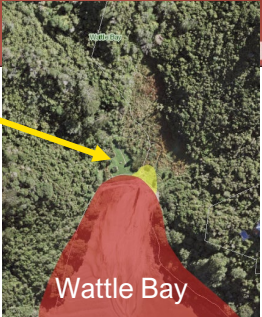
Updated on 1 February 2024

Two zones:

- Red shore and marine threat
- Yellow land threat zone

Zones reflect the National Warning Messages issued by the National Emergency Management Agency

The new models show the area of Auckland at risk from damaging tsunami waves is less than previously expected but there are still impact areas e.g. Lynfield Cove Reserve through to Taumanu Reserve



LEGEND

Tsunami Evacuation Zones

- Red shore and marine threat zone
- Yellow land threat zone



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# Civil Defence Centres & Community Emergency Hubs



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# Civil Defence Centres

Welfare Services in an Emergency Director's Guideline [DGL 11/15] NEMA

- A Civil Defence Centre (CDC) is established and managed by Auckland Emergency Management during an emergency to support those affected by the emergency.
- CDCs may be used for any purpose, including the provision of shelter, an information point and delivery of welfare services e.g.
  - Provision of immediate shelter and food,
  - Representatives from the Ministry of Social Development or the Insurance Council.



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# Community Emergency Hubs

- Community groups can stand up quickly in response to an emergency happening in their immediate location, and provide basic services e.g. shelter and communication
- Work is underway to support these groups to establish a Community Emergency Hub in four locations across the Puketāpapa Local Board.



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



# Civil Defence Centres and Community Emergency Hubs

## Potential Civil Defence Centres

- Fickling Convention Centre
- Wesley Community Centre
- Lynfield Youth & Leisure Centre

## Community Emergency Hubs

- Acts of Kindness Roskill (ARK) – in communication
- St John's Presbyterian Church – in communication
- Masjid-e-Umar (Mount Roskill Islamic Trust) – in communication



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Whau Local Board:  
New Lynn Community Centre  
Avondale Community Centre

Neighbouring  
Local Board  
CDC



Albert-Eden Local Board  
Mt Eden War Memorial Hall

Maungakiekie Tamaki Local Board:  
Onehunga Library and Community  
Centre

	Public Open Space (Unitary Plan)
	Rail Station
	Railway
	Motorway
	Arterial Road
	Medium Road
	Minor Road

- ① Lynfield Youth and Recreation Centre
- ② Cameron Pool
- ③ Mt Roskill Library
- ④ Wesley Community Centre and Roskill Youth Zone
- ⑤ Fickling Convention Centre
- ⑥ Pah Homestead
- ⑦ Puketāpapa / Pukewiwi / Mt Roskill
- ⑧ Te Tatua Riukiuta / Big King
- ⑨ Mt Roskill War Memorial Hall
- ⑩ Former Borough Council Building
- ⑪ Waikowhai Coastal Walk



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# Engagement with community resilience groups



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# Engagement on Local Board ER&R Plan

- Senior Community Planning and Readiness Advisor will engage with community groups through the development of the Local Board ER&R Plan.
  - Acts of Kindness Roskill (ARK)
  - St John's Presbyterian Church
  - NZ Muslim Association
- Community feedback will be presented at workshop 3 in August.
- Auckland Emergency Management to present the ER&R Plan template to the Auckland Council Ethnic, Pacific, Disability, Youth, Senior and Rainbow diversity panels for feedback.



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# Next steps



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# Next steps:

- Senior Community Planning and Readiness Advisor to engage
  - received local board members to seek feedback on the DRAFT ER&R Plan.
  - engage key community resilience groups to seek feedback on the DRAFT ER&R Plan.
- Auckland Emergency Management to present the ER&R Plan template to the Auckland Council Ethnic, Pacific, Disability, Youth, Senior and Rainbow diversity panels for feedback.
- Senior Community Planning and Readiness Advisor to present the final draft Puketāpapa Emergency Readiness and Response Plan at a workshop three in August together with feedback from nominated community resilience groups and Auckland Council diversity panels.



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## Memorandum

Wednesday 19 June 2024

**To:** Puketāpapa Local Board

**Subject:** Puketāpapa Local Board Emergency Readiness and Response Plan

**From:** Leilani Malolo, Senior Community Planning and Readiness Advisor,  
Auckland Emergency Management

**Contact information:** Leilani.malolo@aucklandcouncil.govt.nz

### 1 Purpose

- 1.1 To introduce the draft Puketāpapa Local Board Emergency Readiness and Response Plan and seek feedback on:
- hazards likely to affect the Puketāpapa Local Board area
  - the proposed Civil Defence Centres within the Puketāpapa Local Board area
  - key community emergency resilience groups that the local board would like to invite into the process for preparing the Local Board Emergency Readiness and Response Plan.

### 2 Summary

- 2.1 The Puketāpapa Local Board provided support for the development of a Puketāpapa Local Board Emergency Readiness and Response Plan at a workshop on 4th April 2024.
- 2.2 The purpose of the plan is to provide information for people living and working in Puketāpapa to prepare for emergencies, provide information on what to do and where to go during an emergency response, and identify localised hazards and procedures specific to this local board.
- 2.3 Amongst others, the hazards identified to most likely impact the Puketāpapa Local Board area are flooding and severe thunderstorms.
- 2.4 There are three provisional Civil Defence Centres identified in the Puketāpapa Local Board area. These centres are located at Fickling Convention Centre, Wesley Community Centre and Lynfield Youth & Leisure Centre.
- 2.5 A number of community groups within the Puketāpapa Local Board area provided valuable support during the severe north island weather events of 2023. These groups are at varying stages of their readiness planning with some having identified venues for Community Emergency Hubs.

### 3 Context

#### **Puketāpapa Local Board Readiness and Response Plan**

- 3.1 Auckland Emergency Management is assisting 20 local boards to develop an Emergency Readiness and Response Plan (ER&R Plan) for their local area (noting Aotea/Great Barrier Island Local Board already has an existing emergency plan).

- 3.2 At the 4 April 2024 workshop (Workshop One - Introduction) the Puketāpapa Local Board supported the proposed approach to developing the Puketāpapa ER&R Plan. The approach is to establish an internal working group (including a Local Board representative) who will input and provide feedback into the development of the plan. The Local Board Emergency Readiness & Response Leads were appointed at the Business Meeting on 16 May 2024. The leads comprise the internal Working Group and are Local Board Chairperson Ella Kumar, Board Member Fiona Lai, and Board Member Bobby Shen. The draft plan is being shared with the Puketāpapa Local Board at Workshop Two to receive feedback, and a third workshop is planned to agree on the final draft plan before the plan is adopted at a Business Meeting in Q2 FY24/25. This is workshop two of three.
- 3.3 The Puketāpapa Local Board ER&R Plan has been designed to follow the 4Rs of Emergency Management Framework: reduction, readiness, response and recovery. This framework is the New Zealand integrated approach to emergency management and aligns with the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.
- 3.4 Figure 1 below explains the 4Rs of emergency management and how they are applied across Auckland Council.

**Figure 1: The 4 Rs of Emergency Management**



3.5 The ER&R Plan will contain important information about:

- hazards likely to impact the Puketāpapa community
- where to seek information during an emergency event
- Civil Defence Centre and Community Emergency Hub locations
- how businesses, community groups and individuals can prepare themselves for an emergency.

3.6 Under each section (reduction, readiness, response and recovery) information is provided about the roles and responsibilities of the Auckland Council Group, Auckland Emergency Management and the Puketāpapa Local Board. For example, Auckland Emergency

Management leads in the readiness and response phases, while the wider Auckland Council Group has responsibility in the reduction space. The lead in the recovery phase is dependent on the scale of the recovery required. There are a range of areas where we take collaborative action across council. For further information about the role of local board members refer to the [Emergency Management Elected Members' Guide](#) (July 2023).

- 3.7 In a community, the 4Rs are the foundations for developing resilience. Aucklanders are encouraged to develop emergency plans for their home and business using the information in the Puketāpapa Local Board ER&R Plan.

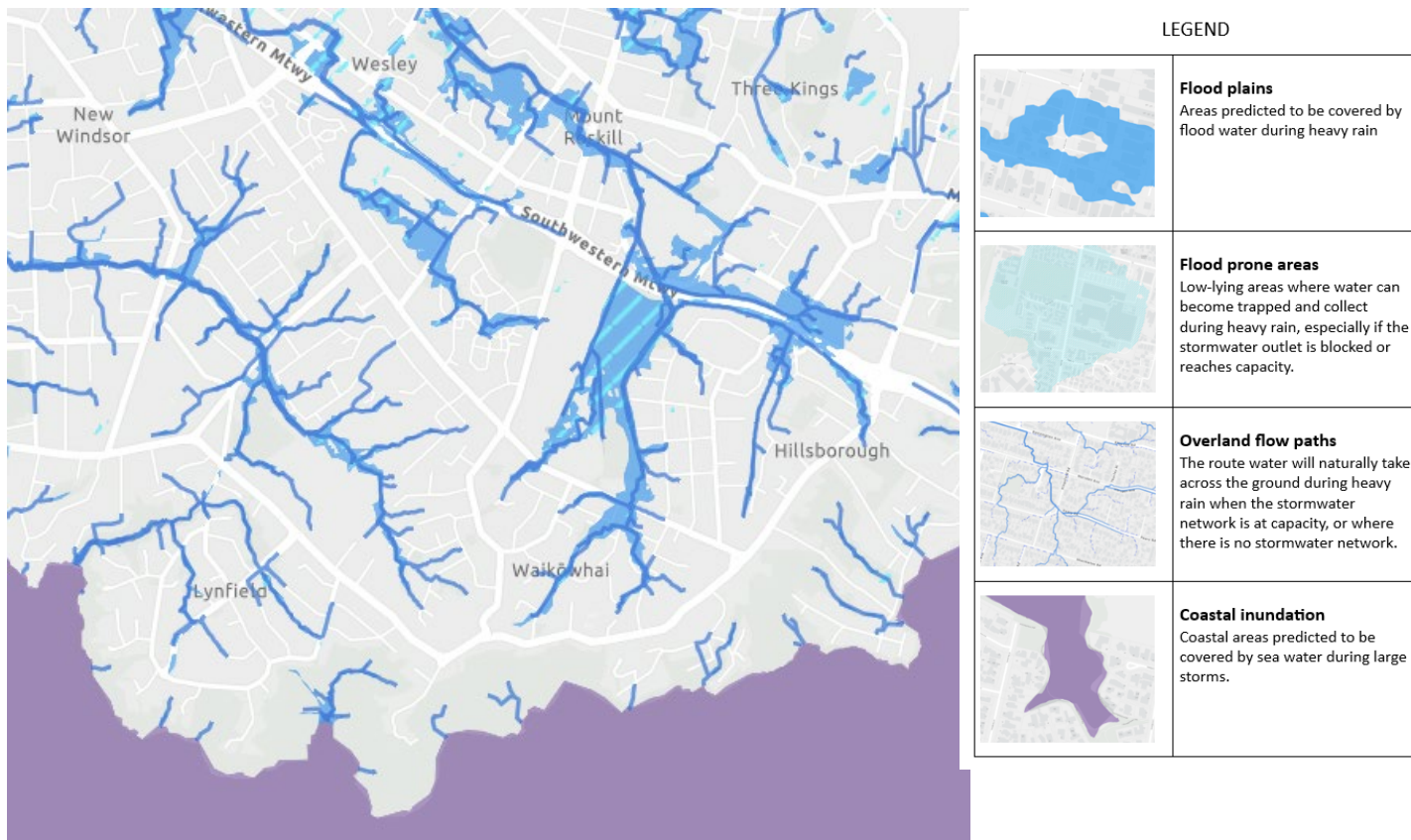
## 4 Discussion

### Hazards and risks

- 4.1 The Hazard Risk Rating Tool from the Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024–2029 introduces Auckland's hazardscape which consists of 27 hazards. The risk scores for the 27 identified hazards were calculated and their risk rated (refer to Attachments 2). Seven of the 27 hazards are identified as high risk. They include earthquakes, tsunami, river flooding (catchment), widespread severe storm, human pandemic, severe thunderstorm / tornado and electricity supply failure.
- 4.2 The Puketāpapa Local Board area is made up of a mix of scoria cones, lava flows, explosion craters and older sedimentary rocks. Some of the hazards identified most likely to impact the Puketāpapa Local Board based on past events and data modelling are flooding and severe thunderstorms. Impacts from climate change were assessed as part of Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan with coastal areas particularly vulnerable to flooding. These areas include Waimesley Park, Keith Hay Park and the upper Oakley Creek catchment. Sea level rise also creates an increasing coastal inundation risk to low-lying coastal areas. This may result in coastal erosion or slope instability. In some areas, this poses a risk to coastal assets such as those providing shoreline access, for example the Waikōwhai boardwalk which was damaged and closed by landslides.
- 4.3 Auckland Council's [Flood Viewer](#) tool provides valuable information to understand what areas are within the flood plains, flood prone areas, overland flow paths, and coastal inundation areas.

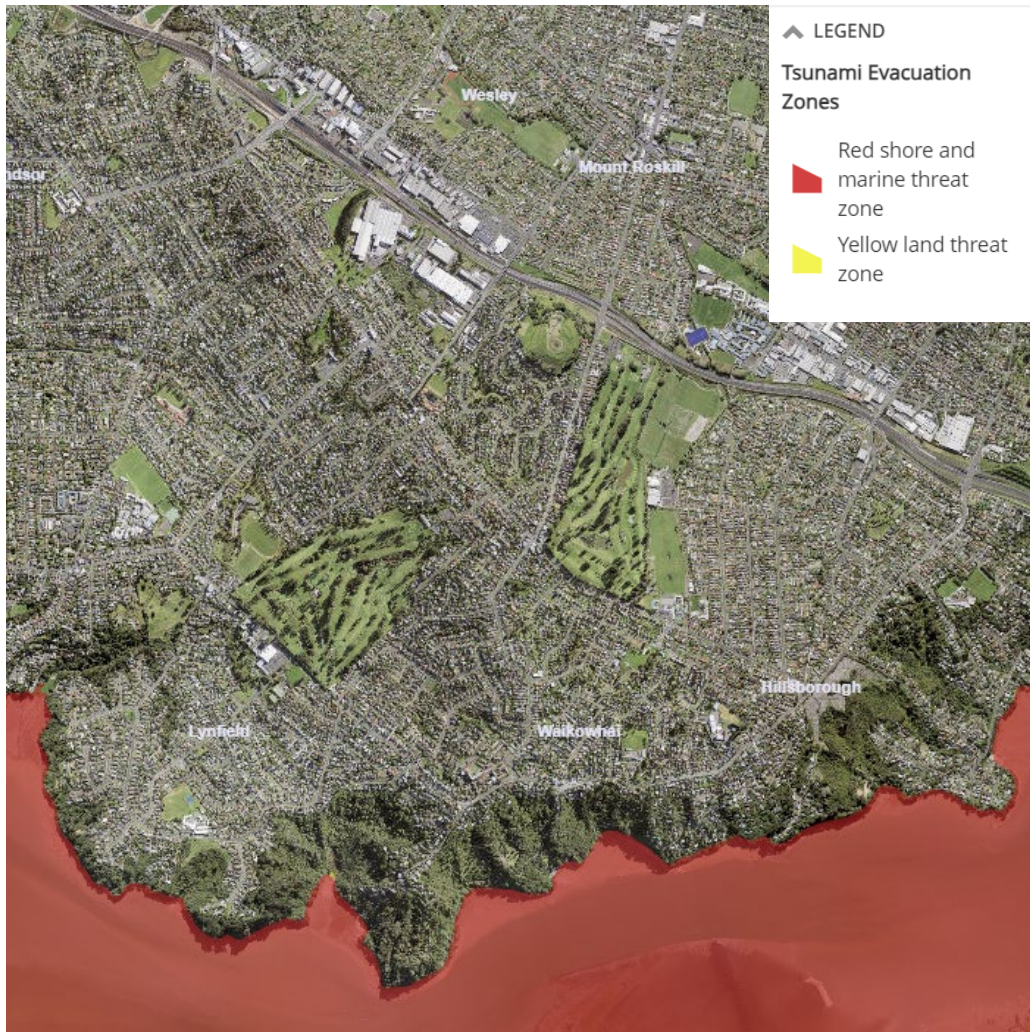


**Figure 2** Snapshot of the flood viewer tool for Puketāpapa Local Board area.



4.5 Figure 3 shows the new tsunami modelling, which was released on 1 February 2024. The new maps comprise two zones: a shore and marine threat zone (in red) and a land threat zone (in yellow). These zones reflect the National Warning Messages issued by the National Emergency Management Agency during tsunami emergencies to make it clear what areas are expected to be impacted. While there is very little land threat within Puketāpapa, the coastline can be affected by a shore and marine threat. This means that people must stay away from the shoreline during this time, and particularly refrain from boating and fishing due to strong and unusual currents. For further hazard maps and information refer to the [Auckland Hazard Viewer](#).

**Figure 3** Tsunami Evacuation Map



### Civil Defence Centres

- 4.6 A Civil Defence Centre (CDC) is a facility that is established and managed by Auckland Emergency Management during an emergency to support individuals, families/whānau, and the community. Civil Defence Centres are open to members of the public, and may be used for any purpose, including the delivery of welfare services to the affected community and providing shelter and information.
- 4.7 In the Puketāpapa Local Board area, there are three Civil Defence Centres. These centres are listed in the table below.

Provisional Civil Defence Centre	Address
Fickling Convention Centre	<a href="#">546 Mount Albert Road, Three Kings</a>
Wesley Community Centre	<a href="#">740 Sandringham Road Extension, Mt Roskill</a>
Lynfield Youth & Leisure Centre	<a href="#">Margaret Griffin Park 16-18 Griffen Park Road, Mount Roskill</a>

4.8 The Working Group identified the Fickling Convention Centre as the facility most appropriate as a Civil Defence Centre due to its central location, building facilities, new installation of solar panels on the roof and proximity to the local board office and town centre. Further discussions will be required with the Business and Welfare Unit within Auckland Emergency Management along with Parks, Communities and Facilities to better understand the appropriateness of this facility. Following this the two other locations will be investigated for suitability.

4.9 Although not within the Puketāpapa Local Board area, the following neighbouring local boards will have potential Civil Defence Centres located at:

Whau Local Board	Potential location Avondale Community Centre
Maungakiekie Tamaki Local Board	Potential location Onehunga Library and Community Centre
Albert-Eden Local Board	Potential location Mount Eden War Memorial Hall

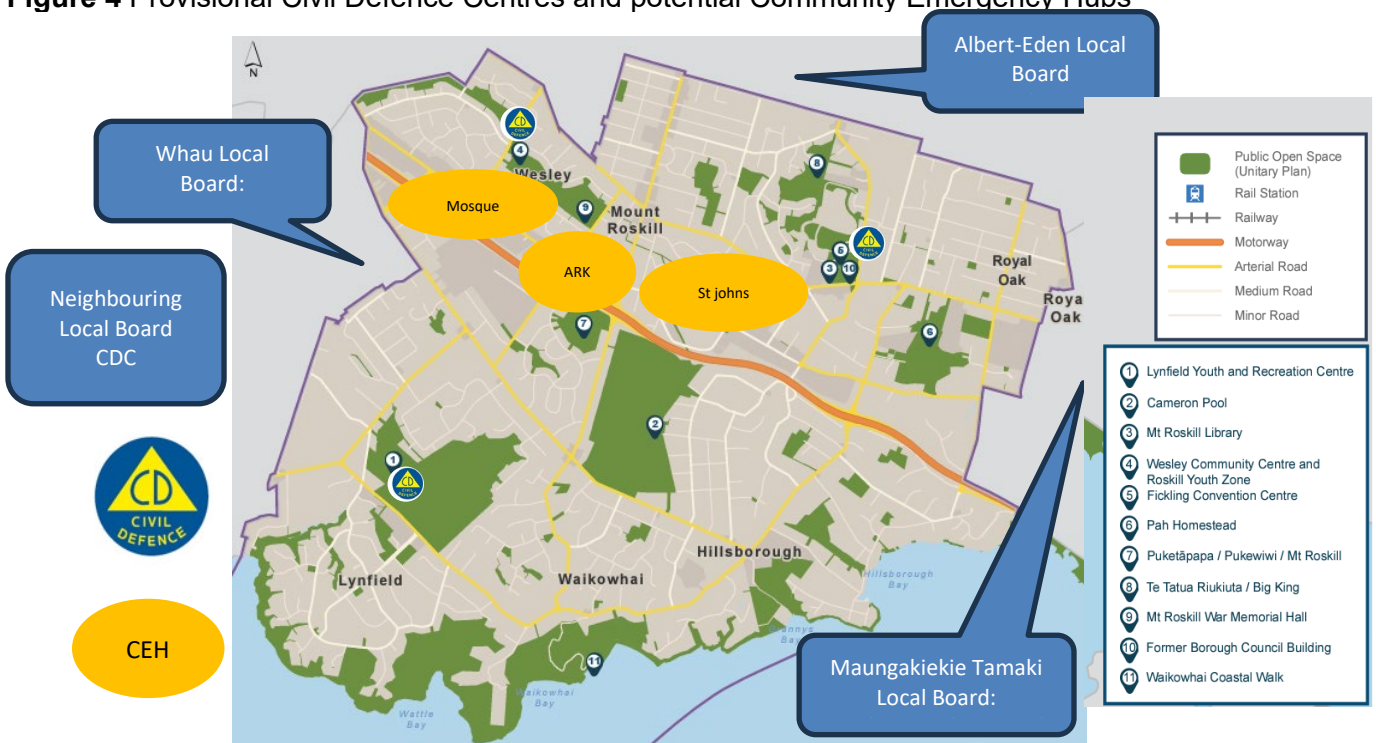
4.10 These could be more convenient for some residents in Puketāpapa, as they may find these facilities easier to access.

### Community Emergency Hubs

4.11 During the 2023 severe weather events, a number of Puketāpapa community hubs and houses came together to provide support and assist with the needs of the community. Work is underway to support these groups to establish Community Emergency Hubs across the Puketāpapa Local Board. The three locations proposed for the hubs are:

- Acts of Kindness Roskill (ARK)
- St John's Presbyterian Church
- Masjid-e-Umar Mosque (Mount Roskill Islamic Trust)

**Figure 4** Provisional Civil Defence Centres and potential Community Emergency Hubs



## **Community and key stakeholder engagement**

4.11 As a part of developing the ER&R Plan there is an opportunity to engage with key community groups with an interest in emergency readiness and response. The following groups have been identified for engagement:

- Acts of Kindness Roskill (ARK)
- St John's Presbyterian Church
- Masjid-e-Umar Mosque (Mount Roskill Islamic Trust)

## **5 Next steps**

5.1 The Senior Community Planning and Readiness Advisor to engage with key community groups for feedback on the draft ER&R Plan:

- Acts of Kindness Roskill (ARK)
- St John's Presbyterian Church
- Masjid-e-Umar Mosque (Mount Roskill Islamic Trust)

5.2 The final draft Puketāpapa Local Board Readiness and Response Plan will be presented to the Local Board along with feedback from engagement activities with the community groups and diversity panels at Workshop 3 in August.

## Attachments

**Attachment 1** Draft Puketāpapa Local Board Readiness and Response Plan

**Attachment 2** Auckland Hazard Risk Ratings

Hazard (in no order)	Likelihood	Consequence	Risk Rating
Earthquake	Unlikely	Major	High risk
Tsunami	Unlikely	Major	
River flooding (catchment flooding)	Possible	Moderate	
Widespread severe storm	Possible	Moderate	
Human Pandemic	Possible	Moderate	
Severe thunderstorm / tornado	Likely	Minor	
Electricity supply failure	Possible	Moderate	
Volcanic eruption – Auckland Volcanic Field	Rare	Major	Medium Risk
Volcanic eruption – distant source	Rare	Moderate	
Animal pest / disease	Possible	Minor	
Plant pest / disease	Possible	Minor	
Urban flooding (flash flood)	Possible	Minor	
Drought	Possible	Minor	
Fire – built environment / structure fire	Possible	Minor	
Fire – vegetation / wildfire	Possible	Minor	
Fuel supply failure	Possible	Minor	
Hazardous substance event	Possible	Minor	
Heatwave	Possible	Minor	
Marine pollution incident	Possible	Minor	
Storm surge	Possible	Minor	
Water supply failure / contamination	Possible	Minor	
Cyber attack	Possible	Minor	
Civil unrest	Unlikely	Minor	Low risk
Terrorism	Unlikely	Minor	
Mass transport accident	Unlikely	Minor	
Dam failure	Rare	Minor	

# DRAFT Puketāpapa Local Board Emergency Readiness and Response Plan

He Tāpui Tāngata Hei Āhuru Mōwai Mo Tāmaki Makaurau

Working Together To Build A Resilient Auckland

June 2024, Version 3.0



**Auckland  
Emergency  
Management**  
Tokonga Mate Ohotata o Tāmaki Makaurau



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DRAFT

# 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 <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

<p>Dial 0800 222 200 (emergencies only)</p>	<p>Website: <a href="http://www.aucklandemergencymanagement.org.nz">www.aucklandemergencymanagement.org.nz</a></p> <p>Email: <a href="mailto:aeminfo@aucklandcouncil.govt.nz">aeminfo@aucklandcouncil.govt.nz</a></p> <p>Social media: <a href="#">Facebook @aklcdem</a>   <a href="#">X (formerly Twitter) @AucklandCDEM</a></p>   
<p>Dial 09 301 0101 (other queries for Auckland Council)</p>	<p>Website: <a href="http://www.aucklandcouncil.govt.nz">www.aucklandcouncil.govt.nz</a></p> 

## Kāinga Ora Contact

<p>Dial 0800 801 601</p> 	<p>Kāinga Ora</p> <p><a href="https://kaingaora.govt.nz/en_NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/">https://kaingaora.govt.nz/en_NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/</a></p>
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## Radio Stations (for emergency information)

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4 FM
- More FM 91.8 FM

### For older persons or people with disabilities

Taikura Trust (for those under 65): 0800 824 5872 | [www.taikura.org.nz](http://www.taikura.org.nz)

Whaikaha Ministry of Disabled People: 0800 566 601 | Text 4206 | [contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz)

Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.

## Other Non-Mainstream Radios List for Information

- Planet FM FM104.6 Ethnic radio
- Pacific Media Network (PMN) 531pi. 531AM
- Radio Spice Punjabi 88FM
- Radio Samoa 1593AM
- Radio Tama-Ohi 87.7FM
- New Zealand Chinese Radio 90.6FM
- Radio Tarana 1386AM
- Humm FM (104.2FM or 702AM)





## Accident and urgent care clinics in the area

Puketāpapa Local Board:

- Local Doctors Mt Roskill - Urgent Care & GP  
[445 Richardson Road, Mt Roskill](#) (09) 627 8552
- Three Kings Accident & Medical Clinic  
[536 Mt Albert Road, Three Kings](#) (09) 625 2999



Neighboring Urgent Care Clinics to Puketāpapa

- The Doctors Onehunga [73 Church Street, Onehunga](#) (09) 634 5184
- White Cross St Lukes [52 Saint Lukes Road, St Lukes](#) (09) 815 3111
- 24/7 White Cross Ascot, Green Lane [90 Green Lane East, Remuera](#) (09) 520 9555
- Royal Oak 7-day Urgent Pharmacy [703 Manukau Road, Royal Oak](#) (09) 625 7422

## To report a problem

**In life-threatening situations always contact 111**

### Electricity and gas

If you can smell gas, dial 111 Fire and Emergency NZ and then Vector on 0800 764 764.

For outages and faults go to website <https://www.vector.co.nz/personal/outages-faults>. Also report outages to your electricity provider.

### Flooding

Report public stormwater network or private property flooding to Auckland Council's Healthy Waters department by phoning (09) 301 0101.

### Water supply and wastewater

Contact Watercare via Live Chat on their website <https://www.watercare.co.nz/> or call (09) 442 2222 and press 1.

For outages or faults go to <https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns>.

### Roads

For urgent State Highway issues call NZ Transport Agency | Waka Kotahi on 0800 44 44 49 or for non-urgent issues go to <https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/>

For urgent Auckland road issues call Auckland Transport on (09) 355 3553, or for non-urgent issues, go to Auckland Transport's website <https://contact.at.govt.nz/?cid=cc9a9258-7450-ec11-8f8e-002248181b18>.

Access NZ Transport Agency's | Waka Kotahi journey planner on their website to see if your journey may be disrupted from incidents on any roads.

## If you need to evacuate

Stay with whānau/family or friends or check which Civil Defence Centres (run by Auckland Emergency Management) or Community Emergency Hubs (run by community) are open on social media channels, websites or radio.

### Puketāpapa Local Board Civil Defence Centres (run by Auckland Emergency Management)

Before you go please call 0800 222 200 or (09) 301 0101 to see which Civil Defence Centre is open.

Name	Address	Services Provided & Accessibility
Fickling Convention Centre	<a href="#">546 Mount Albert Road, Three Kings</a>	Shelter: beds, blankets, tea & coffee, culturally sensitive, council staff to help.
Wesley Community Centre	<a href="#">740 Sandringham Road Extension, Mt Roskill</a>	Shelter: beds, blankets, tea & coffee, council staff to help.
Lynfield Youth & Leisure Centre	<a href="#">Margaret Griffin Park 16-18 Griffen Park Road, Mount Roskill</a>	Shelter: beds, blankets, tea & coffee, showers, council staff to help.

### Puketāpapa Local Board Community Emergency Hubs (run by Community)

Before you go to a Community Emergency Hubs centre, please call them to see if they are open.

Name	Location/Social Media	Services Provided & Accessibility
Acts of Kindness Roskill (ARK)	<a href="#">740 Sandringham Road, Wesley</a> <a href="https://www.facebook.com/arkpuketapapa/">https://www.facebook.com/arkpuketapapa/</a>	*In discussion
St John's Presbyterian Church- in progress	<a href="#">422 Mount Albert Road, Mount Roskill</a>	*In discussion
Masjid-e-Umar (Mount Roskill Islamic Trust)	<a href="#">185 Stoddard Road, Mount Roskill</a>	



## Summary

Some of the hazards that have been identified most likely to impact the Puketāpapa Local Board based on past events and data modelling are **flooding and severe thunderstorms**. Puketāpapa is surrounded by flood plain and flood prone areas, our coastlines are in the shore and marine threat zone and one land threat zone (Wattle Bay) for tsunamis. Most of our landscape lays in a dormant volcanic deposit with two volcanic vents.

Check what your local hazards are: [Hazard Information Viewer](#)

Click on the below caption for more information:

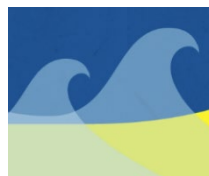


Being ready for a major storm and flood

Hazard Factsheet:  
Severe StormsBeing



Being ready for a volcano eruption



Hazard Factsheet:  
Tsunami



Being ready for an earthquake



Being ready for a biological outbreak, epidemic or pandemic

Being **prepared** and **ready** can put you and your whanau in a better position for when unexpected weather events hit. The below information is a guide to help you prepare. We encourage you to look for the risks and hazards that are local to you, to make an emergency plan for yourself and whanau, and learn how to be prepared so when a disaster strikes you are ready to get thru.



## Know your neighbours

Your neighbours are the closest people who can help you in an emergency. Getting to know the people in your street provides the first level of community support in responding to an emergency. Refer to page three in the [Make a Plan](#) and have a chat with your neighbour.






**Volunteering** – Community Emergency Hubs

### Interested in volunteering during an emergency?

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



# Top tips to get ready for an emergency

- ✓ **Know your hazards (check Auckland Emergency Management's Hazard Viewer for your whare/home, work & school)** 
- ✓ **Create a Household Plan (including evacuation plans)** 
- ✓ **Plan your evacuation routes**
- ✓ **Learn where you can go if you need to leave home for a while**
- ✓ **Keep emergency supplies (in your home and car)** 
- ✓ **Keep spare cash (for when the electricity is down, and ATMs/card readers cannot be used)**
- ✓ **Check your insurance (keep electronic & hard copies)**
- ✓ **Prepare a Grab Bag (in case you have to evacuate)** 
- ✓ **Know your neighbours (look out for each other)**
- ✓ **Get connected to your community (know your community's emergency plan)**
- ✓ **Learn & get prepared for specific hazards (e.g. storms and floods, landslides, earthquakes & volcanoes)** 

\*mini diagrams to be added for each top tip

# Steps to take in an emergency

→ Put your family/whānau emergency Household Plan into action.

**In life threatening situations, contact emergency services on 111**

## If you are safe at home

→ Stay at home.

→ Use your emergency supplies.

→ Stay informed through official sources:

- AEM website/Facebook/X
- NEMA website/Facebook/X
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service website/Facebook/app.

→ Check in on neighbours and others nearby.

→ Stay connected to your whānau/family and friends.

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

## If you are unsafe at home

→ Take your Grab Bag.

→ Use your evacuation routes.

→ Go to family/whānau, friends or your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open. (\*Language interpreters via phone are available at Civil Defence Centers).



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

# 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 local area to prepare for and respond to an emergency.

Climate change is increasing the frequency and impact of severe weather events that create an emergency situation in our communities.

As elsewhere in New Zealand, Tāmaki Makaurau 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 with the risk assessed based on the likelihood of occurrence and the resulting impact.

This plan has been prepared in collaboration between Auckland Council's Auckland Emergency Management (AEM) department and the Puketāpapa Local Board to guide those living and working in the local area on:

- how to REDUCE the impact of a hazard
- how to be READY for an emergency situation
- how to RESPOND (e.g. what to do) 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 event has taken place.

Appendix 3 of this plan includes Hazard Factsheets that identify where more information can be found about what to do in specific emergency situations.

## The Puketāpapa area / community

The Puketāpapa local board is dynamic, and diverse, cultural diversity is what makes Puketāpapa so special; in fact, it is the most culturally diverse area of Tāmaki Makaurau/Auckland. Te ao Māori is valued and reflected in the rohe. Māori were the first people in Tāmaki Makaurau/Auckland, and the local board acknowledges their role as kaitiaki (guardians).

Puketāpapa is comprised of the following areas: Wesley, Mount Roskill, Hillsborough, Waikowhai, Royal Oak and Lynfield, each with unique characteristics.

Iwi, Māori and marae are an important fabric of our community, although we do not have any Marae in our local board, we acknowledge the significant natural landscapes within the Puketāpapa that are:

- the Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwī/Mt Roskill. These are co-governed by the Tūpuna Maunga o Tāmaki Authority.
- Te Auaunga/Oakley Creek which is one of Auckland's longest urban streams, flowing from Hillsborough through Mt Roskill, Owairaka and Waterview to the Waitemātā Harbour.
- The Waikōwhai Coast and Manukau Harbour



While disasters impact all individuals, they frequently highlight enduring inequalities faced by Culturally and Linguistically Diverse (CALD) communities (new settlers, refugees, asylum seekers, tourists, international students, migrants with limited English, people with cultural or religious practice and beliefs that are not familiar to mainstream Aucklanders). Auckland Emergency Management endeavours to empower these communities by offering resources in various languages, promoting accessibility of preparedness through essential messaging, access to phone interpreters at Civil Defence Centres.

**The Puketāpapa local board area rohe/region has approximately:**

- 56,949 residents
- 17 per cent are under 15 years of age (compared to 20 per cent of the Auckland region population)
- 14 per cent 65 years or older (compared to 12 per cent of the Auckland region population)
- 32 per cent identify as European (compared to 53 per cent of the Auckland region population)
- 6 per cent identify as Māori (compared to 11 per cent of the Auckland region population)
- 15 per cent identify as Pacific Peoples (compared to 15 per cent of the Auckland region population)
- 50 per cent identify as Asian (compared to 28 per cent of the Auckland region population)<sup>2</sup>
- 5 per cent identify as Middle Eastern/Latin American/African and 'Other' (compared to 5 percent of the Auckland Region)

Puketāpapa Local Board area (alongside the isthmus as a whole) is a mix of scoria cones, lava flows, explosion craters and older sedimentary rocks. The area has been heavily urbanised in the past 150 years with 75% of land converted to urban or industrial use.

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

- flooding
- severe storms, thunderstorms and tornadoes
- coastal inundation
- tsunamis.

Our board area has two volcanic cones which are The Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwī/Mt Roskill. Both maunga attract members of the public as they climb and enjoy the natural landscapes of Puketāpapa soaking in the views of Auckland. These are co-governed by the Tūpuna Maunga o Tāmaki Authority.

Te Auaunga/Oakley Creek is one of Auckland's longest urban streams, flowing from Hillsborough through Mt Roskill, Owairaka and Waterview to the Waitematā Harbour. The awa is a site of great cultural significance to Māori who are connected to the waterway. We also have the beautiful Waikōwhai Coast and Manukau Harbour and the Wairaki Catchment - The Wairaki Stream is on the northern coastline of the Manukau Harbour. The stream's headwaters are behind the Lynnfield town centre, and it flows to an outfall at Lynnfield Cove following this we have the Whau stream catchment area that flows from one of our neighbouring local boards Whau.

Impacts from climate change were assessed recently as part of Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan with areas adjacent to Walmsley Park, Keith Hay park and the upper Oakley Creek catchment found to be vulnerable to flooding. Sea level rise also creates an increasing coastal inundation risk to low-lying coastal areas. This may result in coastal erosion or slope instability. In some areas, this poses a risk to coastal assets such as those providing access e.g. the Waikōwhai boardwalk was damaged and closed by landslides in 2023.

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<sup>2</sup> Research and Evaluation Unit [RIMU]. (2019). 2018 Census Results: Local board and special area information sheets. Auckland Council.

# Auckland Civil Defence and Emergency Management (CDEM) Group

The Auckland Civil Defence and Emergency Management (CDEM) Group is comprised of a fluid number of government organisations, emergency services, businesses and community groups who work together to help our communities get ready and to support them through in an emergency.

It includes such members as; Met Service, Vector, NZ Transport Agency | Waka Kotahi, Salvation Army, NZ Fire Service, St John, Watercare Emergency Services, Health NZ | Te Whatu Ora, Police, Coast Guard, Surf lifesaving clubs, etc.

Civil defence is vital in keeping our communities safe and is most effective when we all play our part during an emergency situation. Being in a well-informed position to look after whānau/family, a household or employees is equally as important as the emergency services attending to urgent calls. It takes a whole of community approach to effectively reduce, be ready for, respond to, and recover from, an emergency situation in any effected area.



## The role of Auckland Emergency Management (AEM)

Auckland Emergency Management (AEM) is a part of Auckland Council that works in partnership with emergency services and other organisations (e.g. CDEM Group) to ensure effective coordination of civil defence and emergency management within the Auckland region.

The aim of Auckland Emergency Management is to:

- understand Auckland’s hazards and the risks they may pose
- coordinate all planning activities related to hazard and emergency management
- encourage cooperation and joint action within the region
- assist our communities to become more resilient to hazards and be prepared 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.



Auckland Emergency Management provides a coordinated and integrated approach to the way significant risks and hazards are managed in the Auckland region using a framework of the Four Rs, e.g. ‘Reduction’, ‘Readiness’, ‘Response’ and ‘Recovery’ as shown in the diagram below.

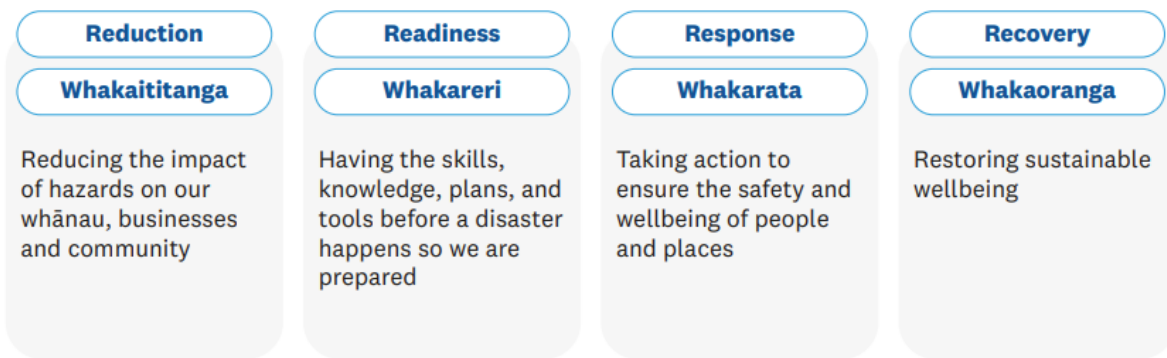


Figure 1 - Diagram of 4R's of the emergency management framework

In an emergency, Auckland Emergency Management coordinates the response with multiple parties from the Auckland Emergency Coordination Centre (an Auckland Council facility).

If a large response is required, Auckland Council staff across the organisation will be deployed from their usual roles/jobs to assist in the coordination of the emergency and/or support the functions of the Civil Defence Centres.

Depending on the type of emergency, some responses could be led by the Ministry of Health (e.g. pandemic) or the Fire and Emergency New Zealand (e.g. wildfires) and therefore Auckland Emergency Management would be in an assisting role as opposed to leading and coordinating the emergency response.



Figure 2: Staff in the Auckland Emergency Coordination Centre during a response

If an emergency needs extra coordination and resources beyond what Auckland Emergency Management can provide, a state of emergency can be declared which gives the relevant Civil Defence Emergency Management Group special powers to resource and address the emergency.

For very large widespread emergencies, the Minister for Emergency Management can declare a state of national emergency which can enact international support in the management of the emergency.

## 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 effective emergency management/response within the local community.

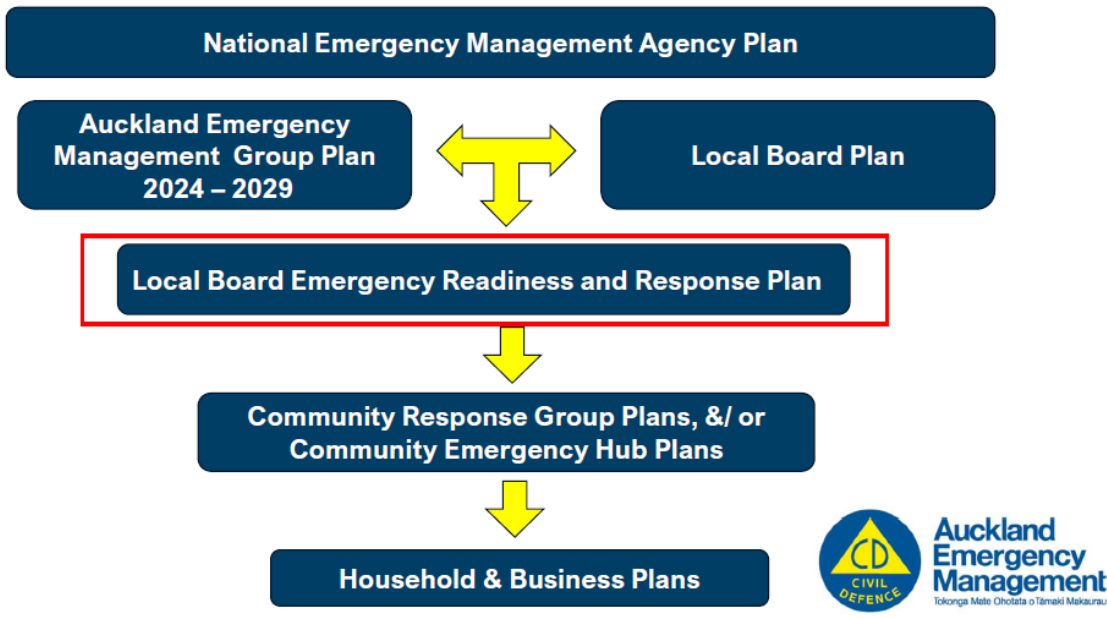
Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi focused on building community resilience and their contribution to emergency management.

Iwi liaison personnel will be stationed in the Auckland Council's Emergency Coordination Centre during an emergency event in order to communicate and coordinate response activity with mana whenua and marae.

# 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 providing a comprehensive framework.



## 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.



A Group Plan presents the vision and goals of the CDEM Group, how it will achieve them and a framework for measuring progress.

A Group Plan has just been created for the Auckland CDEM Group titled *Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029* which outlines Auckland’s CDEM members roles and responsibilities and key actions that will take place over a five year period to achieve the vision and goals of the group for effective emergency management.

Auckland’s Group Plan is designed to be used by the Auckland CDEM Group, key partners and stakeholders involved in CDEM functions in Auckland. It also provides the public with an understanding of how these stakeholders work together, and the role they themselves can play in building individual and community resilience.

## The Local Board Plan

Under the Auckland Council governance structure, each local board is required to develop a Local Board Plan every three years which outlines the strategic direction for that local board in alignment with council’s plans, policies and strategies.

They are developed in consultation with the community every three years and set out the direction for the local area reflecting community aspirations and priorities.

The purpose of the Local Board Plan is to guide funding and investment decisions for that particular local board on local activities, projects, services and facilities.

## 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 prepare 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 R's of emergency management (e.g. Reduction, Readiness, Response and Recovery).

## Community Response Group Plan and Community Hub Plans

The purpose of a Community Response Plan is to:

- Provide information that enable, empowers and supports individuals and communities to take ownership of their own emergency preparedness.
- Promotes problem solving and encourages self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduces the reliance on first responder agencies and Auckland Emergency Management following an emergency.



A Community Response Group may also have a separate Community Emergency Hub Plan which is likely to be an operational document for those members of the community who will provide shelter for people that have been evacuated resulting from an emergency event / situation.

## Household (or Business) Plan

A Household (or Business) Plan provides a place for household (or business) members to access key information during an emergency such as; contact details, where supplies are kept, a plan if there is no power or water and where to go if evacuation is necessary.

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



\*insert photo of family making a plan

# 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?

Whānau & individuals	Communities	Devonport Takapuna Local Board	Auckland Emergency Management	Auckland Council
<ul style="list-style-type: none"> <li>Understanding the hazards and risks in the local area, place of work, school, or anywhere else regularly visited.</li> <li>Reducing the risk of landslides by:                             <ul style="list-style-type: none"> <li>getting advice from professionals to control or reduce the speed of water flowing off their property</li> <li>planting on slopes or taking part in community planting activities.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Understanding and help in communicating the hazards and risks of their local area.</li> <li>Host local events to:                             <ul style="list-style-type: none"> <li>increase public awareness of hazards and preparedness</li> <li>support those not able to clear drains near or on their property</li> <li>conduct planting on slopes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Educate and support the community through preparedness measures.</li> <li>Provide community activities/events to increase public awareness of hazards and preparedness (such as Neighbours’ Day, stream plantings, food security projects, active transport initiatives).</li> </ul>	<ul style="list-style-type: none"> <li>Working with partners to promote region-wide hazard information across multiple platforms to improve knowledge and understanding of hazards.</li> <li>Providing warnings and alerting tools to key stakeholders and the public.</li> </ul>	<ul style="list-style-type: none"> <li>Undertaking many risk reduction initiatives across council departments (such as the Making Space for Water programme led by Healthy Waters Department).</li> <li>Ensuring planning instruments for the built environment are consistent with national policy, and are informed of current and future hazard risks.</li> <li>Enable hazard risk reduction.</li> </ul>



# Readiness

## What is readiness?

Readiness means having a plan in place that supports emergency services, government departments and communities to have a fast, well-coordinated, effective response in an emergency that will minimise the risk to life and property. This requires all parties to know in advance what part they play in responding to 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 if need 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?

Whānau & individuals	Communities	The local board	Auckland Emergency Management	Auckland Council
<ul style="list-style-type: none"> <li>• Develop plans for themselves and their households, whānau/family and friends.</li> <li>• Keeping enough emergency supplies to last three days.</li> <li>• Knowing where the nearest evacuation centres are.</li> <li>• Connecting with neighbours.</li> <li>• Understanding local hazard risks.</li> <li>• Identifying local resources and support networks.</li> <li>• Potential emergency response training to contribute in building community resilience.</li> </ul>	<ul style="list-style-type: none"> <li>• Host getting to know your neighbours days and discuss support in an emergency.</li> <li>• Development of community response plans.</li> <li>• Establishing Community Emergency Hubs as a place of shelter, connection and information during an emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage communities to prepare and take action in emergency planning.</li> <li>• Support networking and linking agencies involved with emergency management.</li> <li>• Promote and attend events that support emergency planning and preparedness.</li> <li>• Identify groups or who in the local community might be disproportionately affected by an emergency and work to support them.</li> </ul>	<ul style="list-style-type: none"> <li>• Development and refinement of contingency plans for dealing with high priority hazards.</li> <li>• Training and response scenario exercising for staff and key partners.</li> <li>• Identifying and mitigating gaps within lifeline utilities.</li> <li>• Assisting community readiness includes training, scenario exercising, developing preparedness information, and community planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Providing staff from many other parts of council who are trained to assist Auckland Emergency Management in responding to an emergency.</li> <li>• Council's Healthy Waters department provides information regarding risks of flooding on property.</li> </ul>

## How to be ready for an emergency

In an emergency, unless your home/whare is unsafe to stay in - stay at home and be prepared to be stuck there for at least three days without assistance.

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

### Know your hazards



Being prepared involves understanding the likelihood of hazards creating an emergency situation in your local area.



To see which hazards are most likely to impact your home/whare, workplace or school, check out the Auckland Emergency Management Hazard Viewer.

Appendix 3 of this document includes information on local hazards for this particular area and includes useful maps.

### Create a Household Plan



A Household Plan provides a place for members of your household or whānau to access key information during an emergency such as; contact details, where supplies are kept, a plan if there is no power or water and where to go if evacuation is necessary.

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

Appendix 1 provides a Make a Plan template or use the QR code to use in making a plan that can be tailored to individual needs.

Having a plan helps make the actual emergency situation much less stressful for everyone and is particularly beneficial for children and family members as it encourages talking 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.

When you're making your household plan, remember to include everyone. Think about the requirements of disabled people, older people, babies, young children, pets and other animals, or specific needs if you live in a high rise building.

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



### Extra steps to take for those vulnerable in your whānau to put in your plan

Ensure your plan and supplies cater to older people and those with physical disabilities and/or medical conditions in your whānau.

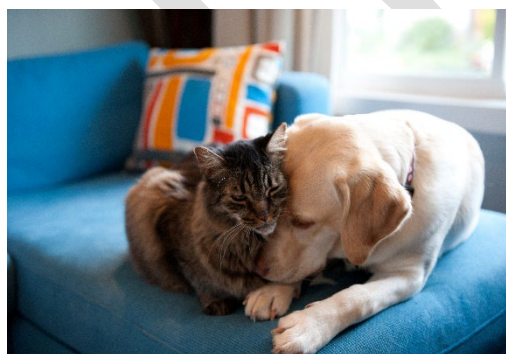
- ✓ Understand the extra type of supplies and support that is needed and put in Grab Bag.
- ✓ Keep a smaller cooler bag and ice packs in the freezer for refrigerated medical supplies.
- ✓ Wear a medical alert tag or bracelet so people can know what assistance may be required.
- ✓ Know who to call for help if dependent on life-sustaining equipment or treatment that might not work in an emergency (contact the electricity retailer or telecommunications provider).
- ✓ Let Watercare know if a continuous supply of high-quality water is needed for dialysis.
- ✓ Have an extra mobility device (such as a cane or walker).
- ✓ Ensure important people know how to assemble/ disassemble the wheelchair and keep a portable air pump for tyres.
- ✓ If a seat cushion to protect the skin and/or maintain balance is used, keep a spare one.
- ✓ Emergency preparedness information is available in audio, large print and Easy Read on National Emergency Management Agency's (NEMA) Get Ready website.



The following table provides suggestions of supplies and part of your plan for those who are vulnerable in your whānau such as:

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

Ensure pets and animals are part of your plan and that you have extra supplies for them.



- Make sure you have pet food supplies, leashes (even for cats) in the Grab Bag.
- Have a pet carrier box or way to carry/ transport your pet ready.

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 leave/evacuation.)

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.

**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 the household plan to all of your whānau/family and keep a copy on your fridge**

**Plan your evacuation routes**

**Know how you will get to high ground**

If your home/whare, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, you should plan an 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 as you can get, following the posted tsunami evacuation routes where present.

A safe location could be a friend or relative's home, or any place where you can find refuge and/or short term accommodation that is located a short distance outside of the tsunami evacuation zones.



### **Practise your tsunami hikoi**

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

Practising your tsunami evacuation route either by foot or by bicycle, in good and bad weather to help your muscle memory to kick in when an event occurs, even in a very stressful situation.



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

## **Learn where you can go if you need to leave home for a while**



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

It is helpful to prepare and find out where your Civil Defence Centres and Community Emergency Hubs are located before an emergency event occurs.



In an emergency, check Auckland Emergency Management's social media, website and key radio channels to learn where the Civil Defence Centres and/or Community Emergency Hubs are and if they are open. See the section *How to evacuate and where to go* in this plan for more details.

## **Keep emergency supplies**



### **Organise and have a decent stock of emergency supplies**

Being ready for an emergency involves having a stock of supplies (water, food, and essential items) for at least three days that you can access in a hurry and/or find in the dark.



Emergency supplies to keep on stock for your home/whare includes:

- ✓ at least least nine litres of water for each person in your household (enough for drinking and basic hygiene for 7 days)
- ✓ long-lasting food that doesn't need cooking (especially for babies and pets including dietary needs)
- ✓ spare gas for your camping stove or BBQ (never use these indoors)
- ✓ toilet paper, plastic bags and large plastic buckets to be used for an emergency toilet
- ✓ medications for each whānau/family member
- ✓ unscented bleach (often the cheaper supermarket brands), cloths, and rubber gloves for hygiene
- ✓ heavy-duty work gloves
- ✓ properly fitted P2 or N95 masks
- ✓ torches (instead of candles for lighting to reduce fire risk) and spare batteries

- ✓ a power bank to keep power items charged such as a mobile phone or computer
- ✓ a battery powered radio
- ✓ a quality first aid kit.

Having these essential items available for use by your household will free up resources from emergency services for people and communities who need them the most.

**Note that a car can be a radio source in order to get updates and as a place to charge devices.**

\*insert photo of emergency supply kits

### 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 savings. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.

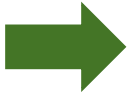
### Keep spare cash



**Have cash available**

During an emergency, electricity outages may occur which means ATMs and EFTPOS machines may not work to get cash or to pay for the purchase of items or services. Therefore it is recommended to keep an appropriate amount of cash available to be used in an emergency for the purchase of necessary supplies or services.

## Check your insurance

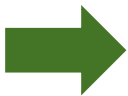


**Review your insurance and have a copy in the Grab Bag**

It is prudent to review insurance policies and the information they contain on a regular basis in preparation for an emergency.

It is a good idea to have a copy of relevant insurance documents in your Grab Bag when you need to evacuate.

## 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 can be carried with you if you need to evacuate. It is recommended to have a Grab Bag prepared and ready for each member of your whānau/family.

The Grab Bag should be one that is not too heavy and that you can carry on foot for a considerable distance.

Items recommended for including in the Grab Bag are:

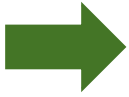
**\*Insert grab bag photo**

- ✓ trainers/walking shoes, a raincoat, a hat and warm clothes
- ✓ water and snacks
- ✓ hand sanitiser
- ✓ power bank and phone charger
- ✓ a supply of cash
- ✓ photo ID
- ✓ medications
- ✓ a first aid kit
- ✓ a torch
- ✓ a battery radio
- ✓ pet food, medication and a carrier and 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 (emergencies like a volcanic eruption and an earthquake can make it harder to breathe).**

Grab bags can and should be tailored to you and your whānau/family's needs, for children – you might want to pack a toy, book or something to keep them entertained. But remember you might need to evacuate on foot and carry your grab bag for a distance, so don't make it too heavy. 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.
- Old warm clothes or blankets you are bringing to the charity shop or putting in the bin – chuck them in your grab bag or in the back of your car.
- Some items you may still need to buy, but we don't need to buy it all at once. How about putting 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 the grab bag.
- Use your car radio or check if your neighbours have a radio where you can get key updates.



## Keep some essential supplies in your car

It is important to consider that you may be stuck in a car during an emergency event for a lengthy period of time. Therefore, it is prudent to keep some essential supplies in your car such as a blanket, energy bars, and hand sanitiser.

Consider bringing your Grab Bag with you when you are traveling from your home, particularly if bad or stormy weather is predicted.

Always keep up to date with weather and road information when planning travel.

## Know your neighbours

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

Getting to know the people in your street provides the first level of community support in responding to an emergency. It is recommended to:

- ✓ share contact details with your neighbours so you can contact one another if an emergency occurs.
- ✓ tell your neighbours about your emergency plan and ask about their plans.
- ✓ find out who amongst your neighbours may be able to help you or may need your help in an emergency.
- ✓ create a network with four other people in your neighbourhood to share emergency resources and provide support.
- ✓ Other local organisations, such as [North Shore Neighbourhood Support](#), can help you get to know the people who live near to you.



Figure 3 Rowan Reserve, Three Kings

## What communities can do to be ready for an emergency

Members of the community are often the first to respond and support fellow residents when an emergency event occurs.

Community groups or members of the community are more likely to know what support and/or resources are required to keep people and property safe in responding to an emergency event in their local area.

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.

Some Auckland communities have created a Community Response (Resilience) Plan as part of their readiness to respond to a local emergency. These plans, as well as tips and templates on emergency response planning can be found on Auckland Council's Auckland Emergency Management website.



Contact [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz) for support with developing a community response [resilience] plan.

Having a community plan will support Emergency Services (such as; the Police, NZ Fire Service and St John Ambulance) to prioritise their emergency response work to those who need it most.

Key considerations for a community to prepare and be ready for an emergency includes understanding:

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations).



- what hazards are a biggest risks for the community, and what areas are particularly vulnerable.
- 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. culturally and linguistically diverse (CALD), tourists, babies/children, older people, people with disabilities).

## Steps businesses / work can do to be ready for an emergency

Steps businesses and/or workplaces can do to be ready for an emergency include:



- understand the risks to the business in continuing during an emergency
- create a business continuity plan
- prepare for an emergency
- get involved with the community.

Visit [Work Ready](#) to make sure the business and/or workplace is prepared for an emergency and let staff know what to do.

## How to be ready for specific hazards / emergencies

Some hazards need us to be prepared in different ways. This section will support you and your whānau/family to understand how to get ready for different hazards.

### Being ready for a major storm and flood



- ✓ Go to [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 loose items may become dangerous in strong winds or cause blockages if your property may flood.
- ✓ Move vehicles to higher ground.
- ✓ Moor boats securely or move 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.
- ✓ If choosing to use sandbags to keep water away from your house or other buildings. Sandbags can be used to divert water away from your house, place of work or other buildings. Sandbags and fill material are available from retail hardware stores such as Bunnings or Mitre 10. They can be used to block doorways, drains, and other

openings into properties, as well as to weigh-down manhole covers, garden furniture, and to block sink, toilet, and bath drains, to prevent water backing up.

## Sandbags



**Sandbags require time and effort to fill and place, so they need to be filled and placed in advance of flooding to be effective (rather than in the middle of a flood or a storm).** They also won't stop water coming from under a house through floorboards or other access points.

**If you don't have sand, any fine material including soil can be used and pillowcases can be used as makeshift sandbags.**

### Filling the bags

- 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 half or 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.

### Placing the bags

- Clear any debris from the area where the bags will be placed.
- If you can, put a large sheet of heavy-duty waterproof 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.
- Place bags in layers like a brick wall overlapping each row. Place the second row of sandbags on top of staggering the joints.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- Sandbags can be placed to a height of three layers. If further height is required, place sandbags behind to add strength to building the wall of sandbags.

### Disposing of the bags

- Sandbags must be disposed of after use due to contamination (as they will rot if left in the sun, which can lead to the blocking of drains).
- Sand can be disposed of on your property by spreading on the grass in a high sun area. Any other form of granulate (such as recycled aggregate) needs to be disposed of in a landfill.
- Debris and damaged items should be taken to a waste transfer station in Auckland. The closest waste transfer station to the Puketāpapa Local Board area is the North Shore Transfer Station located at 117 Rosedale Road, Pinehill.
- Auckland Emergency Management can assist in identifying the best way for the disposal of sandbag waste or debris by phoning them on 0800 22 22 00.

## Being ready for an earthquake

Get your home ready for an earthquake by:

- ✓ sticking items onto shelves with museum wax or BlueTack
- ✓ strengthening materials used for hanging pictures/photo frames
- ✓ putting restraints on TVs and heavy furniture.

- ✓ **Identify safe spaces to Drop, Cover and Hold within your home/school, work and other places you often visit. The safe space should be:**

- somewhere close to you of 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 can shatter causing injury
  - away from tall furniture that can fall on you
  - not in a doorway noting that most doorways are not stronger than any other parts of a building and swinging doors can cause injury.
- ✓ Practise the Drop, Cover and Hold exercise at least twice a year so you know what to do when an earthquake happens. A good time to do this practice is when the clocks change and by taking part in the national Aotearoa New Zealand ShakeOut exercise/event.



## Being ready for a volcano eruption



Be aware that in the event of ash fall from a volcano, you may need to remain indoors for several days.

- ✓ Add the following to your emergency supplies:
  - masks and goggles without side vents (\*Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask. Adult masks do not fit smaller children well, so may offer little protection)
- plastic wrap or plastic sheeting (to keep ash out of electronics)
- cleaning supplies, including air dusters (available at hardware stores), a broom, a shovel, and spare bags and filters for your vacuum cleaner.
- ✓ Advise people to not remove ash from roofs due to the risk of working at heights as well as to not wash ash down drains to keep them from getting blocked.
- ✓ Store emergency supplies in your vehicle in preparation of potentially being stuck in the vehicle for a considerable period of time.

## Being ready for a wildfire

Embers can travel for more than two kilometres from a wildfire potentially igniting fires on homes, buildings or property not close to the wildfire and dependent on the wind direction.

Wildfire travels faster uphill and therefore homes and property on a steep slope or at the crest of a hill, are at the greatest risk.

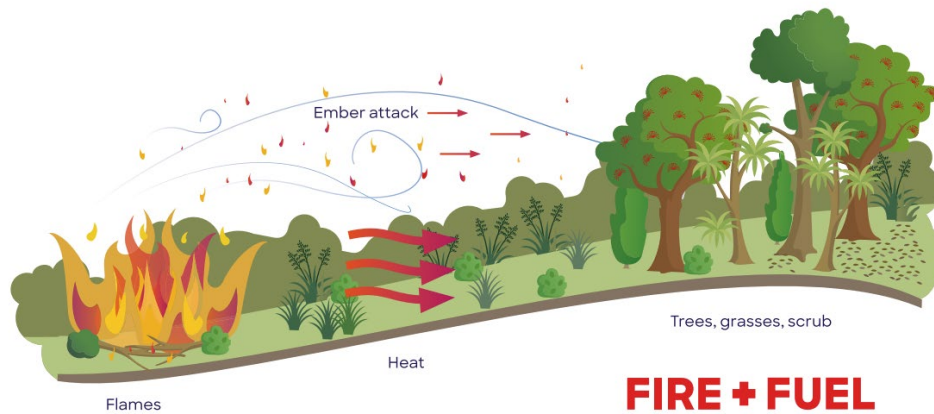


Figure 4 - Diagram demonstrating how fires grow and spread

The following are simple steps that can be taken to reduce the risk of wildfire impacting property:

- ✓ Create a 10-metre safety zone around your home and other structures on your property by:
  - clearing combustible materials and vegetation (e.g. leaves, dead branches and stacks of firewood)
  - keeping your lawns short
  - regularly clearing material from gutters (consider screening with mesh), spouting and areas around decks
  - planting low flammability plants and trees which have the following characteristics; moist supple leaves, little accumulation of dead wood and dry dead material within the plant, low levels of sap or resin that is watery and doesn't have a strong odour. .
- ✓ Make sure your Rural Area Property Identification (RAPID) property number is easy for emergency services to find.

### Being ready for a biological outbreak, epidemic or pandemic

In order to be ready for medical outbreak, epidemic or pandemic, the following steps are recommended:

- ✓ 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 your home/whare and you must go to work
  - how to check on friends, family and neighbours who might need help.
- ✓ Think about whether you could work from your home/whare and what you would need to do this.
- ✓ Have key contact numbers in a place that is easy to find (such as on the fridge door) including:
  - the people living nearby who you could call if you needed 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 and drinks to last for at least a week including long-lasting foods in cans, packets, and dried foods.
- ✓ Have a supply of masks to help stop the spread of germs.
- ✓ Have tissues and plastic bags available for used tissues.
- ✓ Think about things to do, if you and your whānau/family have to stay at your home/whare for more than a week (e.g. books, games and streaming services).

\*Insert a readiness photo

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# Response

## What is response?

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

A response ends when the objectives have been met or a transition to recovery has occurred.

## 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?

Whānau & individuals	Communities	The local board	Auckland Emergency Management	The Mayor & Auckland Council
<ul style="list-style-type: none"> <li>• Check that whānau/family are safe. (Use social media and text to free phone lines for emergency services).</li> <li>• Check in with neighbours and offer support to each other.</li> </ul>	<ul style="list-style-type: none"> <li>• Link with Auckland Emergency Management regarding needs in the community.</li> <li>• Setting up Community Emergency Hubs or Civil Defence Centres.</li> <li>• Connecting with organisations that have trained volunteers that can be utilised as a resource to address community needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify high-level needs of the community and communicate this to Auckland Emergency Management.</li> <li>• Direct community members towards the right place to get the support needed.</li> <li>• Act as a conduit for information as requested by the Emergency Control Centre.</li> <li>• Facilitate the response resources and the community to work together.</li> </ul>	<ul style="list-style-type: none"> <li>• A 24-hour Duty Team actively monitors and coordinates the initial response to an incident (The Group Plan).</li> <li>• When more support is required, the Emergency Coordination Centre would be activated to coordinate the response.</li> <li>• Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.</li> <li>• Liaising with key stakeholders and communities to understand where response efforts need to be prioritised and communicating that across the inter-agency response network.</li> </ul>	<ul style="list-style-type: none"> <li>• The mayor declares a state of local emergency (and gives notice of a local transition period).</li> <li>• The mayor is the principal spokesperson for an emergency to the public, liaising with the Group Controller.</li> <li>• Council’s Public Information Manager (PIM) ensures the mayor provides consistent and accurate messaging to communities and the media.</li> <li>• Council staff deployed from their normal roles as resource for response effort.</li> <li>• Healthy Waters responds to reports of stormwater flooding.</li> </ul>

## Steps to take in an emergency

→ Put your family/whānau emergency Household Plan into action.

**In life threatening situations, contact emergency services on 111**

## If you are safe at home

→ Stay at home.

→ Use your emergency supplies.

→ Stay informed through official sources:

- AEM website/Facebook/X
- NEMA website/Facebook/X
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service website/Facebook/app.

→ Check in on neighbours and others nearby.

→ Stay connected to your whānau/family and friends.

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

## If you are unsafe at home

→ Take your Grab Bag.

→ Use your evacuation routes.

→ Go to family/whānau, friends or your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open. (\*Language interpreters via phone are available at Civil Defence Centers).

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



## Stay informed before, during and after an emergency

**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 National 756 AM or 101.4 FM
- Newstalk ZB 89.4 FM
- The Hits 97.4 FM
- More FM 91.8 FM.



## Online sites for information

### Auckland Emergency Management official channels

- Facebook: Auckland Emergency Management
- X (previously Twitter): @AucklandCDEM
- Website: aucklandemergencymanagement.org.nz.



## National updates

- To find more about the National Emergency Management Agency go to their website: [www.civildefence.govt.nz](http://www.civildefence.govt.nz).
- Find official emergency information and advice on how to be better prepared for disasters in Aotearoa New Zealand go to the New Zealand Civil Defence's Facebook page: NZ Civil Defence.
- [X \(previously Twitter\): National Emergency Management Agency](#)  
Find emergency and disaster updates.
- [Get Ready](#)  
For advice on preparing for disasters.

## Other channels

- [Our Auckland](#) will update the website with key information to know where to get support and other key information.
- [Waka Kotahi](#) (NZTA) and [Auckland Transport](#) will provide updates on road closures.
- [SafeSwim](#) gives you up to the minute information on water quality and swimming conditions at your favourite swimming spots. If you download the SafeSwim app, you will be notified of any warnings around safety near to beaches.

## Emergency Mobile Alerts (EMAs)

Emergency Mobile Alerts (EMAs) are messages and/or an alert about an emergency sent by authorised emergency agencies to mobile phones. The alerts/messages give people immediate warning and are broadcasted to all capable phones from targeted cell towers.

The alerts are targeted to areas affected by serious hazards. The alerts will only be sent when there is a serious threat to life, health or property, and, during yearly tests.

Most phones manufactured after 2017 can receive an EMA which does not require an app.

The alert/message will inform which agency sent the message, what the emergency is, and will provide instructions to follow if needed and/or where to get further information.

## Weather information - Met Service / Te Ratonga Tiorangi

Met Service is New Zealand's only authorised provider of severe weather watches and warnings providing land-based severe weather alerts through a system of outlooks, watches and warnings.

Severe weather watches and warnings are available through radio, television, and the Met Service website or mobile app as well as coming directly into an email by registering on the Met Service website.



Met Service is also on social media from @MetService on Facebook and X (formerly known as Twitter).

Severe weather watches and warnings are categorised by the intensity of the weather using the yellow, orange and red colour codes.

### 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 the following categories of orange and red that are weather *warnings*.

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



- Orange Warnings - to be prepared to take action
- Red Warnings - to act immediately.

### Orange Warning - take action



An orange weather warning is used when the forecast indicates incoming bad weather that will meet severe weather criteria and it is recommended that people prepare to take action to minimise potential risk to people, animals and property.

### Red Warning - take immediate action, act now



A red weather warning is reserved for only the most extreme weather events where significant impact and disruption is expected (such as a tropical cyclone) and where it is recommended that people 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.

Members of the public can receive red weather warnings directly from Met Service on their phone by installing the free Met Service NZ Weather app and enabling notifications from the main menu.

## How to evacuate and where to go

**If it is not safe for you to stay in your home/whare, 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 home/whare immediately.**

**If your home/whare is flooding, leave immediately.**

**If you are told to evacuate, move immediately and follow official advice.**

**Pick up your Grab Bags if it is safe for you to do so.**

**Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whānau. Otherwise, go to your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open.**

\*Insert CDC/CEH Map

*Figure 5 - Map demonstrating Accident & Urgent Care Clinics, Marae, Civil Defence Centres & Community Emergency Hubs in Puketāpapa Local Board area and nearby areas*

## Community Emergency Hubs (CEH)

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

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

Auckland Emergency Management can advise and work with communities who wish to pre-identify a place for a Community Emergency Hubs (such as a church, sports club or hall) to set it up and operate.

A Community Emergency Hub offers a place where local residents can meet, support and help each other to make decisions about how best to ensure the safety and comfort of those in their community during an emergency.



Figure 6 - Diagram demonstrating communications between individuals and whānau/family, communities and the Emergency Coordination Centre communities

## Community Emergency Hubs in and around the Puketāpapa area

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

Location	Services provided	Accessibility
Acts of Kindness Roskill (ARK) – in progress <a href="https://www.facebook.com/arkpuketapapa/">740 Sandringham Road, Wesley</a> <a href="https://www.facebook.com/arkpuketapapa/">https://www.facebook.com/arkpuketapapa/</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food and drink</li> </ul> *Still in discussion	
St John's Presbyterian Church – in progress <a href="#">422 Mount Albert Road, Mount Roskill</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food and drink</li> </ul> *Still in discussion	
Masjid-e-Umar (Mount Roskill Islamic Trust) – in progress		

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

In the Puketāpapa area, the following organisations are identified as a Community Response Group:

**\*XXX – to be populated**

## Marae

Marae are a taonga and should be considered as such. They are an integral part of the community often going out of their way to respond to community needs when disaster strikes.

## Civil Defence Centres (CDCs)

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

CDCs are run by Auckland Emergency Management and staffed by central government agencies, welfare organisations and/or Auckland Council staff who have been deployed from their work areas across council as a resource.

\*Auckland Emergency Management is currently reviewing the suitability of Civil Defence Centres across the whole region, to ensure locations and facilities are fit for purpose. Therefore, the list of Civil Defence Centres could change (along with the maps and associated documentation) in the near future.

## Civil Defence Centres in and around the Puketāpapa area

The following table provides a list of the Civil Defence Centres that are available in the Puketāpapa area. It is important to check if they are open before evacuating to the Civil Defence Centre by checking through official sources of information.

Location	Services provided	Accessibility
Fickling Convention Centre <a href="#">546 Mount Albert Road, Three Kings</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> </ul>
Wesley Community Centre <a href="#">740 Sandringham Road Extension, Mt Roskill</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
Lynfield Youth & Leisure Centre <a href="#">Margaret Griffin Park 16-18 Griffen Park Road, Mount Roskill</a>	<ul style="list-style-type: none"> <li>food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
	<ul style="list-style-type: none"> <li>food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>

\*Insert photo of family going to CDC

## Interested in volunteering in an emergency?

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

**Community Emergency Hub and Community Response Group volunteers** can assist their community in the setting up and running of their local Community Emergency Hub or assisting with other community response initiatives. Contact your local Community Emergency Hub for more information on how to get involved.

**New Zealand Response Team (NZRT) volunteers** are qualified responders who assist in emergency services and responding agencies during emergencies. During response, we deploy the Auckland Response Teams to complement or support the emergency services if the size of an incident or event is beyond what they can usually manage. In Auckland, we have two Response Teams who serve the wider Auckland community. NZRT5 North Shore is based in Sunnynook.

**Taskforce Kiwi volunteers** are defence and emergency services veterans, and members of the wider community, with the skills, experience, motivation and grit to help communities through direct assistance before, during and after disasters. They are not first responders, instead they work alongside existing emergency management agencies and communities, providing skilled volunteer resources to help fellow Kiwi's on their worst day. 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.

**Fire and Emergency New Zealand's volunteers** help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, our volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help.

**Land Search and Rescue (LANDSAR) volunteers** provide search and rescue assistance to the lost, missing and injured across New Zealand.

**Coastguard volunteers** are on the frontline, crewing rescue vessels and aircraft, operating radios, coordinating search and rescue incidents, and saving lives at sea.

**Surf Life Saving New Zealand volunteers** lead beach and coastal safety, drowning prevention and rescue authority in Aotearoa.

**Student Volunteer Army volunteers** shift between local need and global outlook and 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 our 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.

If you are not a trained volunteer with one of these organisations or another umbrella organisation, check in how you can support your neighbours or others in your area who may need support or assistance. There are also other organisations such as, [Mitre 10 Helping Hands](#) or [Volunteering Auckland](#) who may have opportunities to assist communities during emergencies.



*Figure 7 - New Zealand Response Team swift water car rescue training*

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# Recovery

## What is recovery?

Recovery from an emergency is the purposeful, collaborative way of working, established to coordinate and manage recovery efforts. The purpose is to achieve better outcomes through coordinated and integrated action.

Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term regeneration and enhancement of a community following an emergency. Opportunities are also sought to reduce risk and increase resilience.

Recovery should:

- support cultural and physical well-being of individuals and communities
- minimise the escalation of the consequences of the disaster
- reduce future exposure to hazards and their associated risks, i.e. build resilience
- take opportunities to regenerate and enhance communities in ways that will meet future needs (across the social, economic, natural and built environments).

## 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.<sup>3</sup>

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?

Whānau & individuals	Communities	The local board	Auckland Emergency Management	Auckland Council
<ul style="list-style-type: none"> <li>• Stay informed, share recovery information for those impacted, and find creative ways to support those who have been impacted.</li> <li>• Attend training (such as psychological first aid) to learn how to assist those that are struggling.</li> </ul>	<ul style="list-style-type: none"> <li>• Host events (such as coffee mornings) to foster continued connection.</li> <li>• Review and refine the community resilience plans, identifying what did and what did not work, and what can be improved.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to local awareness and help identify problems and vulnerabilities.</li> <li>• Assist in setting up support recovery efforts and ongoing recovery teams.</li> <li>• Provide political leadership and champion the issues the community is facing.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertaking debriefs incorporating lessons learned into future work programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Potentially establishing a Recovery Office within council to coordinate recovery efforts across the four recovery environments (natural, social, built &amp; economic).</li> <li>• Liaising with other recovery support agencies on behalf of communities.</li> </ul>

<sup>3</sup> National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.

## Stay Informed

The Auckland Council's website and newsletter of *Our Auckland* is the best information source for the general public to get up to date recovery information and know where to access resources and/or get support.

## Medical help and advice

**If urgent medical help is required call 111.**

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

Your health provider should be contacted if you need support such as home support services (including those you currently receive).

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.

- Text or call 1737 and speak with a trained counsellor.
- Speak to a health professional – your GP or mental health provider (can also be through your GP practice).
- Online resources including All Right (<https://www.allright.org.nz/>) and He Waka Ora (<https://hewakaora.nz/>).

## Housing assistance

If you have had to evacuate your home/whare, only return if the Rapid Assessment Team at Auckland Council or emergency services have advised it is safe to do so.

If your house has received a [placard](#) (sticker), the home owner will get correspondence from your [rapid building assessment](#) case manager at Auckland Council to advise on next steps (please ensure contact details are up-to-date through your rates).

[Tenancy Services](#) can assist tenants and landlords with damage to rental property in a disaster and can be contacted by phone on 0800 836 262 (0800 TENANCY).

[Kāinga Ora](#) customers can get assistance with repairs and support and can be contacted by phone on 0800 801 601.

[Temporary Accommodation Support \(TAS\)](#) can help with support, advice, and potentially temporary accommodation and can be contacted by phone on 0508 754 163.

## Financial assistance

The Ministry of Social Development (Work and Income) can help with urgent or unexpected costs (such as petrol, food, furniture) or living expenses (such as medical costs, appliance replacement, bedding, food and rent) and can be contacted by phone on 0800 559 009.

## Insurance

Insurance policies are individual in regard to the type of event, damage, and what would be covered under a claim.

Some insurers cover the cost of temporary accommodation if residents can't stay at home and/or property has been damaged during the emergency event.

It is advised to take photos of damaged items that would be considered under an insurance claim.

New Zealand Claims Resolution Service (NZCRS) provides free, legal advice for people dealing with home insurance claims as a result of a disaster. NZCRS can be contacted by phone on 0508 624 327 or via email [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz).

[Toka Tū Ake EQC](#) provides information for those navigating insurance claims (storm, floods and landslides). EQC can be contacted by phone on 0800 326 243 (0800 DAMAGE) or via email [info@eqc.govt.nz](mailto:info@eqc.govt.nz).

## To report a problem

Information below provides who and how to contact if there is a problem as a result of the emergency event.

### Electricity and gas

If you can smell gas, dial Fire and Emergency NZ on 111 and then Vector on 0800 764 764.

For outages and faults, go to Vector’s website (<https://www.vector.co.nz/personal/outages-faults>).

You can also report outages to your own electricity provider.

### Flooding

**In life-threatening situations always contact 111.**

To report any public stormwater network or private property flooding, call the Healthy Waters department at Auckland Council on (09) 301 0101.

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

### Water and wastewater

To report a fault in a water or wastewater system contact Watercare via Live Chat on their website <https://www.watercare.co.nz/> or call (09) 442 2222 and press 1. For outages or faults go to <https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns>.

An emergency event may have damaged sewerage lines so emergency toilets may need to be improvised.

\*insert emergency toilet image

- To make an emergency toilet, use sturdy, watertight containers that can hold approximately 15 – 20 litres (such as a rubbish bin or an empty paint bucket) with a snug-fitting cover.
- Line buckets with plastic bags.
- Pour or sprinkle a small amount of regular household disinfectant (such as chlorine 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.

### Roads

To report an urgent issue on a state highway call the NZ Transport Agency | Waka Kotahi on 0800 44 44 49 or report non-urgent issues on their website (<https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/>).

To report an urgent issue on Auckland’s roads call Auckland Transport on (09) 09 355 3553, or report non-urgent issues on their website (<https://contact.at.govt.nz/?cid=cc9a9258-7450-ec11-8f8e-002248181b18>).

### Security and crime

**DO NOT put yourself in harm’s way**

Unfortunately, emergency situations can also prompt criminal activity.

To report someone committing a crime or behaving suspiciously, phone the Police by dialling 111 and take down the license number if they are in a vehicle.



## Disposal of waste

It is important that damp items in a home are removed as soon as possible for health reasons. If support is needed to remove the damp or wet items such as carpet and furniture, call Auckland Council on (09) 301 0101 and ask for assistance.

Debris and damaged items from an emergency event that needs to be disposed of can be taken to the closest waste transfer station in Auckland. For the Puketāpapa area, this is the North Shore Transfer Station located at 117 Rosedale Road in Pinehill.

## Replacement of household items

The best place to replace damaged household items is through a community recycling centre.

Convenient to those living in the Puketāpapa area are two community recycling centres in Onehunga and Avondale:

- Pikes Point Transfer Station, 81 Captain Springs Road Onehunga
- Patiki Road Transfer Station, 114 Patiki Road, Avondale.

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.

\*insert community resilience photo

# References

Auckland Emergency Management. 2024. Group Plan Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024 – 2029. Auckland, New Zealand.

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# Appendix 1 - Useful Links

Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029

<https://www.aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf>

## Reduction

- Reduce the risk of landslides <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx>
- Auckland's Hazard Viewer <https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8>
- Reduce the risk of flooding [www.aucklandcouncil.govt.nz/floodviewer](http://www.aucklandcouncil.govt.nz/floodviewer) <https://www.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 <https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8>
- Auckland Council's Flood Viewer <https://experience.arcgis.com/experience/cbde7f2134404f4d90adce5396a0a630>
- Household Plan <https://getready.govt.nz/en/prepared/household/make-a-plan>  
<https://www.aucklandemergencymanagement.org.nz/home-ready#item0>
- High rise Building Ready <https://www.wremo.nz/get-ready/home-ready/high-rise-buildings/>
- For people with disabilities:  
Auckland Emergency Management Resources <https://www.aucklandemergencymanagement.org.nz/resources>  
Advice for Disabled People (NEMA) <https://getready.govt.nz/en/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing>  
Audio, Large Print and Easy Read <https://getready.govt.nz/en/alternate-formats/audio> (or call the Telephone Information Service by dialling 09 302 3344 menu option 4116.)  
Taikura [www.taikura.org.nz](http://www.taikura.org.nz)
- Preparing Animals for Emergencies: <https://www.mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies/> Grab Bags <https://www.aucklandemergencymanagement.org.nz/home-ready#item2>
- EQCover <https://www.eqc.govt.nz/insurance-and-claims/about-eqcover/>
- Emergency information in different languages:  
<https://www.aucklandemergencymanagement.org.nz/resources> <https://getready.govt.nz/en/prepared>  
\*change language in top left corner

## Community Ready

- Community Ready (AEM): <https://www.aucklandemergencymanagement.org.nz/community-ready>
- Community Response [Resilience] Plan templates <https://www.aucklandemergencymanagement.org.nz/community-ready#item2>
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans <https://www.aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards>
- Resilient Auckland North: Community Plans <https://www.resilientaucklandnorth.org.nz/community-plans>  
Neighbourhood Support North Shore <https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore>
- North Shore Neighbourhood Support <https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore>
- Devonport Peninsula Emergency Readiness Plan <https://drive.google.com/file/d/1MmG1x14C09gITTpbaonDcJE6cZVp5v8A/view>

### **Work Ready (Businesses)**

- Work Ready (AEM) <https://www.aucklandemergencymanagement.org.nz/work-ready>
- Work Ready (NEMA) <https://getready.govt.nz/en/prepared/work>
- Business: <https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses/>

### **Hazard Ready**

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

### **Response**

- State of Emergency <https://getready.govt.nz/en/emergency/who-does-what-in-an-emergency>
- Radio New Zealand <https://www.rnz.co.nz/>
- Newstalk ZB <https://www.newstalkzb.co.nz/>
- The Hits <https://www.thehits.co.nz/>
- More FM <https://www.morefm.co.nz/home.html>
- Facebook (AEM) <https://www.facebook.com/aklcdem/>
- X [previously Twitter] (AEM) <https://twitter.com/AucklandCDEM>
- Auckland Emergency Management website <https://www.aucklandemergencymanagement.org.nz/>
- Facebook (NEMA) <https://www.facebook.com/NZCivilDefence>
- X [previously Twitter] (NEMA) <https://twitter.com/NZcivildefence>
- NEMA's Get Ready website <https://getready.govt.nz/en>
- Our Auckland Council <https://ourauckland.aucklandcouncil.govt.nz/>

- Waka Kotahi <https://www.nzta.govt.nz/traffic-and-travel-information/>
- Auckland Transport <https://at.govt.nz/projects-roadworks/roadworks-and-disruptions>
- Safe Swim <https://www.safeswim.org.nz/>
- Emergency Mobile Alert <https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert>
- Met Service <https://www.metservice.com/>

## Volunteer Organisations

- Auckland Emergency Management Response Teams <https://www.aucklandemergencymanagement.org.nz/get-involved/auckland-response-team>
- Taskforce Kiwi <https://www.taskforcekiwi.org/get-involved>
- FENZ <https://www.fireandemergency.nz/volunteering/>
- LandSAR <https://www.landsar.org.nz/volunteer-with-land-search-and-rescue/>
- Coastguard <https://volunteers.coastguard.nz/current-vacancies/>
- Surf Life Saving NZ <https://www.surflifesaving.org.nz/join-us/become-a-surf-lifeguard>
- Student Volunteer Army <https://www.facebook.com/StudentVolunteerArmy/>
- Mitre 10 Helping Hands <https://www.mitre10.co.nz/helpinghands>

## Recovery

- Our Auckland <https://ourauckland.aucklandcouncil.govt.nz/>
- Wellbeing support
- Te Whatu Ora <https://info.health.nz/>
- All Right <https://www.allright.org.nz/coping-tough-times>
- He Waka Ora <https://hewakaora.nz/>
- Vector <https://www.vector.co.nz/personal/outages-faults>
- Watercare <https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns>
- Roads Auckland Transport <https://at.govt.nz/projects-roadworks/road-works-disruptions/>
- Waka Kotahi <https://www.nzta.govt.nz/traffic-and-travel-information/>
- Emergency toilets <https://www.tewhatuora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop>
- Placards (stickers) <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx>  
<https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx>
- Tenancy Services <https://www.tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster/>
- Kāinga Ora [https://kaingaora.govt.nz/en\\_NZ/tenants-and-communities/support-for-customers-impacted-by-a-natural-disaster/](https://kaingaora.govt.nz/en_NZ/tenants-and-communities/support-for-customers-impacted-by-a-natural-disaster/)
- Temporary Accommodation Support (TAS) <https://www.tas.mbie.govt.nz/>
- Work and Income <https://www.workandincome.govt.nz/>

- New Zealand Claims Resolution Service (NZCRS) <https://www.nzcrs.govt.nz/>
- Toka Tū Ake EQC Factsheets <https://www.eqc.govt.nz/our-publications/information-about-egcover-claims-for-storm-flood-and-landslip-damage/>
- Localised <https://localised.nz/our-enterprises/wairau-zero-waste-hub>

## Emergency Services

In an emergency dial 111, for general information and updates visit:

NZ Police	<a href="http://www.police.govt.nz">www.police.govt.nz</a> .
Fire and Emergency NZ	<a href="http://www.fireandemergency.nz">www.fireandemergency.nz</a> . <a href="http://www.checkitsalright.nz">www.checkitsalright.nz</a> .
St John's	<a href="http://www.stjohn.org.nz">www.stjohn.org.nz</a> .
Coastguard Marine Assistance	<a href="https://www.coastguard.nz/boating-safely/in-an-emergency/">https://www.coastguard.nz/boating-safely/in-an-emergency/</a>

# 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:*



# Appendix 3 - Hazard Factsheets

## Hazard Factsheet: Electricity Outage

All broken or downed electricity lines should be treated as live and dangerous – stay well away and not attempt to move trees that are in contact with lines. Call 111 to report this as a risk to life and property.

Report your own electricity outage to Vector on 0508 832 867.

Report trees down on public land to Auckland Council on (09) 301 0101.

**Conserve phone battery by limiting mobile calls and data use.**

### Food illness and prevention

Take care with food from your fridge and freezer to avoid food poisoning and manage spoilage issues. Eat perishable foods first, the contents of your freezer second (minimise freezer opening).

After more than two days without power, highly perishable foods may not be safe to eat.

- Throw out rotten or contaminated food quickly so it doesn't spoil other food in the fridge.
- You can still eat food like raw vegetables, cheese, and bread.
- Dispose of any food from the freezer which has thawed out and been at room temperature for over two hours.
- Do not to refreeze food that has defrosted.
- If the frozen food still has ice crystals and the packaging is intact, then it can be refrozen. If you are unsure, have a closer look and smell. If the colour has changed, it has a slimy texture or if it smells off, do not eat.
- Eating food that has gone off is a risk to be infected with salmonella, campylobacter and a range of food poisoning bacteria.

Maintaining hygiene around food preparation and cooking requires more thought than normal.

- Always wash and dry your hands before preparing food – if water is in short supply keep some in a bowl with disinfectant.
- Ensure all utensils are clean before use.
- Cook food thoroughly.

Note that pets are just as likely to become unwell by consuming unsafe food as humans. If you are boiling water to drink, do the same for your pets.

### Heating, lighting and cooking

**DON'T** be tempted to use unsafe ways to heat your home/whare. Only use fireplaces that have been safety checked, follow the manufacturer's advice when using gas heaters.

**NEVER** use outdoor gas heaters inside or try to use your BBQ for indoor heating.

**DO** boil water on your camp stove or BBQ for hot water bottles. Wear extra layers of clothing and use extra blankets, close internal doors and curtains to retain heat.

**DO** use camp stoves or your BBQ outside and make sure food is cooked thoroughly before eating. Take care with candles or use battery-powered lanterns or torches instead, to prevent fire risk. If using a generator, ensure you have enough fuel to use.

### Electric Hot Water

In some parts of Auckland, electric hot water is on a separate line network to electric power which means you may have power but no hot water. If your power and hot water lines have been restored but your hot water cylinder is not reheating after six hours of the hot water line being reconnected, contact your lines provider Vector on 0508 832 867 or Counties Power on 0800 100 202 for advice.

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# Hazard Factsheet: Flooding

During wet weather, stormwater naturally flows overland to the lowest point. When there is heavy rain and the stormwater network reaches capacity or there is a blockage, greater volumes of water flow overland and may cause flooding.

The geography of Tāmaki Makaurau means that most flooding is flash flooding which occurs rapidly after intense rainfall.

Flash floods and floods in general are dangerous when:

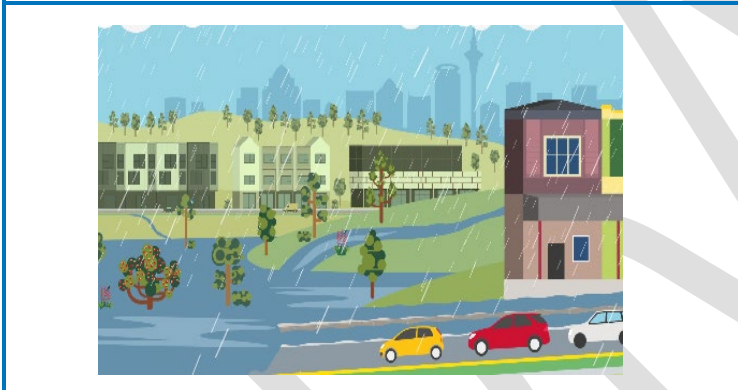
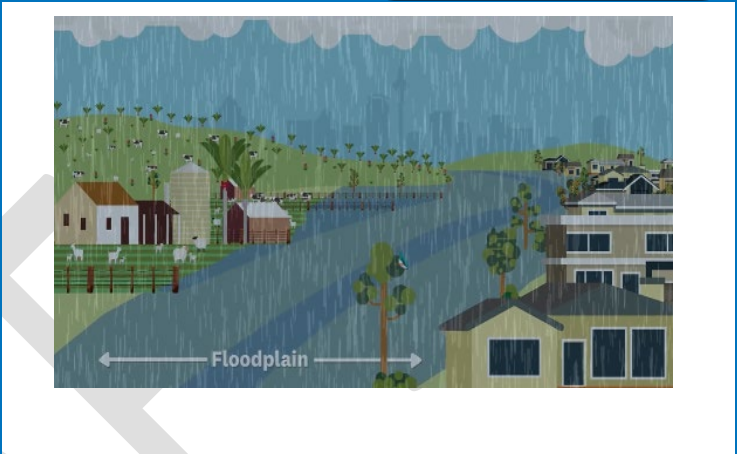
- water is very deep or travelling fast
- floodwaters have risen quickly
- floodwater contains debris (such as trees or building materials)
- floodwater is contaminated by raw wastewater or other biological contaminants.

Go to Auckland Council  
Flood Viewer to see  
impacts near you



**Flood plains** are areas predicted to be covered by flood water during heavy rain. Flood plains appear in low-lying areas or next to streams and rivers.

As many historical streams have been piped, flood plains may appear in areas where you haven't seen water before.



**Flood prone areas** are low-lying areas where water can become trapped and collect during heavy rain, especially if the stormwater outlet is blocked or reaches capacity.

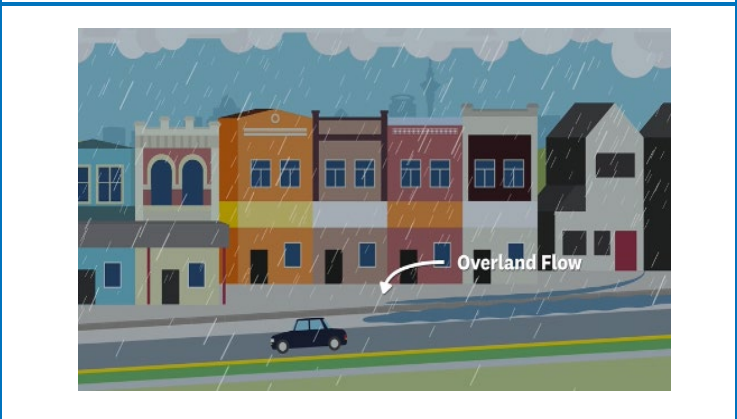
Flood prone areas can occur naturally in the landscape or be created by man-made features (such as roads and railway embankments).

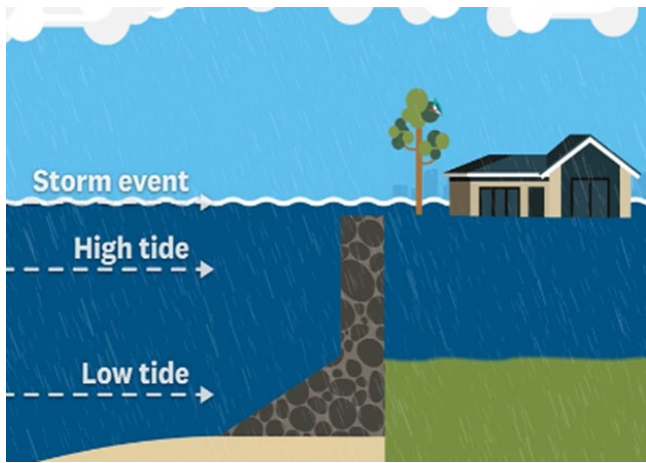
They can be extremely large areas, and properties are built within them.

**Overland flow** paths are where the route water will naturally take across the ground during heavy rain when the stormwater network is at capacity (or where there is no stormwater network).

Water can move very quickly over land, creating temporary fast flowing streams as it travels downhill.

Items like rubbish, fences and buildings can be swept away by overland flow paths or create blockages which can cause flooding.





**Storm surges and costal inundation** (e.g. coastal flooding including storm surge) are natural events that occur when normally dry, low-lying land is flooded by the sea.

Where coastal flooding occurs is determined by the sea level and the topography of the ground surface.

Coastal inundation is more likely during storms as the sea level at the coast rise due to strong winds, lower air pressure, heavy rain, and larger waves.

High tides can cause flood waters to encroach further inland.

Coastal inundation and storm surge can cause scouring and erosion of landforms at the coast. Tāmaki Makaurau’s coastal cliffs are especially susceptible to erosion by both coastal inundation and severe storms. This in turn can lead to landslides and instability.

Areas that experience inundation will increase and flood more frequently and to a greater depth as sea levels rise and storms become more frequent due to climate change.

### During a flood

- Keep children away from flood waters. It is not safe for them.
- Do not put yourself at risk to take photos or videos of the flood.
- If water is seeping into your home/whare, turn off the electricity at the mains and request an electrician to check it is safe to turn the power back on before doing so.
- If you have been evacuated, it may not be safe to return whare/home even when the floodwaters have receded. Listen to emergency services and local Civil Defence authorities and don’t return whare/home until they tell you it is safe to do so.
- Always assume that all flood water is contaminated with wastewater, farm run off and chemicals. Flood water may also be electrically charged from damaged electricity lines.
- If you come into contact with flood water, thoroughly clean hands with anti-bacterial soap or hand sanitiser and wash any clothes or property with hot water, detergent and a household disinfectant bleach solution. See Te Whatu Ora’s guidance on ‘Cleaning up safely after a flood’: <https://www.arphs.health.nz/assets/Uploads/Resources/Healthy-environments/Flooding/Flood-advice--cleaning-up-ARPHS.pdf>
- **Never try to drive through flood waters** (most deaths from floods are vehicle related).
- If your vehicle stalls while driving near flood water, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles.

# Flooding Hazard Puketāpapa Local Board Area

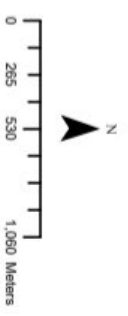


**DISCLAIMER:** This information is illustrative only and all information should be independently verified on site before taking any action. Copyright Auckland Council. Whilst data care has been taken, Auckland Council provides this information on the map and does not accept any liability for any omission or use of the information.

Date: 26/10/2023 8:25 pm  
Published by: Auckland Emergency Management

- DC
- Shelter
- Local Board Boundary
- Flood Plains
- Flood Prone Areas

### Flooding Hazard



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## Hazard Factsheet: Severe Storms

Storms are a combination of many different hazards occurring at the same time, including high winds, heavy rain and in some cases storm surges.

Tāmaki Makaurau can experience storms all year around including tropical cyclones that track down from the tropical latitudes in summer, and strong polar blasts that come up from the 'Roaring 40s' and southern latitudes in the winter.

The low atmospheric pressure associated with storms when combined with high tides or strong winds, could cause coastal inundation/storm surges. Widespread storms can cause additional or cascading hazards, for example heavy rain can trigger flooding and landslides which damage buildings and lifeline utility networks.

How we are impacted by widespread severe storms will change as we continue to experience the impacts of climate change.

Rainfall rates and wind speeds associated with severe storms may become more intense in the future as global temperatures continue to rise.

### During a storm

- Listen to advice provided by Auckland Emergency Management and emergency services.
- Put your emergency plans into action.
- Secure your home/whare and critical buildings by closing windows. Pull curtains and blinds over windows which can prevent injury from flying glass if the window breaks.
- Take extreme care with items that may conduct electricity if your home/whare is struck by lightning.
- Using electric lights is safe during a severe storm but unplugging appliances (especially television sets) is prudent.
- Turn off air conditioners and heat pumps which can be overloaded by electricity surges from lightning.
- If you live in an old house with metal plumbing, avoid using bathtubs, water taps and sinks as these may conduct electricity.

inset photo of storm

## Hazard Factsheet: Thunderstorms and Tornadoes

Tāmaki Makaurau experiences isolated, high intensity thunderstorms each year that are formed when warm moist air rises rapidly into unstable conditions in the atmosphere.

Some thunderstorms can develop into a tornado. These are usually isolated and short lived but pose a major danger to property and life in their path.

Forecasting these systems is challenging. They can produce localised flooding and damage buildings, trees, and occasionally cause injuries and deaths.

**Met Service classifies a severe thunderstorm as: rainfall of 25mm/hr or more, hailstones of 20mm or more in diameter, gusts of wind of 110km/h or stronger, damaging tornadoes of at least 116km/h windspeed.**

**During a thunderstorm or tornado** take shelter immediately. If you are inside, move to an interior room or hallway without windows, on the lowest floor putting as many walls as you can between you and the outside. Stay away from windows and exterior doors. For added protection, get under something sturdy such as a heavy table or workbench. If possible, cover your body with a blanket, mattress or sleeping bag, and protect your head with your hands.

**If you are outdoors during a tornado**, lie down flat in a nearby gully, ditch or low spot on the ground where the wind and debris will blow over you protecting your head with an object or with your arms.

**If you are in a car during a tornado**, pull safely onto the shoulder of the road, stop, and get out. Do not try to outrun a tornado in your car. Lie down flat in a nearby gully, ditch, or low spot on the ground. Do not get under your vehicle.

**Places and objects to avoid during a thunderstorm** are tall structures such as towers, trees, or hilltops because lightning normally strikes the tallest objects in the area as well as open or exposed spaces (such as exposed sheds or construction sites). Avoid any electrically conductive objects such as metal fences, clothes lines and electricity and telephone lines.

Machinery or objects that have metallic contact with the ground such as tractors should also be avoided.

**If you are in a car during a thunderstorm** pull safely onto the shoulder of the road and stop, making sure you are away from any trees or other tall objects that can fall on the vehicle. Turn your hazard lights to alert other drivers that you have stopped. Stay in the vehicle with your windows closed. You are safer from lightning in a vehicle than out in the open. Avoid contact with metal or other conducting surfaces inside and outside the vehicle to reduce your chance of being shocked.

**If you are outdoors during a thunderstorm** and hear distant thunder or see a flash of light, get indoors immediately. Avoid gazebos, rain or picnic shelters and other flimsy outdoor structures. These offer little protection from large hail, can be struck by lightning, and are often blown around in strong winds. A sturdy building is the safest location during a severe thunderstorm.

If you cannot find any suitable shelter, as a last resort, find a low-lying, open place away from single large trees, poles, or metal objects. Make sure the place you pick is not subject to flooding. If you are physically able to, crouch low to the ground on the balls of your feet. Place your hands on your knees and your head between your knees. Minimize your body's surface area and minimize your contact with the ground. Lightning currents often enter a victim through the ground rather than by a direct overhead strike.

If you are boating, fishing or swimming, get to land, get off the beach, and find shelter immediately.

**Call 111 immediately if someone is struck by lightning**



## Hazard Factsheet: Landslides

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 including 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 home/whare 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 home/whare 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.

### **If you suspect that a landslide is occurring, or is about to occur in your area:**

- Evacuate immediately if it is safe to do so. Seek higher ground outside the path of the landslide.
- If you cannot leave safely, move out of the path of the debris. The side of your house furthest from the landslide is likely to be the safest location within the property.
- Alert your neighbours. They may not be aware of the potential hazard so advising them of a threat may save their lives.
- Help neighbours who need assistance to evacuate if you can do so without putting yourself in danger.
- Contact Auckland Council. Council engineers or other geotechnical engineers are the people best able to assess the potential danger.

### **If a landslide does occur:**

- Stay away from the landslide area as further ones may occur.
- Put your emergency plans into action.
- If safe to do so, check for injured and trapped persons and animals near the landslide, without entering the landslide area.
- Direct rescuers to their locations.

inset photo of landslide

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# Hazard Factsheet: Volcano Eruption

Tāmaki Makaurau Auckland could be affected by a volcanic eruption from both inside and outside of the Auckland region.

The Auckland Volcanic Field contains 53 known volcanic centres.

In the Puketāpapa area there are the following volcanoes as shown on the map below: the Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwi/Mt Roskill.

While scientists consider the probability of an eruption from the Auckland Volcanic Field occurring within our lifetimes to be very low, the field is active and the consequences of a future eruption in Tāmaki Makaurau Auckland could be highly impactful.

Some of the hazards associated with an eruption with the Auckland region include hot, fast-moving ash and debris clouds (base surges), ash fall, volcanic gasses, earthquakes, volcanic bombs as well as lava flows.

GeoNet's website (<https://www.geonet.org.nz/volcano/aucklandvolcanicfield>) provides information on Volcanic Alert Levels across Aotearoa New Zealand.

Tāmaki Makaurau Auckland may also be affected by volcanic eruptions outside of the region (for example the central volcanic zone near Taupo and central plateau volcanoes like Ruapehu etc) in the form of ash fall and disruption to lifeline utilities such as Auckland Airport.

## If ash fall is forecasted

- Before ash fall starts go to your home/whare to avoid exposure to and driving during ash fall.
- If you have respiratory or heart conditions, keep your relief and preventer medication handy, and use as prescribed. If you have any concerns, call your doctor.

## Steps to take to keep ash out of your house

- Set up a single entry/exit point for your house. Place damp towels by the door to prevent ash being tracked indoors on your shoes.
- Close all remaining doors, windows, and other entry points, such as cat doors and air vents.
- Shut down heat pumps and air conditioning units, to prevent ash from being blown indoors, and to prevent ash from damaging the units by clogging filters and corroding metal.
- Cover electronics and leave covered until the indoor environment is free of ash.
- Cover spa pools and swimming pools as ash can clog filters.
- Disconnect downpipes from gutters to allow ash and water to empty from gutters onto the ground.
- Disconnect roof catchment rainwater storage tanks from downpipes to prevent contamination.
- Seal any openings in water storage tanks (e.g. poorly-fitted covers) to prevent the entry of ash.
- Cover any open gully traps or drains with a sheet of plywood or similar to prevent ash from entering the wastewater or stormwater systems.
- Cover vegetable gardens with tarpaulins to prevent ash contamination.

## During ash fall

- Stay and keep pets indoors.
- Do not attempt to clear ash from your roof while ash is falling.
- Avoid non-essential driving. If you must drive, drive slowly, maintain a safe following distance behind other traffic, use headlights on low beam, and avoid using wipers as ash can scratch windscreens.
- **Do not** use un-flued gas heaters indoors while your house is sealed to keep out ash, as there is a risk of carbon monoxide poisoning.
- **Never** use outdoor gas appliances indoors.

## Protecting your health

- Reduce your exposure to ash, gases and aerosols by staying indoors. This is particularly important for high-risk groups (children, older adults and those with pre-existing respiratory conditions, such as asthma, COPD, or chronic bronchitis).

**If you have been prescribed preventer medication, ensure you take it as advised by your doctor. Keep your reliever medication with you at all times.**

- If you have to go outside, wear protective clothing: e.g. a N95 mask, goggles without side vents, strong footwear, gloves and clothing that covers your skin.
  - Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask.
  - Masks do not fit smaller children well, so may offer little protection. Keep children indoors.
  - Do not wet masks as evidence shows this makes no difference to filtration efficiency.
  - Further information on respiratory protection in ash fall, including how to fit a dust mask correctly, is available on the International Volcanic Health Hazard Network (IVHHN) website.
- Do not wear contact lenses, because trapped ash can scratch your eyes. Wear glasses instead.
- Contact your doctor or Healthline (0800 611 116) if you have any concerns. People experiencing asthma symptoms even for the first time should not ignore them. Seek medical advice as soon as possible. A severe asthma flare-up can vary in severity and can be life threatening. If there are signs that someone's condition is deteriorating, call 111.

### **Protecting vehicles**

Ash may damage vehicles by clogging filters, corroding metal surfaces, and causing abrasion damage to windscreens, paintwork, and moving engine parts.

- Keep vehicles under cover or covered as much as possible.
- Remove ash from car paintwork and windscreens by gently brushing with a soft brush and, if necessary, washing with water sparingly. Avoid rubbing as this can cause abrasion damage.
- Clean or replace air and oil filters regularly (every 80-160 kilometres in heavy ash or every 800-1600 kilometres in light ash).
- Apply lubricant/grease more frequently and check for wear regularly.

[Further information on protecting vehicles and other machinery from ash fall is available on the International Volcanic Ash Impacts website.](#)

## Insert volcano map



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.

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## Hazard Factsheet: Earthquakes

While technically classed as being a 'low seismic hazard' area, Auckland does have active faults located in the South Auckland.

Recent mapping by GNS Science has identified three new faults in the Franklin area (Paerata, Pukekohe and Aka Aka Faults) however, more research is required to understand the hazard that these faults pose.

Two well-known faults, the Wairoa North and Wairoa South Faults, mark the edge of the Huna Ranges. Scientists estimate the Wairoa North and Wairoa South faults may be able to generate an earthquake up to magnitude 6.7. This is unlikely to cause widespread damage across Auckland including the Puketāpapa local board area, however there may be localised impacts near the faults themselves.

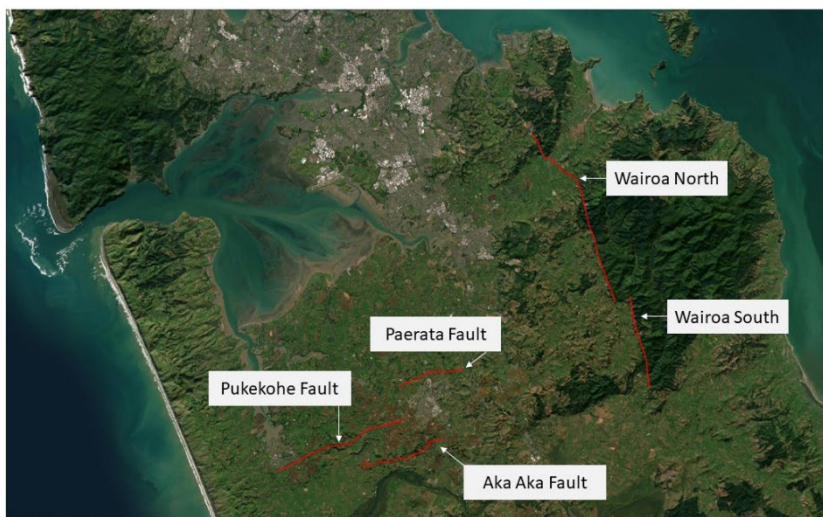


Figure 8 - Figure showing faults within the Auckland region (note that the Paerata, Pukekohe and Aka Aka Faults require more research to understand their risks, as recent mapping has just recently identified these features)

### During an earthquake

- DROP down on your hands and knees. This protects you from falling but lets you move if you need to.
- COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby and cover your head and neck with your arms and hands.
- HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it. If there is no shelter near you, crawl to an inside corner of the room and cover your head and neck with your hands and arms.

**Do not stand in a doorway.**

**Do not outside which risks you getting hit by falling bricks, glass and debris.**

### Drop, Cover, Hold:

- stops you being knocked over
- makes you a smaller target for falling and flying objects
- protects your head, neck and vital organs.

When in bed, stay, cover and hold.

When in a car, pull over and wait.

**If the earthquake lasts longer than a minute or is strong enough to make it difficult to stand, move quickly to the nearest high ground or as far inland as you can out of tsunami evacuation zones. Long or Strong, Get Gone.**

### After an earthquake

- Expect more shaking. Each time you feel earthquake shaking, Drop, Cover and Hold. More shaking can happen minutes, days, weeks, months and even years following an earthquake.
- Check yourself and others for injuries and get first aid if necessary.
- Turn off water, electricity and gas if advised to. If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can.
- If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.
- If you can, put on protective clothing that covers your arms and legs, and sturdy footwear. This is to protect yourself from injury by broken objects.
- If you are in a store, unfamiliar commercial building or on public transport, follow the instructions of those in charge.

**Use social media or text messages instead of calling to keep phone lines clear for emergency calls.**

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## Hazard Factsheet: Tsunami

Tsunami are series of ocean waves that can cause significant destruction along coastlines. They are usually caused by underwater disturbances such as earthquakes, landslides or volcanic eruptions that create waves which travel out in all directions. These waves can appear small and travel at high speeds across the deep ocean, but slow and grow in height and destructive power as they approach the coast.

All of New Zealand's coastline, including Auckland, is at risk from tsunami due to our position in the Pacific Ring of Fire. This is a geologically active area surrounding the Pacific Ocean marked by frequent earthquakes and volcanic eruptions because of the collision and subduction of the earth's tectonic plates.

The National Emergency Management Agency separates tsunami into three types, depending on where they form, with each type creating unique challenges:

- Distant source tsunami: generated across the Pacific Ocean like in Chile, Alaska, or even Japan, which could take 14 hours or more to arrive.
- Regional source tsunami: generated from the southwest Pacific like Tonga, Samoa and Vanuatu, which could take between one and three hours to arrive.
- Local source tsunami: generated very close to New Zealand, which could arrive in minutes.

**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.

**Move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones. Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.**

- Walk, run or cycle, if you can and remember your Grab Bag. This reduces the chances of getting stuck due to damaged roads or traffic congestion.
- While evacuating, be aware of other hazards. For example, a large local earthquake may damage electricity lines and bridges and create liquefaction and landslides.
- Do not return until an official all-clear message is given. Tsunami activity can continue for several hours, and the first wave may not be the largest. If there was an earthquake, expect aftershocks that may generate another tsunami.

If you live near the coast but are not located in a tsunami evacuation zone, you do not need to evacuate. Your home/whare could be a safe location for friends and whānau/family who need to evacuate.

Tsunami can be very dangerous for both recreational and commercial boats and their crews.

**Tsunami dangers for boats include:**

- Strong and unpredictable currents and surges that can affect ports and marinas even during small tsunami.
- Grounding of vessels, as water levels can suddenly drop.
- Capsizing from incoming surges, complex coastal waves, and surges hitting grounded boats.
- Collision with other boats, docks, debris and changes to the seafloor (e.g. movement of sand bars, wrecks, reefs and boulders).

**Know your tsunami evacuation zones**

A tsunami evacuation zone is an area that you may need to leave if you feel a long or strong earthquake, or if there is an official tsunami warning.

Make sure you know where to go, whether you are at home/whare, at work or out and about.

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.

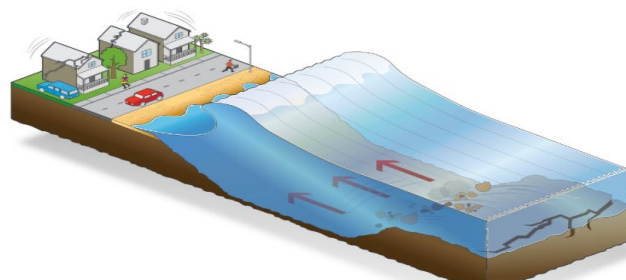


Figure 9 - Diagram showing as a tsunami wave travels into shallower ocean it grows in height

In Auckland we have two types of tsunami zones – red, and yellow – based on the areas that can be affected in different sized tsunami.

**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 region until you are told it is safe to return.

Tsunami are often most destructive in bays and harbours, not just because of the waves, but because of the strong currents they generate in local waterways.

**Yellow** is a land threat zone: This includes the area that would need to be evacuated in the event of a dangerous tsunami. You should evacuate this area if requested, or if you feel or notice any natural warnings, until you are told it is safe to return.

**Insert tsunami map**

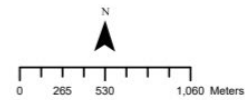
**Tsunami Evacuation Zones**  
Puketāpapa Local Board Area



DISCLAIMER:  
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Date: 2/11/2023 8:47 pm  
Published by: Auckland Emergency Management

- CDC
  - Shelter
  - Local Board Boundary
- Tsunami Evacuation Zones**
- Red Evacuation Zone
  - Orange Evacuation Zone
  - Yellow Evacuation Zone



## Hazard Factsheet: Wildfires

Fire moves extremely fast – have a plan to ensure you and your whānau know what to do in a fire and how to get out safely. Embers can travel for more than two kilometres from a wildfire potentially igniting fires on homes, buildings or property not close to the wildfire and dependent on the wind direction.

Wildfire travels faster uphill and therefore homes and property on a steep slope or at the crest of a hill, are at the greatest risk.

Fire Emergency New Zealand (FENZ) is the lead agency for fire emergencies and has a good website with information on the current fire season, fire types and on how to reduce risks of a fire getting out of control.

**Dial 111 immediately if there's a fire.**

If a wildfire is in the area of your property:

- Turn on sprinklers, fill the gutters with water, and wet down materials like firewood that may fuel the fire.
- Move vehicles to a safe location.
- Relocate lightweight garden furniture, door mats and other outdoor items indoors.
- Wet down the sides of buildings, decks and plants close to your home in the likely path of the wildfire.
- Move animals and livestock to a well-grazed or ploughed area.
- Close windows, doors, and vents. Shut blinds. Seal gaps under doors and windows with wet towels.

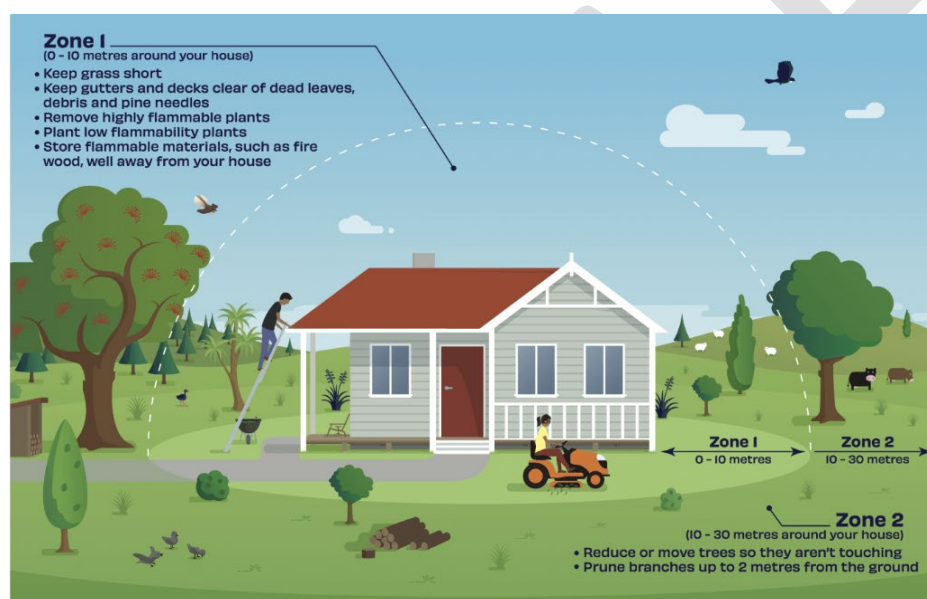


Figure 10 - Diagram shows how to manage vegetation and fuel sources in Zone 2 (10-30m) around your house and other structures.

**Remember, life is more important than property. Always make sure you have your escape planned before tackling any fire and don't put yourself or others at risk. Leaving early is always the safest option.**

**Don't rely on an official warning to leave. Wildfires can start quickly and threaten lives and homes within minutes.**

For information and advice on keeping animals safe from wildfires, go to: [bit.ly/animals-fire](https://bit.ly/animals-fire) or <https://checkitsalright.nz/reduce-your-risk/protecting-your-property>.

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## Hazard Factsheet: Biological emergency (Outbreaks, Epidemics, Pandemics)

A pandemic is an outbreak of an infectious disease that spreads across a very large region, multiple countries, or worldwide.

Outbreaks and epidemics affect local areas and regions. The direct impact on human life can be immense, with vulnerable populations, including older people and those with underlying health conditions, being particularly at risk. Epidemics among animals, such as Foot and Mouth Disease, can also affect people's activities.

The risk and impacts of a pandemic or large epidemic extend beyond the immediate health crisis. Many services like education, transport, work, health care and community services face disruptions.

Social interactions are limited or strained, with physical distancing measures and lockdowns impacting social gatherings, cultural events, and everyday life.

The Ministry of Health is the lead agency for human pandemics. Auckland Emergency Management assists in providing regional inter-agency coordination of welfare support.

In a pandemic you may need to stay at home/whare because:

- you are sick
- you are caring for a sick whānau/family or household member
- community actions to prevent spread of the infection are needed.

### During an outbreak, epidemic or pandemic

Hygiene – keeping clean:

- Washing and drying your hands properly for at least 20 seconds with soap or an alcohol-based rub. Drying hands well is important. Wash and dry hands after coughing, sneezing, blowing your nose wiping children's noses, visiting the toilet, or looking after sick people.
- Keep your coughs and sneezes covered. Put tissues straight into a covered, lined rubbish bin or a plastic bag.
- Try to stay a metre away from sick people to reduce the spread of infection and consider having those who are unwell stay in one part of the house if practical and/or be cared for by a single person.
- Ensure there is good ventilation to any areas where people are unwell.
- Stay informed with key health information: <https://www.arphs.health.nz/> and <https://www.adhb.health.nz/>.

**\*INSERT PHOTO**

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**Auckland  
Emergency  
Management**  
Tokonga Mate Ohotata o Tāmaki Makaurau





# Local Communications

Puketāpapa channel stats – June 2024



## Update on Puketāpapa comms

- Our communications objectives
- A snapshot of each communications channel
- How we're performing against other board areas
- How Local Communications fits into Auckland Council communications.



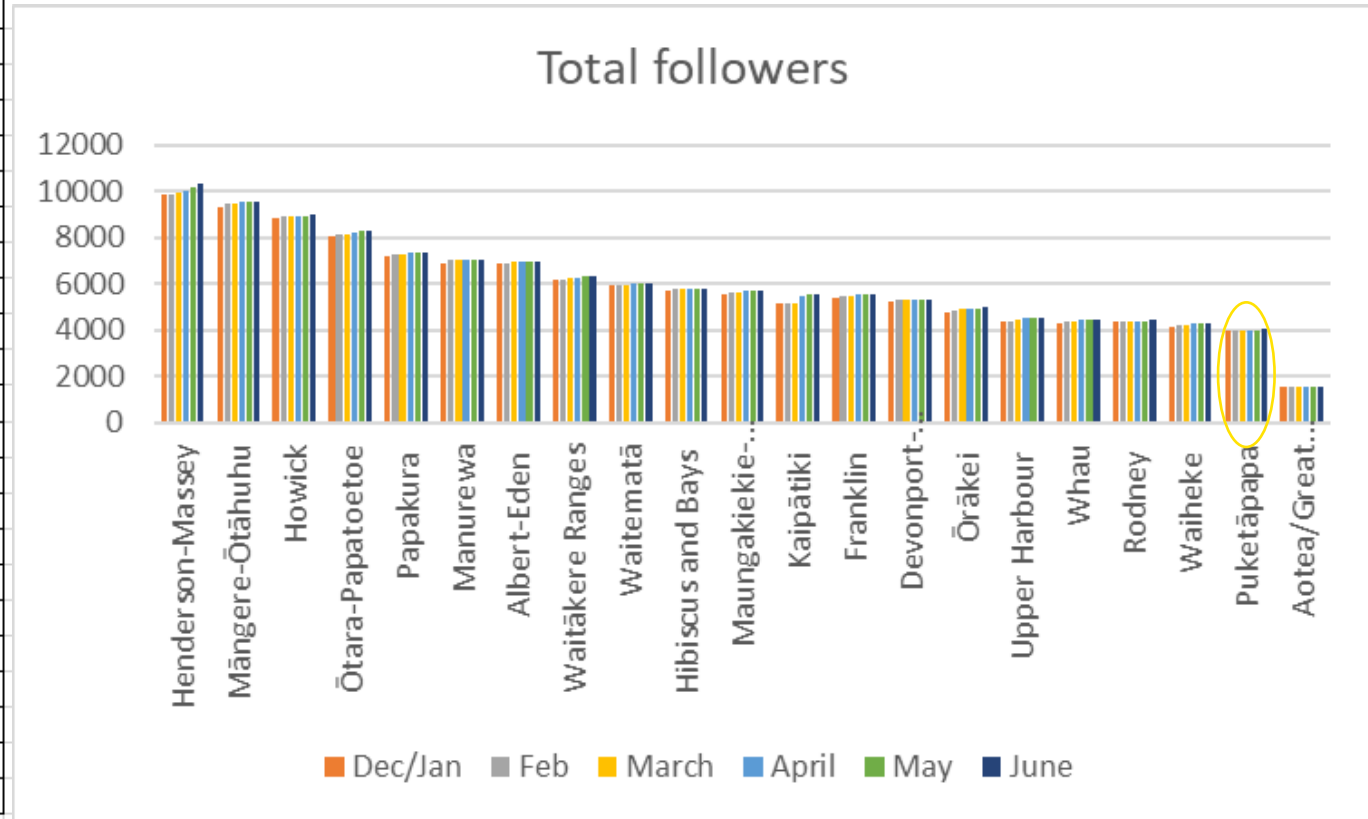
# Local Communications objectives

- Make the connection between what Auckland Council does and how it benefits local communities – grow recognition for the good things we do
- Encourage people in Puketāpapa to help shape our future plans and to engage with council events and activities
- Grow understanding of how community groups and local organisations in Puketāpapa are creating positive change with council’s funding and support
- Increase awareness of how council delivers value for money
- Get people to know us!



# Facebook

June	Facebook	1% Target	20-25 Target	5% Target
Local Board	FB Followers	Growth Rate	No of Posts	Engagement
Henderson-Massey	10,312	1.2	18	6.7
Māngere-Ōtāhuhu	9,550	0.1	22	8.7
Howick	8,969	0.1	33	4.4
Ōtara-Papatoetoe	8,319	0.4	30	3.5
Papakura	7,350	0.08	25	8.4
Manurewa	7,046	0	20	6.3
Albert-Eden	6,946	0.2	20	8.9
Waitākere Ranges	6,306	0	15	5.9
Waitematā	6,009	0.09	21	2.4
Hibiscus and Bays	5,796	0.08	17	3.8
Maungakiekie-Tāmaki	5,715	0	20	4.4
Franklin	5,576	0.4	21	10.1
Kaipātiki	5,570	0.1	13	0.9
Devonport-Takapuna	5,338	0.01	14	4.7
Ōrākei	4,958	0.4	24	3.6
Upper Harbour	4,549	0.3	19	14.5
Whau	4,450	0.3	15	7.4
Rodney	4,413	0.3	22	8.7
Waiheke	4,288	0.1	12	5.4
Puketāpapa	4,051	1.2	22	1.8
Aotea/Great Barrier	1,519	0.06	17	3.9



# Recent posts

	Title	Date published	Reach <sup>①</sup>	Reactions/Likes, comments... <sup>①</sup>	Impressions <sup>①</sup>	Comments <sup>①</sup>	Shares <sup>①</sup>	Likes and reactions <sup>①</sup>	Distribution <sup>①</sup>	Link clicks <sup>①</sup>	Minutes viewed <sup>①</sup>
<input type="checkbox"/>	 0:06 Nominate a Puketāpapa ... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Mon Jul 1, 1:43pm	125 Reach	4 Reactions/Likes, comm...	126 Impressions	1 Comments	1 Shares	2 Reactions	-0.7x Distribution	-- Link clicks	10 Minutes viewed
<input type="checkbox"/>	 From today, 1 July ... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Mon Jul 1, 8:21am	48 Reach	2 Reactions/Likes, comm...	48 Impressions	0 Comments	1 Shares	1 Reactions	-9.2x Distribution	5 Link clicks	--
<input type="checkbox"/>	 What are your Matairi... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Thu Jun 27, 1:00pm	333 Reach	4 Reactions/Likes, comm...	342 Impressions	0 Comments	0 Shares	4 Reactions	-- Distribution	5 Link clicks	--
<input type="checkbox"/>	 Remember kerbsid... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Wed Jun 26, 3:00pm	196 Reach	0 Reactions/Likes, comm...	202 Impressions	0 Comments	0 Shares	0 Reactions	-- Distribution	1 Link clicks	--
<input type="checkbox"/>	 We're so pleased to h... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Tue Jun 25, 8:53am	102 Reach	3 Reactions/Likes, comm...	107 Impressions	0 Comments	0 Shares	3 Reactions	-5.6x Distribution	6 Link clicks	--
<input type="checkbox"/>	 One of our favourites!... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Mon Jun 24, 11:18am	475 Reach	9 Reactions/Likes, comm...	478 Impressions	0 Comments	0 Shares	8 Reactions	-- Distribution	-- Link clicks	--
<input type="checkbox"/>	 0:05 We've got your weeke... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Fri Jun 21, 3:05pm	1K Reach	15 Reactions/Likes, comm...	1.1K Impressions	1 Comments	11 Shares	0 Reactions	-0.3x Distribution	5 Link clicks	59 Minutes viewed
<input type="checkbox"/>	 0:07 Nominate your favour... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Fri Jun 21, 9:01am	111 Reach	0 Reactions/Likes, comm...	116 Impressions	0 Comments	0 Shares	0 Reactions	+1.1x Distribution	-- Link clicks	4 Minutes viewed
<input type="checkbox"/>	 0:06 Ad completed Nominate now - Puketāp... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Thu Jun 20, 3:32pm	13.3K Reach	96 Reactions/Likes, comm...	41.3K Impressions	1 Comments	14 Shares	50 Reactions	-0.1x Distribution	12 Link clicks	2K Minutes viewed
<input type="checkbox"/>	 Know any voluntee... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Thu Jun 20, 3:22pm	1.6K Reach	30 Reactions/Likes, comm...	1.7K Impressions	2 Comments	11 Shares	12 Reactions	+2.7x Distribution	5 Link clicks	--
<input type="checkbox"/>	 0:03 Attend Puketāpapa's bus... Puketāpapa Local Board	Boost unavailable <span>⋮</span> Wed Jun 19, 5:34pm	95 Reach	0 Reactions/Likes, comm...	100 Impressions	0 Comments	0 Shares	0 Reactions	-0.4x Distribution	-- Link clicks	6 Minutes viewed



## Albert-Eden-Puketāpapa Ward News



LIBRARIES | 27 JUN 2024

### Library services go mod in Pt Chev

A new modern, modular building will be located at the intersection of Great North and Point Chevalier roads, at the site of the old library to provide a better option for Pt Chev library goers.



COUNCIL NEWS | 21 JUN 2024

### First of three projects ticked off Mt Roskill's 'shovel-ready' list

Watercare has completed the first of three 'shovel-ready' projects in its \$95 million plan to improve water services in Mt Roskill and the surrounding suburbs..



COMMUNITY | 20 JUN 2024

### Praising Puketāpapa's champions

Nominations are open for your favourite Puketāpapa volunteer.



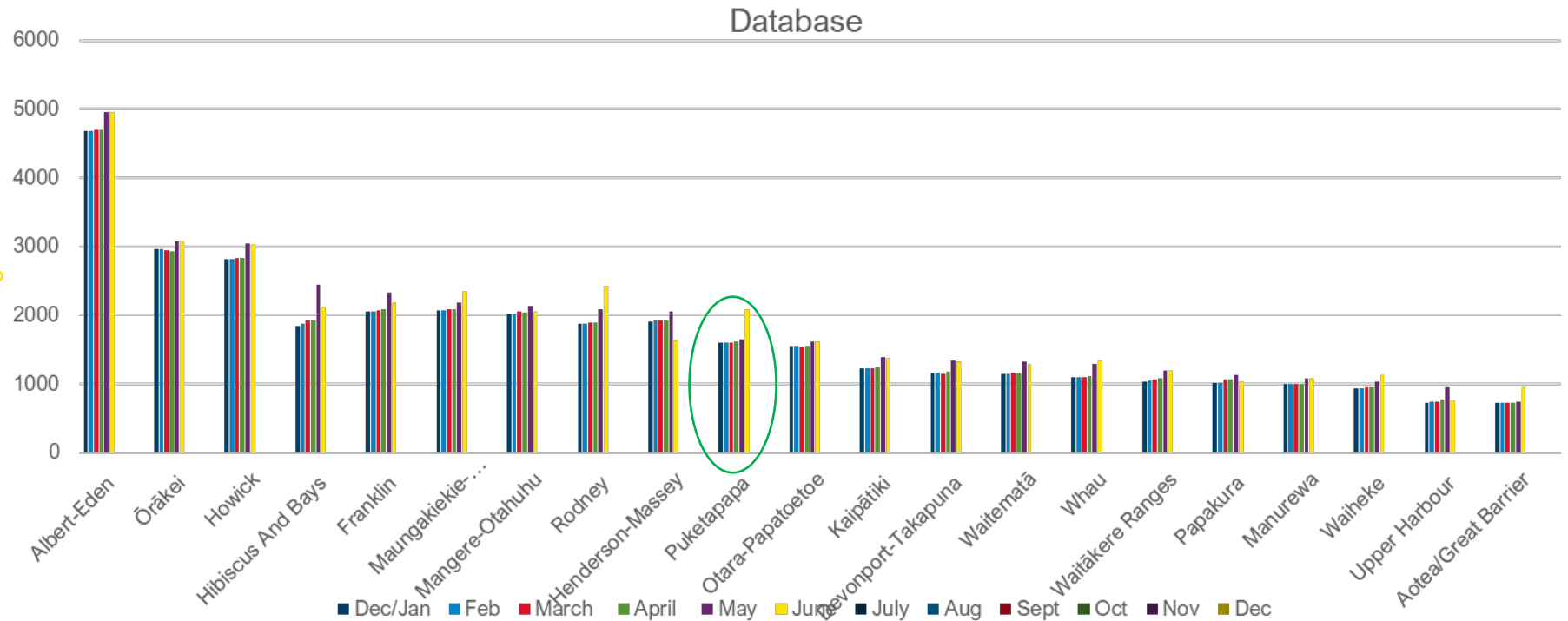
MONITORING OUR ENVIRONMENT | 17 MAY 2024

### Reptilian residents living in shady circumstances

How well do you know your neighbours?

# E news

Local Board	Database	% increase
Albert-Eden	4957	0.06
Ōrākei	3080	-0.09
Howick	3035	-0.09
Hibiscus And Bays	2121	-13.3
Franklin	2189	-6.2
Maungakiekie-Tamaki	2350	7.3
Mangere-Otahuhu	2051	-3.8
Rodney	2434	17
Henderson-Massey	1635	-20.4
Puketapapa	2083	26.6
Otara-Papatoetoe	1615	0.2
Kaipātiki	1374	-1.3
Devonport-Takapuna	1324	-1
Waitematā	1283	-3.2
Whau	1343	3.7
Waitākere Ranges	1187	-0.17
Papakura	1032	-8.2
Manurewa	1080	0.3
Waiheke	1124	8.4
Upper Harbour	748	-21
Aotea/Great Barrier	945	26.8



# Stuff partnership – Central Leader

## OUR Auckland

TŌ TĀTOU TĀMAKI MAKĀURAU

### Local Eco Festival plants skills and grows solutions

LIVE LOCAL, LOVE LOCAL WITH AUCKLAND COUNCIL

More than a thousand people attended the recent Albert-Eden & Puketāpapa Eco Festival.

Featuring more than 160 events and workshops focused on environmental sustainability and ecology, the festival was an opportunity for Albert-Eden and Puketāpapa locals to explore climate change solutions.

The aim was to help locals consider how to adopt and improve environmentally-friendly habits, learn skills and work together to build connected and resilient neighbourhoods.

Spread across 17 venues, the programme was funded by Albert-Eden and Puketāpapa local boards, Foundation North, the Auckland Climate Grant, and collaborated with local organisations, community champions, libraries and community centres.

Albert-Eden chair Kendyl Smith was pleased with the festival's progress in its third year.

"The growth and success year on year has been cool to see. We're keen to see even more locals take on these initiatives in their day-to-day lives to our communities are less reliant on limited resources that can be affected by climate change."

Puketāpapa chair Ella Kurup was impressed by the festival's co-ordination and delivery.

"The festival was just everywhere and its timing during school holidays was perfect to get people along to learn more about better solutions for our communities."

"For some of our communities, climate change remains an unknown, so it's not only critical to look after our environment,



Plant propagation workshop at Wesley Community Centre.

but also to create more awareness of how to deal with its impacts.

"I'm pleased all our groups can get together and share different ways of doing that," she says.

The four-week programme included second-hand markets, guided bike rides, power tool workshops, networking breakfast events, climate picnics, plant propagation, and documentary screenings and more.

The most popular workshops were learning to sew with upcycled fabrics and turning lawn into wildflower gardens.

Albert-Eden & Puketāpapa Eco Festival co-ordinator Natalie Wetherpoon was

thrilled with the festival's success.

"We are so grateful to our funders and every organisation that came on board and contributed – we couldn't have done it without you," she says.

"Our priority for the next festival is to look at all the ways for it to be more accessible."

"And we're hoping the next one will be even bigger, ensuring that more of our community comes together to act on climate change. We believe solutions are possible and look forward to an impactful 2025 festival."

These articles were commissioned in

response to a commercial partnership. We have produced them independently, to the same standards applied to the rest of our journalism.

Scan the QR code and sign up for the latest news and events from your area direct inbox.



### Matariki Festival returns to Tāmaki Makaurau with over 90 events on offer

Auckland Council and her partner Ngāi Tāmaki are pleased to announce the return of Matariki Festival 2024, taking place from 15-30 June across Tāmaki Makaurau.

The 16-day-long festival offers a programme of over 90 whānau-friendly events, many of which are free or low cost, for Aucklanders and visitors to embrace the spirit of Matariki.

This year's festival theme focuses on te whānau (dān) and te taiao (environment) to remind us of our connection to our natural surroundings, Matariki and our responsibilities as kaitiaki (guardians).

Here are some of the best Matariki Festival events happening in central Auckland this Matariki season. Manawhāia a Matariki! Celebrate Matariki.

Matariki ki te Manawa brings awe-inspiring art to the central city with incredible light installations, grand-scale public art and live performances on offer to celebrate Matariki. The hugely popular Turanga by Graham Tipene (Ngāti Whātua Ōrākei, Ngāti Kahū, Ngāti Hine, Ngāti Hāua, Ngāti Māua) returns to light up Queen Street for another year, as does Barco-neon light installation Taurima to celebrate Elliott



Matariki with Chō Fu & the Krattaz.

Phil Wilhoist (Ngāti Hine) and Angus Muir Design.

Don't miss the debut of Whāia, a captivating new light-based artwork by Janine Williams (Ngāti Pāoa, Te Ūi o Hāua) installed on the wall of the Victoria Street carpark building when it opens on 16 June, and feel the spirit of Matariki with the Wai, featuring contemporary Māori and Pasifika artists performing live music and waiata in Queen Street and Elliott Stables on Thursday, Friday, and Saturday evenings from 15-28 June. Matariki ki te Manawa is proudly supported by Auckland Council and the City Centre Targeted Rate.

Spend Matariki with the Auckland Philharmonia and one of Aotearoa's coolest and best-known hip hop, R&B and reggae artists – Chō Fu! The iconic Kiwi artist will perform his classics 'Tada Away', 'Missy Froquescles', 'Hold Tight' and many others, reimagined with full symphonic styling and the power of a 70-piece orchestra at Auckland Town Hall on 27 June. Get in quick – tickets can be booked at aucklandphil.nz.

Head to MatarikiFestival.org.nz for full event listings and to find a Matariki Festival event happening near you.

Street's history of haka, created by Lissy Robinson-Cole (Ngāti Kahū and Ngāti Hine) and Rudi Robinson-Cole (Waikato, Ngāruahine, Ngāti Pāoa, Te Arawa). Both artworks were created in collaboration with Atāwhāia Pāoa (Ngāti Korokī Kahukura, Ngāti Mahuru).

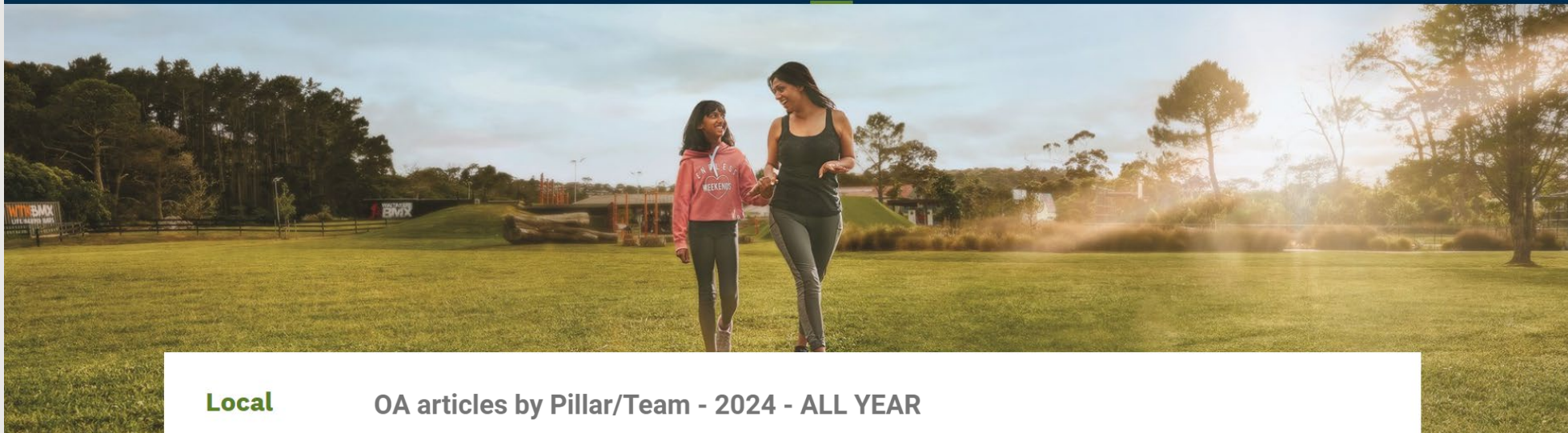
### 62,000 readers – weekly

The Central Leader covers Central Auckland – focusing on the community within the suburbs of Onehunga, Royal Oak, One Tree Hill, Three Kings, Epsom, Mt. Eden, Mt. Roskill and Hillsborough.

The circulation area includes Balmoral, Epsom, Greenlane, Hillsborough, Lynfield, Mt Albert, Mt Eden, Mt Roskill, Morningside, New Windsor, One Tree Hill, Onehunga, Oranga, Owairaka, Penrose (not Te Papapa), Royal Oak, Sandringham, Three Kings, Waikowhai, Wesley.

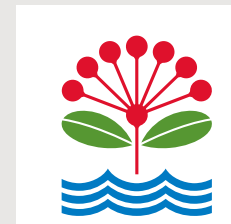
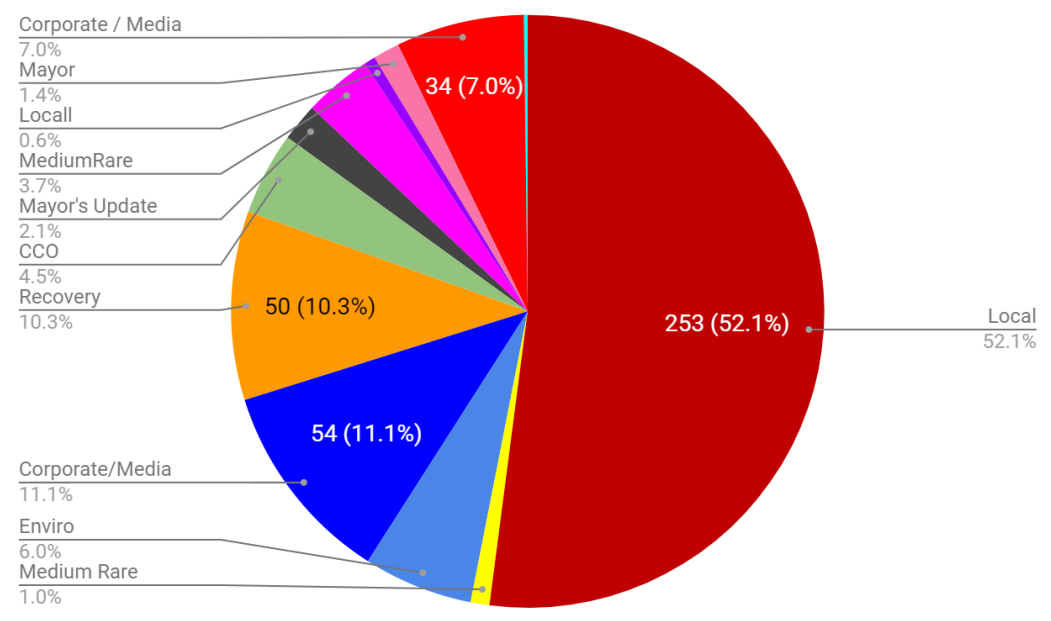






**Local**

**OA articles by Pillar/Team - 2024 - ALL YEAR**



# Thriving Rangatahi

Strategic priorities for children and young people



## Key findings from 3-year review of *I Am Auckland*

- Context has changed significantly for children and young people.
- While most children and young people in Auckland are thriving, some face persistent disadvantage.
- Deteriorating mental health, high rates of child poverty, and access to safe, warm, and dry housing are particular issues.
- Accessible public transport, safety, and discrimination are concerns.
- Council could do more to focus on those experiencing the greatest disparities and empower children and young people to have a voice in the decisions that affect their lives.



# Council's continued commitment to children and young people

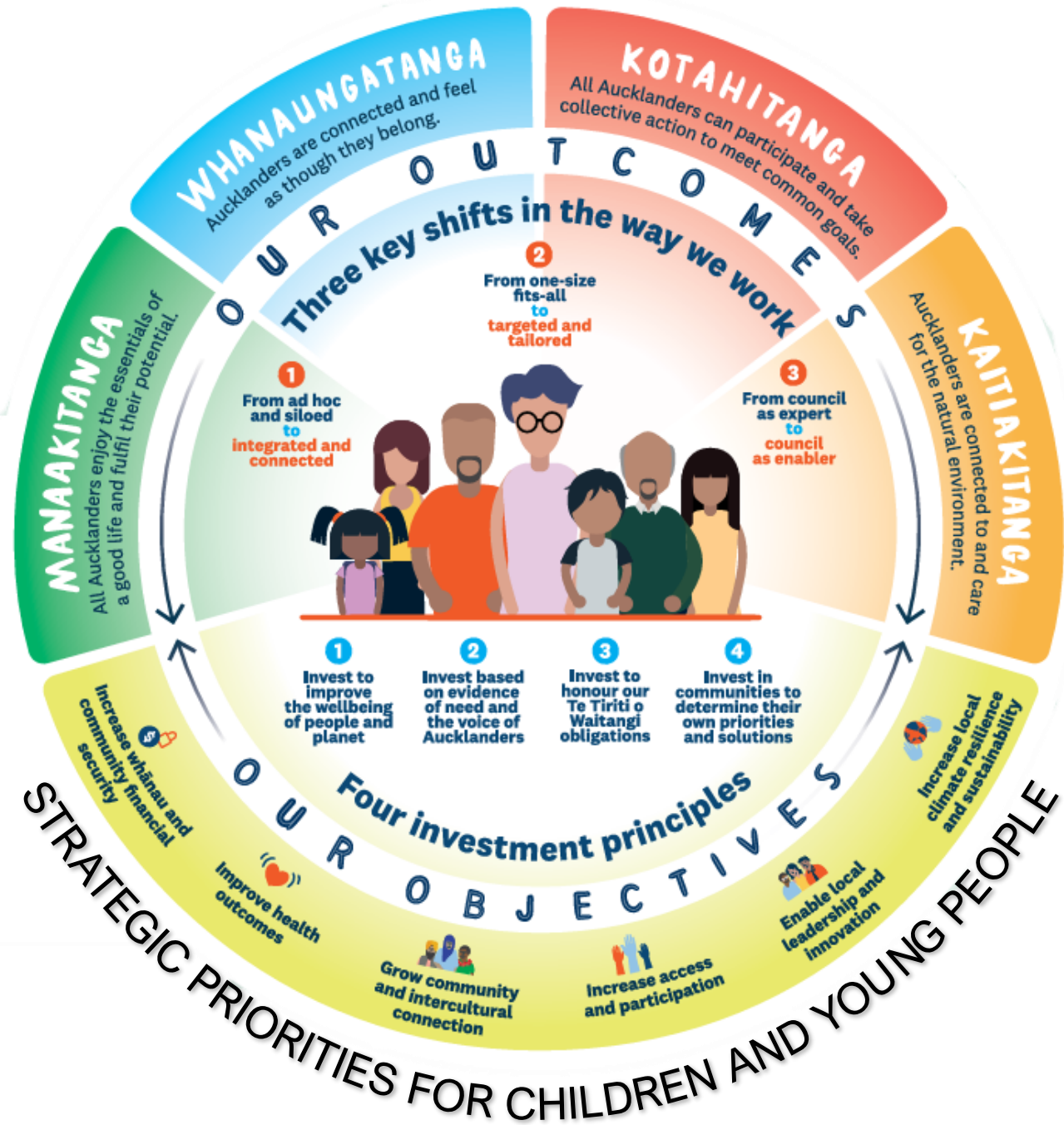
- The key findings from the review align with an existing council strategy Ngā Hapori Momoho / Thriving Communities.
- Ngā Hapori Momoho has a strong focus on equity, on enabling and empowering community-led solutions, and supporting improved outcomes for Māori.
- In October 2023, the Planning, Environment and Parks Committee agreed to a new approach to 'nest' the council's strategic priorities for children and young people under Ngā Hapori Momoho.
- These priorities are based on what we heard matters most to children and young people and will support delivery of outcomes in Ngā Hapori Momoho.
- We have also had input from council staff and the Youth Advisory Panel.
- The priorities will ensure there is a strong child and youth focus (lens) on council's investment decisions and activities.



# How the priorities fit within Ngā Hapori Momoho

## NGĀ HAPORI MOMOHO THRIVING COMMUNITIES STRATEGY 2022-2032

A fairer more sustainable Tāmaki Makaurau where every Aucklander belongs



# Key shifts in the way we work

Many findings of the review aligned closely with the key shifts outlined in Ngā Hapori Momoho.

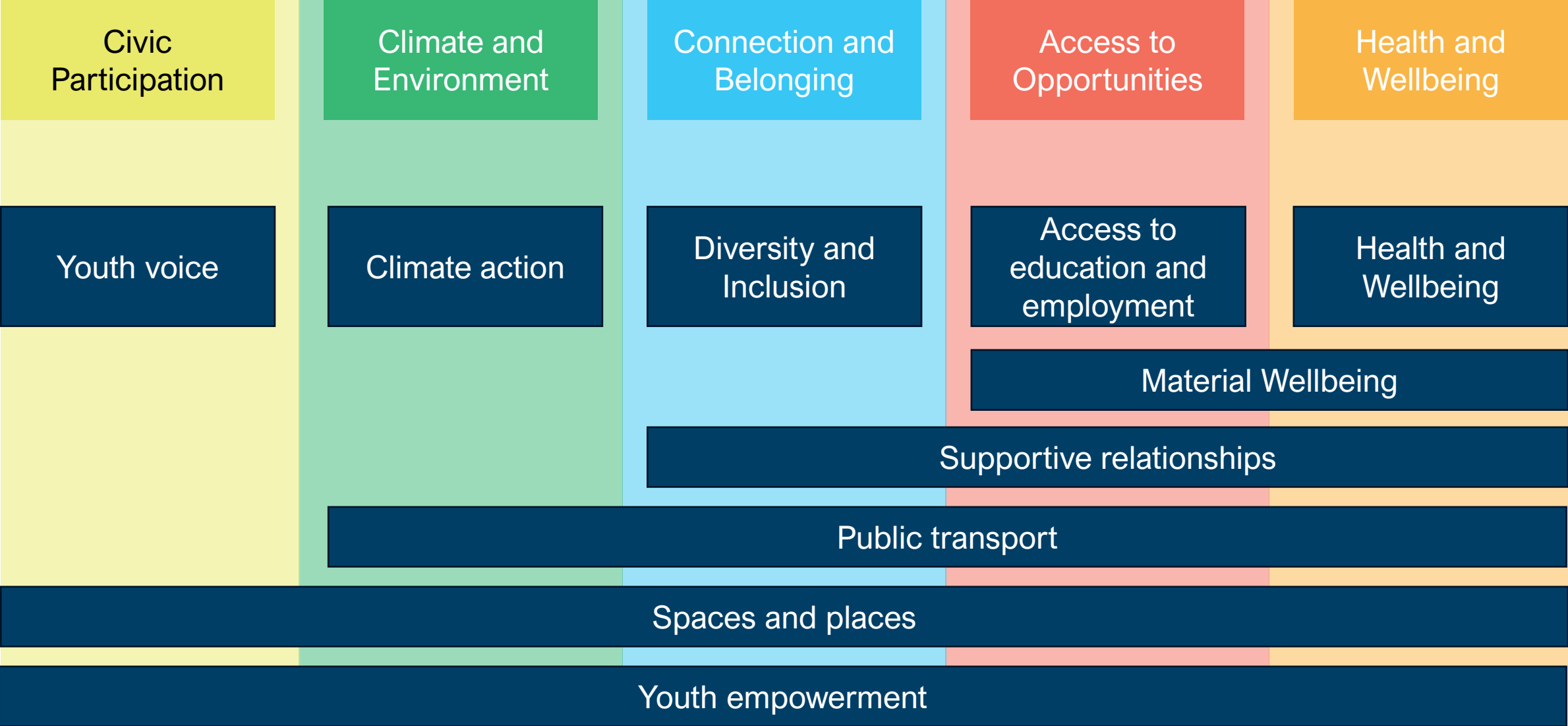


# Ways council can support wellbeing of children and young people

<p><b>Community grants and funding</b></p> <ul style="list-style-type: none"> <li>• resource children and young people to build their own solutions</li> <li>• resource organisations that work with children and young people</li> </ul>	<p><b>Council workforce</b></p> <ul style="list-style-type: none"> <li>• employment pathways and development for rangatahi</li> <li>• capability building for staff</li> </ul>	<p><b>Facilities / public spaces</b></p> <ul style="list-style-type: none"> <li>• safe and accessible spaces where children and young people feel welcome</li> </ul>
<p><b>Partnerships</b></p> <ul style="list-style-type: none"> <li>• partner with organisations and agencies to provide joined up response to support children and young people</li> </ul>	<p><b>Council as facilitator</b></p> <ul style="list-style-type: none"> <li>• strengthen local networks and facilitate sharing of resources</li> </ul>	<p><b>Services and programmes</b></p> <ul style="list-style-type: none"> <li>• continue to provide services tailored to the needs of tamariki and rangatahi</li> </ul>
<p><b>Leadership and advocacy</b></p> <ul style="list-style-type: none"> <li>• advocate for the needs of children and young people</li> <li>• pilot new and innovative ways of working with children and young people</li> </ul>	<p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• connect children and young people to the places they want to go in a safe and reliable way</li> </ul>	<p><b>Learning and skills</b></p> <ul style="list-style-type: none"> <li>• programmes and services incorporate learning and skill development</li> <li>• youth skills and employment initiatives</li> </ul>



# Themes grouped into five priorities





# Draft strategic priorities for children and young people

## Thriving and empowered children and young people

Children and young people are thriving and involved in the decisions that affect their lives.

### Civic Participation

Children and young people have a voice in the big decisions for Tāmaki Makaurau and are empowered to lead on the issues that are important to them.

### Climate and Environment

Children and young people are connected to te taiao and care for the environment. They are involved in leading climate change action that builds community resilience.

### Connection and Belonging

Children and young people feel pride in their cultural identity and can celebrate, share and learn about the cultures of others. They are safe to be themselves, free from discrimination and are able to build strong connections within and across cultures, communities and generations in Tāmaki Makaurau.

### Health and Wellbeing

Children and young people have access to the mental health support they need and secure housing that meets the needs of their whānau. Whānau are supported to reduce the harms from drugs, alcohol and vaping.

### Access to Opportunities

Children and young people have access to a good education, career opportunities; and safe, reliable and affordable transport options.

# Questions

1. What do you like / what resonates with you?
2. Is there anything you would add or do differently?



# Thriving Rangatahi

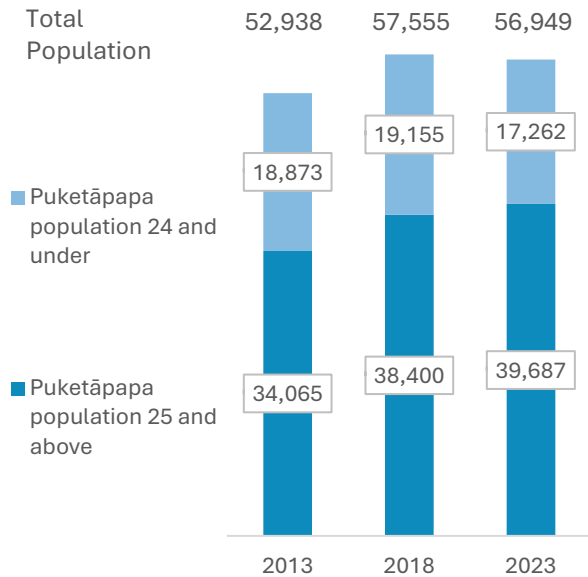
## Puketāpapa Local Board

2023 Census

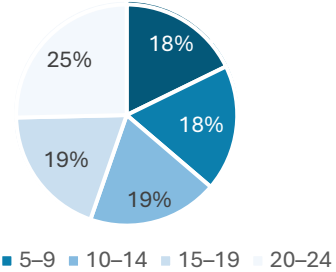


### 31%

of the Puketāpapa population was under 24 years of age in 2023



### AGE DISTRIBUTION OF RESIDENTS UNDER 24

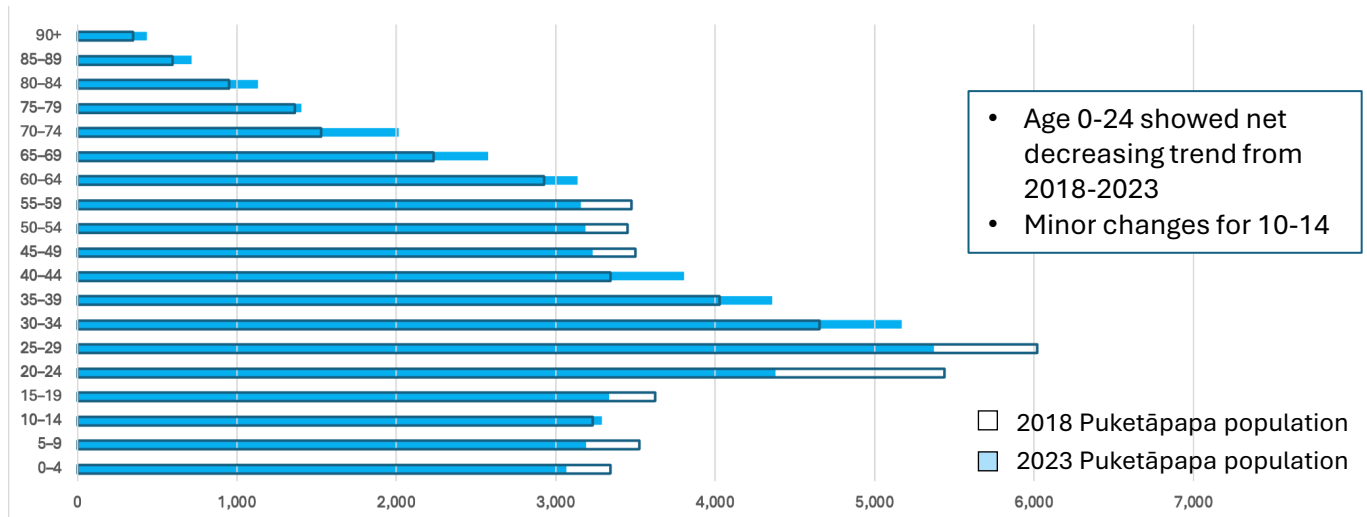


### ETHNIC COMPOSITION OF ALL RESIDENTS

Puketāpapa population %	Ethnicity
7	Māori
32	European
16	Pacific
50	Asian
6	MELAA & Other

\* Ethnic composition not available by age

### PUKETĀPAPA POPULATION DISTRIBUTION BY AGE



### INITIATIVES AND ACTIONS FROM PUKETĀPAPA LOCAL BOARD PLAN 2023

#### Kia Ora Tāmaki Makaurau framework Initiatives:

Kia ora te rangatahi – Realising rangatahi potential  
 Kia ora te whānau – Whānau and tamariki wellbeing

#### Initiatives in the next three years

- Support key youth partners and initiatives
- Help migrants, refugees and young people access training and support that enables them to find employment or run successful businesses

# **AT Update - to Puketāpapa Local Board**

**by Jennifer Fraser, Elected Member Relationship Partner**

**4 July 2024**



# Topics I will cover

- 1. LBTCF project – Frost Road shared footpath project – a. maintenance b. project ready for public consultation (seek LB direction)**
- 2. Forward Works Plan 2025-26 – an initial discussion**
- 3. Upcoming : Joint review of Auckland Transport and Auckland Council traffic-related bylaws – research & engagement process. Refer Memo dated 1 July 2024**
- 4. Community Issues – a. Deputation on Cleghorn Avenue b. update on the Hillsborough driver rest facilities/bus layover c. Stamford Park Road safety improvements**

4 July 2024



# Local Board Transport Capital Fund Projects

<b><u>Puketapapa Local Board - Project Name</u></b>	<b><u>Previous period (April 2024)</u></b>	<b><u>Current period (May 2024)</u></b>	<b><u>Future period (June 2024)</u></b>
Hillsborough Rd/Mt Albert Rd Intersection improvements	complete	complete	complete
Melrose Rd pedestrian refuge	complete	complete	complete
244 Hillsborough Rd crossing	complete	complete	complete
Richardson Rd Bus Stop Upgrade	new project manager assigned	Engage consultant for investigation.	complete design and submit for review.
Frost Rd Shared Path	Investigation and design on the eastern side of Frost Rd, revised concept/scheme design developed and submitted to DRP.	Design review panel (DRP) feedback received. Design review and discussions to close-off DRP feedback.	DRP approval received. Preparation for external consultation is underway.



## Maintenance of Frost Road

**30 April 2024:** LB advised footpath on western side was uneven and not in good condition; requested investigation of this site

**AT response:** maintenance not required however vegetation overgrown ; not on footpath renewal program; vegetation control referred to Council completed



# **Frost Road Shared Path project**

**Preparation underway for public consultation – discuss with local board**







# Forward Works Plan 2025/2026

- 1. Formal engagement to commence approximately October-November 2024.**
- 2. Focus areas and workshop dates to be finalized with Local Board.**



**Upcoming : AT & AC Joint Review of Auckland's traffic-related bylaws. Both AT and AC have bylaw-making powers to make traffic-related rules in Auckland.**

**The current rules are in the AT Traffic Bylaw 2012, AC Traffic Bylaw 2015 and AC Public Safety and Nuisance Bylaw 2013 (vehicles on beaches).**

**AT's rules apply to the Auckland transport system, while AC's rules apply to council land such as parks and beaches.**

**In November 2023, we updated local boards on a joint review of the above traffic bylaws. The review will be completed in July 2024 and local boards will have an opportunity to provide their formal views on the draft options, draft bylaw, and statement of proposal in August before a final proposal is adopted for public consultation in November and December 2024**

**Local board engagement is planned July - August 2024. Local Board Services will follow up with local boards on scheduling workshops as desired before August business meetings.**





# Community issues

1. Stamford Road and Rainford project – work to commence EOFY
2. Hillsborough Bus Layover / Driver rest facilities – toilet facility installed; wrap selected by community; send progress report to Puketapapa local board from AT
3. Cleghorn Avenue deputation to Puketapapa LB – Jennifer to update Local Board





# Thank you





# Progress Update Report

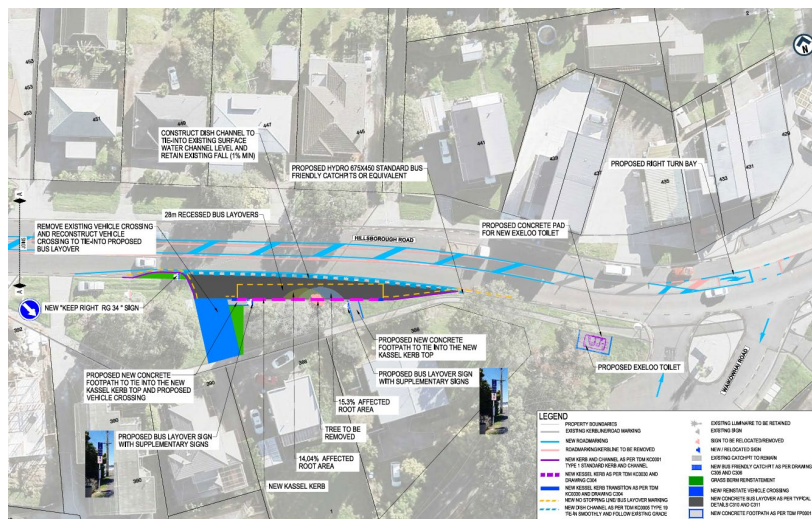
<b>Project</b>	Hillsborough Road Bus Layover and Exeloo Unit
<b>Document Date</b>	3/07/2024

## 1. Background

AT has identified the need for additional bus layovers on Hillsborough Road near the bus stops outside No. 1640 on Dominion Road Extension, where routes 27W and 27H start and finish. The layovers are in response to the Employment Relations Amendment Act 2018 (ERAA). Bus operators have noted that the existing single bus layover is inadequate, and buses are often forced to either lay up in the bus stops, on no-stopping lines or in Waikowhai Road blocking driveways. These are considered illegal and unsafe, AT must act to address the shortage in bus layovers in the area and provide a healthy and safe work environment for bus service contractors and employees involved in service delivery on behalf of AT. Under the revised ERAA, bus drivers are now entitled to a 10-minute break during typical driving shift. Toilet facilities are considered a requirement and as such an Exeloo toilet was proposed nearby to the new bus layover location.



The new bus layover is 28m long and is located south of Hillsborough Road between the intersections with Dominion Road and Waikowhai Road. To minimize disruption to the through movement on Hillsborough Road, which is an arterial road, the bus layover was installed within a fully indented area.



## 2. Construction

Construction began in late April and is expected to conclude in July. Construction involved removing the existing kerb, widening the carriageway by up to 3m, installing new 'Kassel' Kerb, installing the Exeloo Toilet and installing new surfacing, signage and road markings. Chorus and water connections directly under the indent also had to be lowered and relocated, and new service connections were required for the new Exeloo Toilet.

The construction for the new indented bus layover and Exeloo Toilet is almost complete. No significant changes were made to the design and commissioning of the 'Exeloo' and site handover is ongoing. The new bus layover provides a space for bus drivers to safely park and take a break.





