



Image holder

# Rodney Local Board Readiness and Response Plan DRAFT TEMPLATE

He Tāpui Tāngata Hei Āhuru Mōwai Mo Tāmaki Makaurau

Working Together To Build A Resilient Auckland

May 2024, Version 1.0

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# 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: [www.aucklandemergencymanagement.org.nz](http://www.aucklandemergencymanagement.org.nz)

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

Social media: [Facebook @aklcdem](#) | [X \(formerly Twitter\) @AucklandCDEM](#)

Dial (09) 301 0101 (other queries for Auckland Council)

Website: [www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz)

### 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

- North Shore Hospital, 124 Shakespeare Road, Takapuna, open 24 hours (09) 486 8900.
- Waitākere Hospital 55-75 Lincoln Rd Henderson open 24 hours (09) 839 0000
- Coast to Coast Healthcare Wellsford 220 Rodney Street, Wellsford (09) 423 8086 open 8am -8pm 7 days
- Coast to Coast Healthcare Warkworth 77 Morrison Drive, Warkworth 09 425 8585 open 8am-7.30pm 7 days
- Northwest Medical Centre, 1 Putaki Drive, Kumeū (09) 4122924 open 8am-8pm 7 days
- Westgate Medical Centre, 13E Maki Street, Westgate (09) 833 3134 open 8am -8pm 7 days
- Silverdale Medical, 7 Polarity Rise, Silverdale (09) 427 9997 open 8am - 8pm 7 days

## To report a problem

### Electricity and gas

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

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

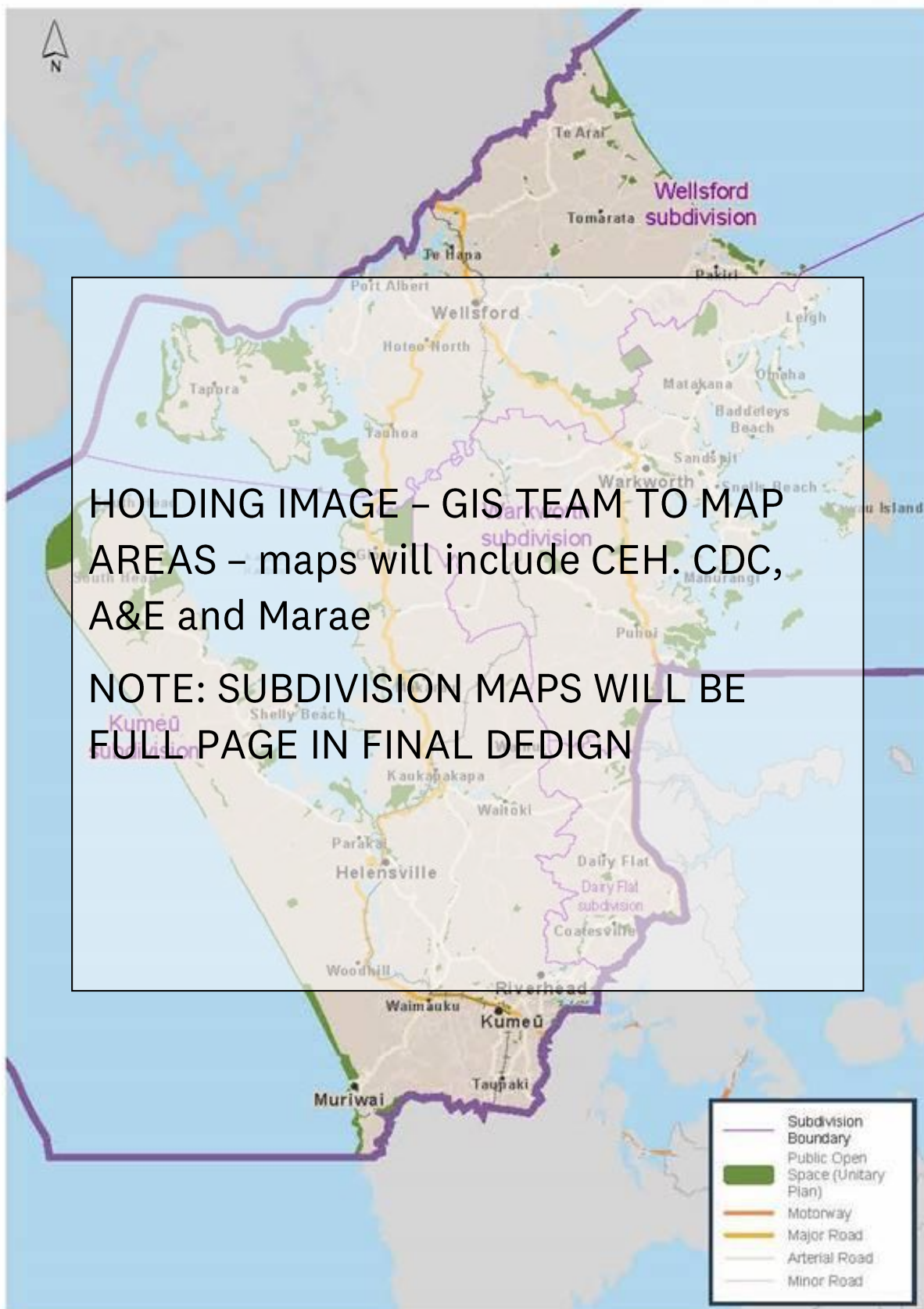
For urgent State Highway issues call NZ Transport Agency | Waka Kotahi on 0800 44 44 49 or for non-urgent issues go to <https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/>

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.



HOLDING IMAGE – GIS TEAM TO MAP AREAS – maps will include CEH, CDC, A&E and Marae

NOTE: SUBDIVISION MAPS WILL BE FULL PAGE IN FINAL DESIGN

## Civil Defence Centres in and around the Rodney area

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

Location	Services provided	Accessibility
Wellsford Community Centre 224 Rodney Street, Wellsford 0900	<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>
Warkworth Town Hall 2 Alnwick Street, Warkworth 0910	<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>
Waimauku War Memorial Hall 24 Waimauku War Memorial Hall	<ul style="list-style-type: none"> <li>shelter food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
	<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>

## Community Emergency Hubs in and around the Rodney area

\*Please check if they are open before evacuating to these CEHs.






Location	Contact details
Wellsford <ul style="list-style-type: none"> <li>Wellsford Community Centre, 224 Rodney Street, Wellsford</li> </ul>	
Warkworth <ul style="list-style-type: none"> <li>Town Hall, Cnr Alnick St and Neville Street</li> <li>Warkworth Bridge Club and Community Rooms, Alnick street</li> <li>Warkworth Catholic Church Hall Alnick Street</li> </ul>	Warkworth Community Resilience Group
Scotts Landing: <ul style="list-style-type: none"> <li>Ferguson House 8 Ridge Rd</li> <li>Rosedale cottage 9 Charles St.</li> </ul>	Mahurangi East Residents and Ratepayers Association: Citizens Response group <a href="https://scottslanding.org/community-response-civil-defence/">https://scottslanding.org/community-response-civil-defence/</a>
Whangateau <ul style="list-style-type: none"> <li>Whangateau Hall, Whangateau Domain, Leigh Road, Whangateau</li> </ul>	Whangateau Community Resilience Group (WCRG)  Publication of information on local Facebook page(s)
Leigh <ul style="list-style-type: none"> <li>Leigh Hall, 4 Cumberland Street, Leigh 0985</li> </ul>	Leigh Community Resilience Group  CONTACTS REQUIRED Lynn Mellsopp

<p><b>Omaha</b></p> <ul style="list-style-type: none"> <li>Omaha Community Centre, 1 North West Anchorage, Omaha Beach</li> </ul>	<p>Omaha North Neighbourhood Support &amp; Resilience Group</p>
<p><b>Omaha North</b></p>	
<p><b>Point Wells</b></p> <p>Point Wells Hall?? 5 Point Wells Road, Point Wells 0986</p>	
<p><b>Mahurangi East Snells Beach</b></p> <ul style="list-style-type: none"> <li>Mahurangi East Community Centre – AKL Council. Hamatana Road</li> <li>Mahurangi East Tennis Club 296 Mahurangi East Rd</li> <li>Snells Beach Community Church 325 Mahurangi East Rd</li> </ul>	<p>Mahurangi East Community Response Group</p> <p><a href="https://www.facebook.com/groups/2402792369903203">https://www.facebook.com/groups/2402792369903203</a></p>
<p><b>Puhoi</b></p> <p>Puhoi Community Hall 88 Puhoi Road, Puhoi</p>	<p>Puhoi Emergency Group (Community Resilience)</p> <p><a href="https://www.facebook.com/groups/608638874545699/">https://www.facebook.com/groups/608638874545699/</a></p> <p><a href="mailto:puhoiemergencygroup@gmail.com">puhoiemergencygroup@gmail.com</a></p>
<p><b>Kaukapakapa</b></p> <ul style="list-style-type: none"> <li>Kaukapakapa Emergency Hub - Kaipara Bible Chapel. 1065 Kaipara Coast Highway</li> </ul>	<p>Kaukapakapa Emergency Network</p> <p><a href="https://www.facebook.com/profile.php?id=61550914351345">https://www.facebook.com/profile.php?id=61550914351345</a></p>
<p><b>Makarau</b></p> <p>Makarau Hall 290 Makarau Road, Makarau,</p>	<p>Makarau Emergency Network Group</p> <p><a href="https://www.facebook.com/groups/370203345606528/about">https://www.facebook.com/groups/370203345606528/about</a></p>
<p><b>Kumeū/ Huapai</b></p> <ul style="list-style-type: none"> <li>Kumeu Community Centre, 35 Access Rd, Kumeu, West Auckland 09 412 5617 <a href="https://kumeucommunitycentre.co.nz/">https://kumeucommunitycentre.co.nz/</a></li> <li>Kumeu Arts Centre, 300 Main Road, Kumeū 09 412 9480 <a href="https://www.kumeuartscentre.co.nz/">https://www.kumeuartscentre.co.nz/</a></li> <li>West Coast Rangers Football Club 184 Fred Taylor Drive, Whenuapai.</li> <li>St Chad's Anglican Church, Saint Chad's Anglican Church, Huapai. 09 412 7911 <a href="https://saintchadshuapai.com/">https://saintchadshuapai.com/</a></li> <li>Kumeu Cricket Club, 529 State Highway 16, Kumeū, 022 043 4615</li> </ul>	<p>Kumeu Emergency Network</p> <p><a href="https://www.facebook.com/kumeuemergencynetwork/">https://www.facebook.com/kumeuemergencynetwork/</a></p> <p><a href="mailto:hellokumeuEN@gmail.com">hellokumeuEN@gmail.com</a></p>
<p><b>Muriwai</b></p> <ul style="list-style-type: none"> <li>Muriwai Golf Club, 101 Coast Road, Muriwai 0881 09 411 8454 <a href="http://www.muriwaigolfclub.co.nz/">http://www.muriwaigolfclub.co.nz/</a></li> <li>Muriwai Surf Club 100 Jack Butt Lane, Muriwai 09 411</li> </ul>	<p>Muriwai Community Emergency Network Group</p> <p><a href="https://www.facebook.com/MuriwaiEmergencyNetwork">https://www.facebook.com/MuriwaiEmergencyNetwork</a></p>

<p>8045 <a href="https://www.thesurfclubatmuriwai.org/">https://www.thesurfclubatmuriwai.org/</a></p> <ul style="list-style-type: none"> <li>Houghton's Bush Camp, 75 Motutara Road, Waimauku 09 411 9221 <a href="https://houghtonsbushcamp.co.nz/">https://houghtonsbushcamp.co.nz/</a></li> </ul>	
<p><b>Kaipara Flats</b></p> <ul style="list-style-type: none"> <li>Kaipara Flats School - 20 School Road, Kaipara Flats 0984</li> <li>Kaipara Flats Soccer Club - Kaipara Flats Road, Kaipara Flats 0985</li> </ul>	
<p><b>Mahurangi West</b></p> <ul style="list-style-type: none"> <li>Mahurangi West hall, Mahurangi West Road, Mahurangi West 0983</li> </ul>	<p>Mahurangi West Community Response Group <a href="https://www.facebook.com/groups/168767454380742/">https://www.facebook.com/groups/168767454380742/</a></p>
<p><b>South Head</b></p> <ul style="list-style-type: none"> <li>Waioneke School, 1981 South Head Road, South Head 0874</li> </ul>	<p>Need to get more information off Christina Norton</p>
<p><b>Ahuroa</b></p> <ul style="list-style-type: none"> <li>Ahuroa Fire Brigade, 383 West Coast Road, Ahuroa 0981</li> <li>Ahuroa Community Hall 1345 Ahuroa Road, Ahuroa</li> <li>Ahuroa School 1349 Ahuroa Road, Ahuroa</li> </ul>	<p>Araparera Community Catchment Group</p>
<p><b>Waitoki</b></p> <p>Waitoki Village Hall, 1095 Kahikatea Flat Road, Waitoki</p>	<p>Waitoki Community Hall society <a href="https://www.facebook.com/waitokicomunityhall/">https://www.facebook.com/waitokicomunityhall/</a></p>



# 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**

### Interested in volunteering during an emergency?

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



# MAKE A PLAN



**GET READY**  
.govt.nz

## MY HOUSEHOLD PLAN

### Your household members details

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

### IF WE CAN'T GET HOME

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

Add an address and instructions:

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

Name:	Telephone Number:
Name:	Telephone Number:

### IF WE CAN'T GET HOLD OF EACH OTHER

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

Name:	Telephone Number:
Name:	Telephone Number:

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

Radio station/websites/social media:

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

Name:	Telephone Number:
Name:	Telephone Number:

---

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

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

<b>Emergency Services</b>	<b>111</b>
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 Rodney 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.

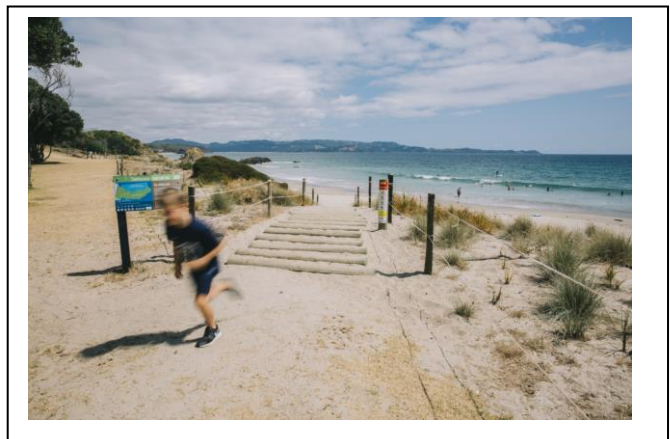
This plan also includes tips that will help an individual, a whānau/family, a community or a business start the RECOVERY journey after an emergency event has taken place.

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 Rodney area / community

Rodney is a beautiful and diverse landscape that is 46 per cent of Auckland's total land area - nearly half of Auckland is in Rodney! There is more than 1500 km of coastline consisting of untamed wild west coast beaches, idyllic white sandy bays, rocky headlands and islands, the vast Kaipara Harbour and small intimate harbours. There are rivers, streams, forests, wetland areas, coastal dunes and lakes. Rodney's people are fortunate to live in one of the most beautiful parts of Aotearoa New Zealand.

Still relatively unpopulated compared to the rest of Auckland, people mostly live in small towns and villages, coastal settlements, farms and lifestyle blocks in rural or semi-rural settings. There are many different communities across Rodney, each with their own sense of identity and place. People tend to be self-reliant, practical and capable with a can-do attitude. They still say hello to strangers, know their neighbours and help each other. They are proud of where they live and the local communities they live in.



However, Rodney is growing much faster than the rest of Auckland and is on the brink of change. It is projected that the population will more than double over the next 30 years. In some areas this process has already started and people are seeing a significant growth in higher density housing and increased urbanisation in their communities. Along with this there are new people moving into communities bringing additional skills, experiences and ideas.

The Rodney Local Board has a strong focus on ensuring that Rodney grows in a way that is sustainable and provides the amenities that will be needed such as attractive town centres, parks and reserves, playgrounds, transport

services, libraries and leisure facilities. They are also acutely aware of the need to restore biodiversity and protect natural ecosystems, particularly the harbours, streams and waterways. Intensive land use changes have the potential to exacerbate water quality and other environmental issues unless accompanied by sensitive and sustainable planning.

Rodneys rural character, with its extensive coastline and waterways, farming and remote communities makes the area vulnerable to a range of climate related risks. Extreme weather events, including heavy rain, flooding and drought put pressure on infrastructure such as roading and wastewater systems and impact communities, housing and surrounding ecosystems.

Amongst others, the hazards identified to most likely impact the Rodney Local Board area are:

- flooding
- severe thunderstorm
- coastal inundation
- tsunami
- wildfire
- drought (including water shortages)
- infrastructure failure



The effects of climate change on the area have been assessed as part of Te Tāruke-ā-Tāwhiri (Auckland’s Climate Change Plan), which highlights Parakai, Helensville, and Point Wells as vulnerable to coastal inundation. These areas are also considered vulnerable to flooding along with Whangateau, parts of Omaha, Warkworth, Kumeū, Waimauku, Whangaripo, Wayby and the Rangitopuni catchment. A further vulnerability assessment has found that the Te Korowai-O-Te-Tonga Peninsula (South Head) is highly sensitive and exposed to climate change impacts. There are many nationally significant duneland ecosystems and estuarine habitats in the Kaipara Harbour as well as several other precious ecological areas in Rodney that are threatened by the effects of climate change.

Parts of Rodney were severely impacted by the extreme weather events in 2023 that lead to flooding, landslides, slips, road closures, power outages and many ruined homes. As a result, there is heightened community awareness in Rodney of the need to be well prepared for disaster events and the need to mitigate environmental contributors.

The Rodney Local Board recently commissioned detailed research to help them better understand the levels of “readiness” of community emergency groups in Rodney. A total of 31 potential emergency initiatives were identified and 28 of these responded to the research survey. This high response rate suggests that communities in Rodney are very interested in seeking more support in continuing to develop community emergency readiness and maintain their disaster preparedness. The research has provided a much better understanding of what support and resourcing is needed to increase the levels of readiness of these community emergency groups and work will be ongoing to progress and implement the findings of this research.

The Rodney area has been treasured by Māori for centuries. Both east and west coasts, the many rivers, and fertile soils have helped support vibrant communities and sustained travellers journeying up the ancient highways of both the Kaipara and Waitematā.

The following confederations, iwi and hapū whakapapa to this area.

- Ngāti Wai – Ngāti Wai Trust Board, Ngāti Manuhiri Settlement Trust.





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

The Rodney Local Board acknowledges Te Uri o Hau, Ngāti Manuhiri and Ngāti Whātua o Kaipara, as mana whenua of the rohe and commits to foster an environment that allows for meaningful engagement, understanding their priorities and nurturing enduring relationships.

## **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.

**\*Insert diagram to demonstrate ‘We are all Civil Defence’**

# 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.

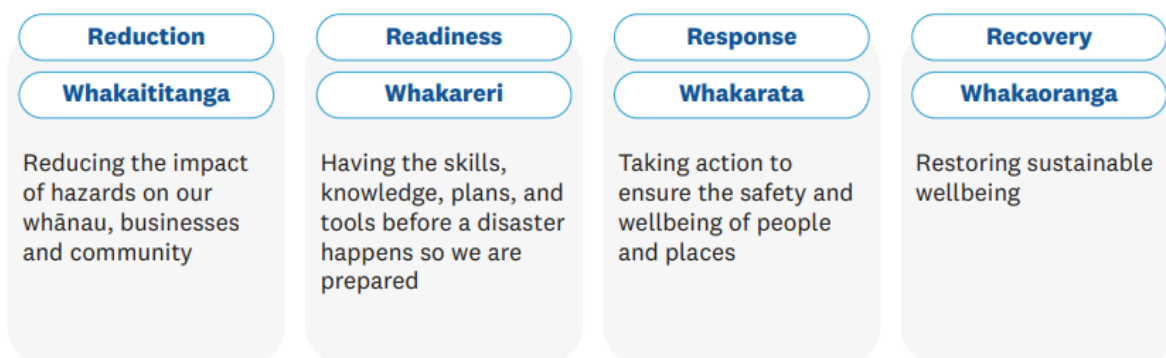


Figure 1 - Diagram of 4R's of the emergency management framework

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

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.

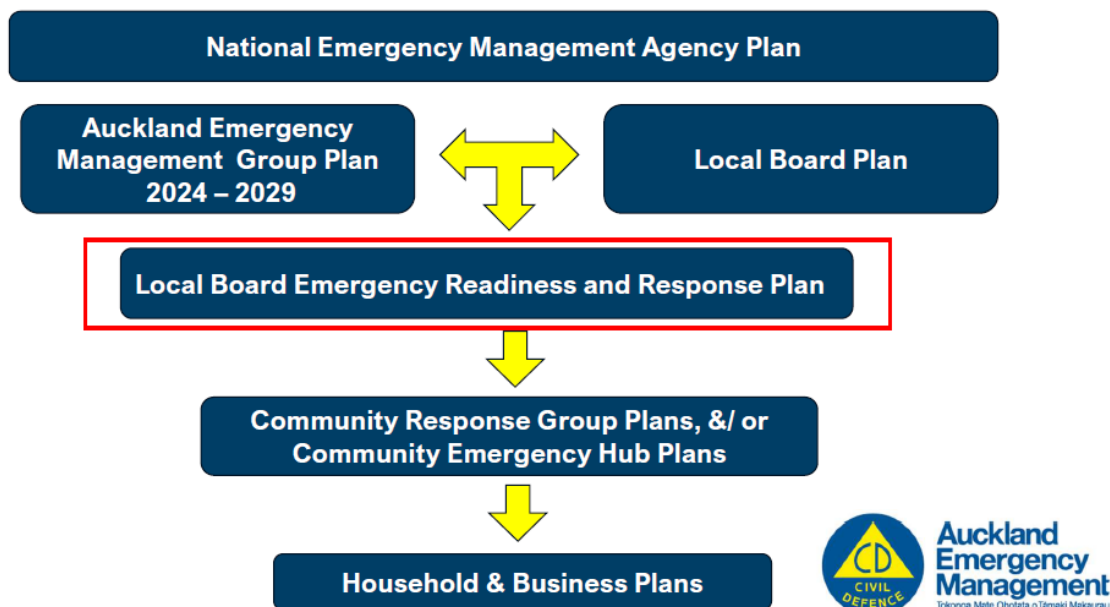
Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi focused on building community resilience and their contribution to emergency management.

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	The 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.

**Image of family making a plan**

# 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.

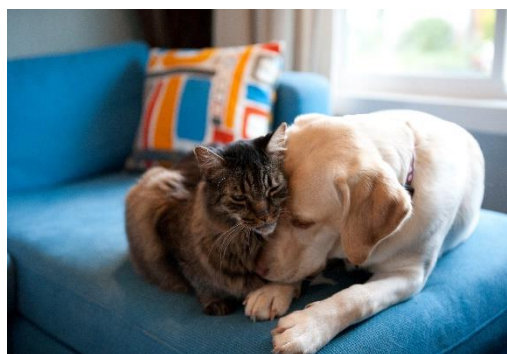




The following table provides suggestions of supplies and part of your plan for those who are vulnerable in your whānau such as:

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 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 phrases 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 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:

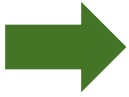
[\\*Insert grab bag photo](#)

- ✓ 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.



### 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.

## 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.

## Lifestyle Block Ready

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

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



### Ministry for Primary Industries

For animal welfare advice or assistance 0800 00 83 33

### Federated Farmers

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

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

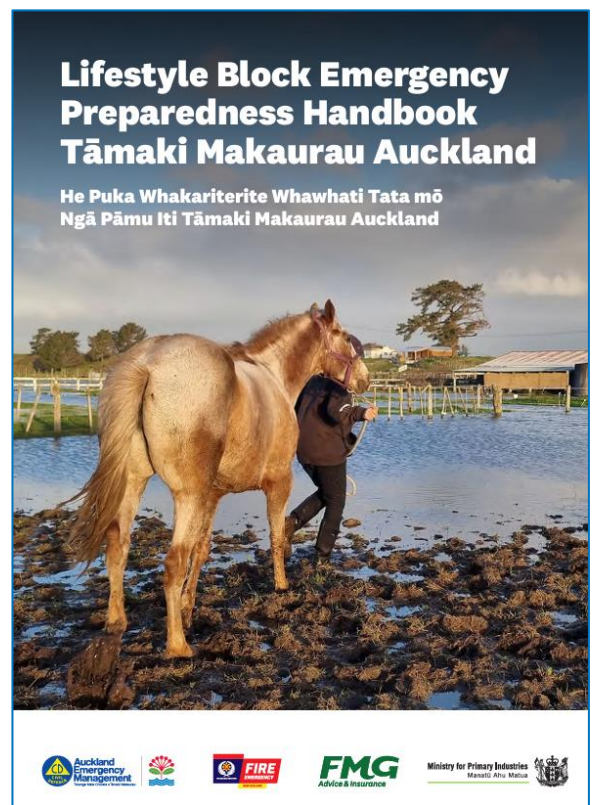
## Rural Ready

### Water Tanks

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

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

- Ensure your roof surface is suitable for collecting quality rainwater.
- Inspect your tanks annually and get them cleaned if necessary. Ideally, tank cleaning should be carried out by tank cleaning contractors.



- Install a filter or screen to prevent leaf debris getting into your water tank from the roof. If you can't cover all the guttering, make sure you have the filter or screen over the spouting downpipes.
- Keep a copy of your tank operation and maintenance manual.
- If you're concerned about the quality of your drinking water, contact an Environmental Health Officer at Auckland Council.

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

### Septic Tanks

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

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



“Help protect our special places by maintaining your septic tank or high-tech on-site wastewater systems”  
- A Homeowner's Guide by Auckland Council [bit.ly/maintain-septic-tank](https://bit.ly/maintain-septic-tank)

## 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 Devonport-Takapuna 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 whare/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.

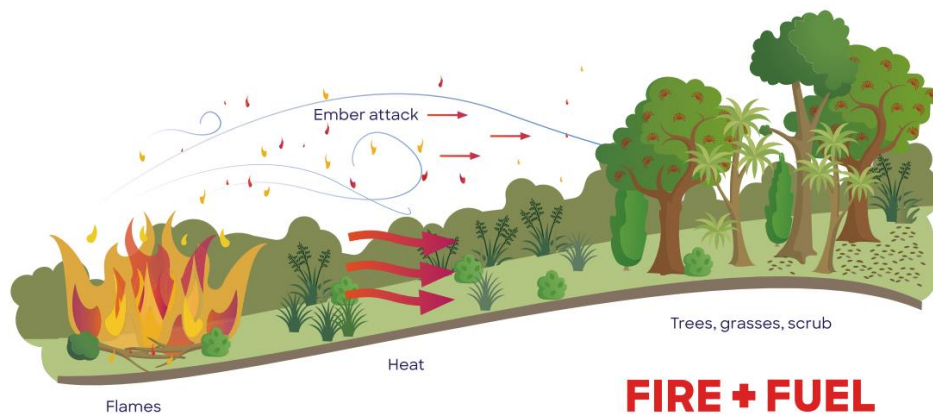


Figure 3 - Diagram demonstrating how fires grow and spread

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

# 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](http://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 Tirorangi

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.**

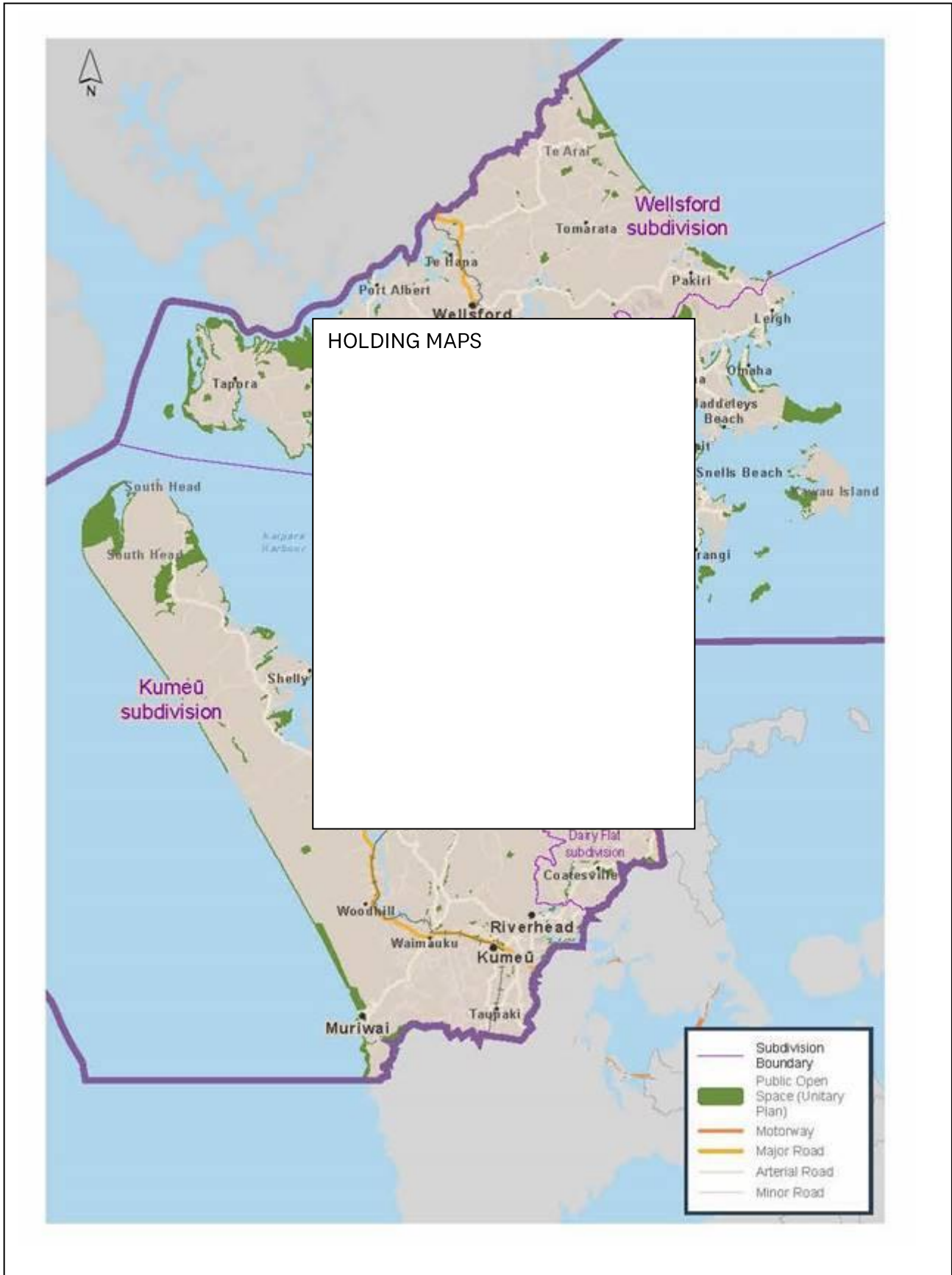


Figure 4 - Map demonstrating Accident & Urgent Care Clinics, Marae, Civil Defence Centres & Community Emergency Hubs in Local Board area and nearby areas



## 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 24-36 hours of an emergency.

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

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



Figure 5 - Diagram demonstrating communications between individuals and whānau/family, communities and the

## Community Emergency Hubs in and around the Rodney area

\*Please check if they are open before evacuating to these CEHs.

Location	Contact details
<b>Wellsford</b> <ul style="list-style-type: none"> <li>Wellsford Community Centre, 224 Rodney Street, Wellsford 0900</li> </ul>	
<b>Warkworth</b> <ul style="list-style-type: none"> <li>Town Hall, Cnr Alnick St and Neville Street</li> <li>Warkworth Bridge Club and Community Rooms, Alnick street</li> <li>Warkworth Catholic Church Hall Alnick Street</li> </ul>	Warkworth Community Resilience Group CONTACTS REQUIRED
<b>Scotts Landing:</b> <ul style="list-style-type: none"> <li>Ferguson House 8 Ridge Rd</li> <li>Rosedale cottage 9 Charles St.</li> </ul>	Mahurangi East Residents and Ratepayers Association: Citizens Response group <a href="https://scottslanding.org/community-response-civil-defence/">https://scottslanding.org/community-response-civil-defence/</a>
<b>Whangateau</b> <ul style="list-style-type: none"> <li>Whangateau Hall, Whangateau Domain, Leigh Road, Whangateau</li> </ul>	Whangateau Community Resilience Group (WCRG) Publication of information on local Facebook page(s)
<b>Leigh</b> <ul style="list-style-type: none"> <li>Leigh Hall, 4 Cumberland Street, Leigh 0985</li> </ul>	Leigh Community Resilience Group CONTACTS REQUIRED Lynn Mellsopp

<p><b>Omaha</b></p> <ul style="list-style-type: none"> <li>Omaha Community Centre, 1 North West Anchorage, Omaha Beach</li> </ul>	<p>Omaha North Neighbourhood Support &amp; Resilience Group</p> <p><b>CONTACTS REQUIRED Tanya Svendsen</b></p>
<p><b>Omaha North</b></p>	
<p><b>Point Wells</b></p> <p>Point Wells Hall?? 5 Point Wells Road, Point Wells 0986</p>	<p>?????????</p>
<p><b>Mahurangi East Snells Beach</b></p> <ul style="list-style-type: none"> <li>Mahurangi East Community Centre – AKL Council. Hamatana Road</li> <li>Mahurangi East Tennis Club 296 Mahurangi East Rd</li> <li>Snells Beach Community Church 325 Mahurangi East Rd</li> </ul>	<p>Mahurangi East Community Response Group</p> <p><a href="https://www.facebook.com/groups/2402792369903203">https://www.facebook.com/groups/2402792369903203</a></p>
<p><b>Puhoi</b></p> <p>Puhoi Community Hall 88 Puhoi Road, Puhoi</p>	<p>Puhoi Emergency Group (Community Resilience)</p> <p><a href="https://www.facebook.com/groups/608638874545699/">https://www.facebook.com/groups/608638874545699/</a></p> <p><a href="mailto:puhoiemergencygroup@gmail.com">puhoiemergencygroup@gmail.com</a></p>
<p><b>Kaukapakapa</b></p> <ul style="list-style-type: none"> <li>Kaukapakapa Emergency Hub - Kaipara Bible Chapel. 1065 Kaipara Coast Highway</li> </ul>	<p>Kaukapakapa Emergency Network</p> <p><a href="https://www.facebook.com/profile.php?id=61550914351345">https://www.facebook.com/profile.php?id=61550914351345</a></p>
<p><b>Makarau</b></p> <p>Makarau Hall 290 Makarau Road, Makarau,</p>	<p>Makarau Emergency Network Group</p> <p><a href="https://www.facebook.com/groups/370203345606528/about">https://www.facebook.com/groups/370203345606528/about</a></p>
<p><b>Kumeū/ Huapai</b></p> <ul style="list-style-type: none"> <li>Kumeu Community Centre, 35 Access Rd, Kumeu, West Auckland 09 412 5617 <a href="https://kumeucommunitycentre.co.nz/">https://kumeucommunitycentre.co.nz/</a></li> <li>Kumeu Arts Centre, 300 Main Road, Kumeū 09 412 9480 <a href="https://www.kumeuartscentre.co.nz/">https://www.kumeuartscentre.co.nz/</a></li> <li>West Coast Rangers Football Club 184 Fred Taylor Drive, Whenuapai.</li> <li>St Chad's Anglican Church, Saint Chad's Anglican Church, Huapai. 09 412 7911 <a href="https://saintchadshuapai.com/">https://saintchadshuapai.com/</a></li> <li>Kumeu Cricket Club, 529 State Highway 16, Kumeū, 022 043 4615</li> </ul>	<p>Kumeu Emergency Network</p> <p><a href="https://www.facebook.com/kumeuemergencynetwork/">https://www.facebook.com/kumeuemergencynetwork/</a></p> <p><a href="mailto:hellokumeuEN@gmail.com">hellokumeuEN@gmail.com</a></p>
<p><b>Muriwai</b></p> <ul style="list-style-type: none"> <li>Muriwai Golf Club, 101 Coast Road, Muriwai 0881 09 411 8454 <a href="http://www.muriwaigolfclub.co.nz/">http://www.muriwaigolfclub.co.nz/</a></li> <li>Muriwai Surf Club 100 Jack Butt Lane, Muriwai 09 411 8045 <a href="https://www.thesurfclubatmuriwai.org/">https://www.thesurfclubatmuriwai.org/</a></li> <li>Houghton's Bush Camp, 75 Motutara Road, Waimauku 09 411 9221 <a href="https://houghtonsbushcamp.co.nz/">https://houghtonsbushcamp.co.nz/</a></li> </ul>	<p>Muriwai Community Emergency Network Group</p> <p><a href="https://www.facebook.com/MuriwaiEmergencyNetwork">https://www.facebook.com/MuriwaiEmergencyNetwork</a></p>

<b>Kaipara Flats</b> <ul style="list-style-type: none"> <li>Kaipara Flats School - 20 School Road, Kaipara Flats 0984</li> <li>Kaipara Flats Soccer Club - Kaipara Flats Road, Kaipara Flats 0985</li> </ul>	
<b>Mahurangi West</b> <ul style="list-style-type: none"> <li>Mahurangi West hall, Mahurangi West Road, Mahurangi West 0983</li> </ul>	Mahurangi West Community Response Group <a href="https://www.facebook.com/groups/168767454380742/">https://www.facebook.com/groups/168767454380742/</a>
<b>South Head</b> <ul style="list-style-type: none"> <li>Waioneke School, 1981 South Head Road, South Head 0874</li> </ul>	Need to get more information off Christina Norton
<b>Ahuroa</b> <ul style="list-style-type: none"> <li>Ahuroa Fire Brigade, 383 West Coast Road, Ahuroa 0981</li> <li>Ahuroa Community Hall 1345 Ahuroa Road, Ahuroa</li> <li>Ahuroa School 1349 Ahuroa Road, Ahuroa</li> </ul>	Araparera Community Catchment Group Need to get more information off Karyn Maddren
<b>Waitoki</b> Waitoki Village Hall, 1095 Kahikatea Flat Road, Waitoki	Waitoki Community Hall society <a href="https://www.facebook.com/waitokicomunityhall/">https://www.facebook.com/waitokicomunityhall/</a>

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 Rodney area, the following organisations are identified as a Community Response / Resilience Group:

Group Name

Group website / facebook

## 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.

### Marae in and around the Rodney area (do we include for Rodney, need to contact all)

Location	Contact details
Omaha Marae	
Whiti Te Rā o Reweti Marae, 1283 SH 16, Reweti	

Haranui Marae (Otakanini), Haranui Road, Parakai	
Araparera Marae (Te Aroha Pā), SH 16, Araparera	
Puatahi Marae, 3485 SH 16, Glorit	
Te Kia Ora Marae (Kākanui), SH 16, Araparera	
"Te Hana Te Ao Marama Marae, Māori Cultural Centre 317 State Highway One, Te Hana, Wellsford	

## 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 Rodney area

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

Location	Services provided	Accessibility
Wellsford Community Centre 224 Rodney Street, Wellsford 0900	<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>
Warkworth Town Hall 2 Alnwick Street, Warkworth 0910	<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>
Waimauku War Memorial Hall 24 Waimauku War Memorial Hall	<ul style="list-style-type: none"> <li>shelter food and drink</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
	<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 6 - New Zealand Response Team swift water car rescue training

# 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.

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>2</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 Devonport-Takapuna 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 Devonport-Takapuna area are two community recycling centres:

- Devonport Community Recycling Centre located at 27 Lake Road in Devonport
- Wairau Community Recycling Centre located at 9 Porana Road, Wairau Valley in Glenfield.

**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.

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

Auckland Emergency Management. 2023. Elected Member’s Guide. Auckland, New Zealand.

[https://www.aucklandemergencymanagement.org.nz/media/wxslin1a/20230804-aem-elected-members-guide\\_v1\\_rev2.pdf](https://www.aucklandemergencymanagement.org.nz/media/wxslin1a/20230804-aem-elected-members-guide_v1_rev2.pdf)

Civil Defence Emergency Management Act 2002.

Devonport-Takapuna Local Board. 2023. Devonport-Takapuna Local Board Plan 2023. Auckland, New Zealand.

<https://www.aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/local-boards/all-local-boards/devonport-takapuna-local-board/Documents/devonport-takapuna-local-board-plan-2023.pdf>

Ministry of Civil Defence and Emergency Management. 2019. National Disaster Resilience Strategy. Wellington, New Zealand. <https://www.civildefence.govt.nz/assets/Uploads/documents/publications/ndrs/National-Disaster-Resilience-Strategy-10-April-2019.pdf>.

Research and Evaluation Unit (RIMU), Auckland Council. 2019. 2018 Census Results Local board and special area information sheets. Auckland, New Zealand. <https://knowledgeauckland.org.nz/media/1181/auckland-area-2018-census-info-sheets-all-local-boards.pdf>

# 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.tewhatauora.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/>
- 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.

DRAFT

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DRAFT

# 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).

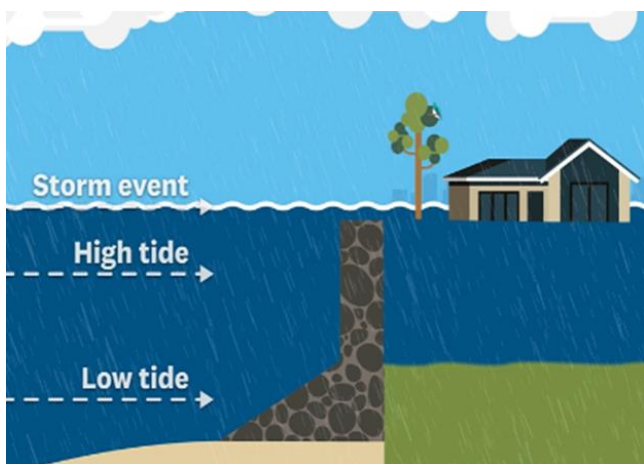
They can be extremely large areas, and properties are built within them.

**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 coastal 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.

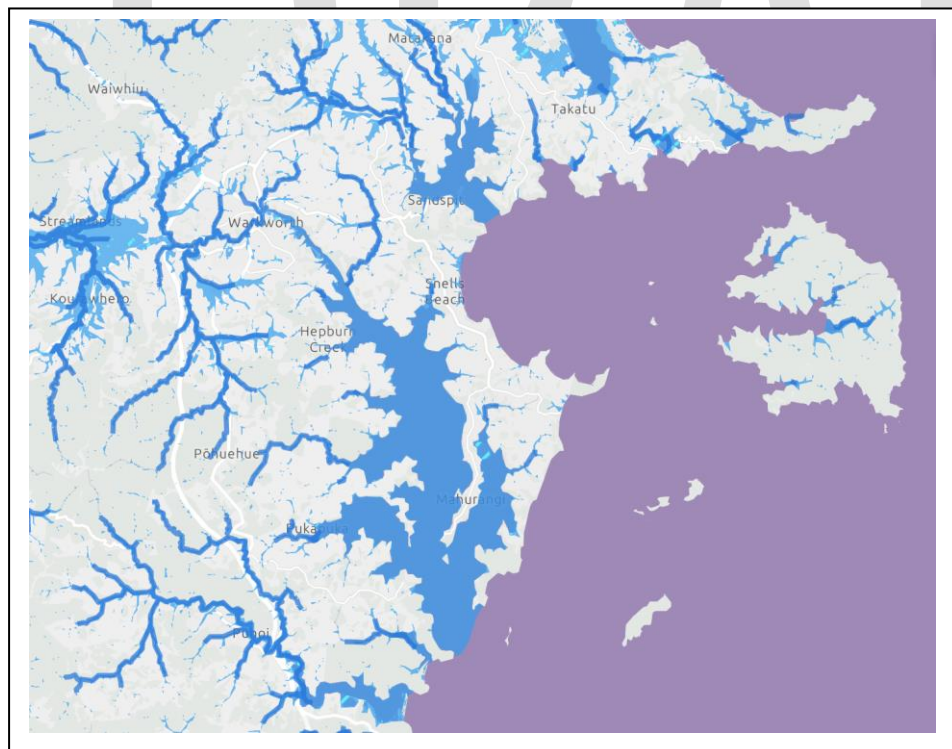
### During a flood

- 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](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.



**LEGEND**

	<p><b>Flood plains</b> Areas predicted to be covered by flood water during heavy rain</p>
	<p><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.</p>
	<p><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.</p>
	<p><b>Coastal inundation</b> Coastal areas predicted to be covered by sea water during large storms.</p>



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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 Devonport-Takapuna area there are the following volcanoes as shown on the map below: Pupuka Moana/Lake Pupuke, Takararo/Mount Cambria, Maungauika/North Head and Takarunga/Mount Victoria. Nearby there is also Te Kopua o Matakamokamo/Tank Farm and Te Kopua o Matakerepo/Onepoto volcanoes in the Kaipātiki local board area.

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 windcreens.
- **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.

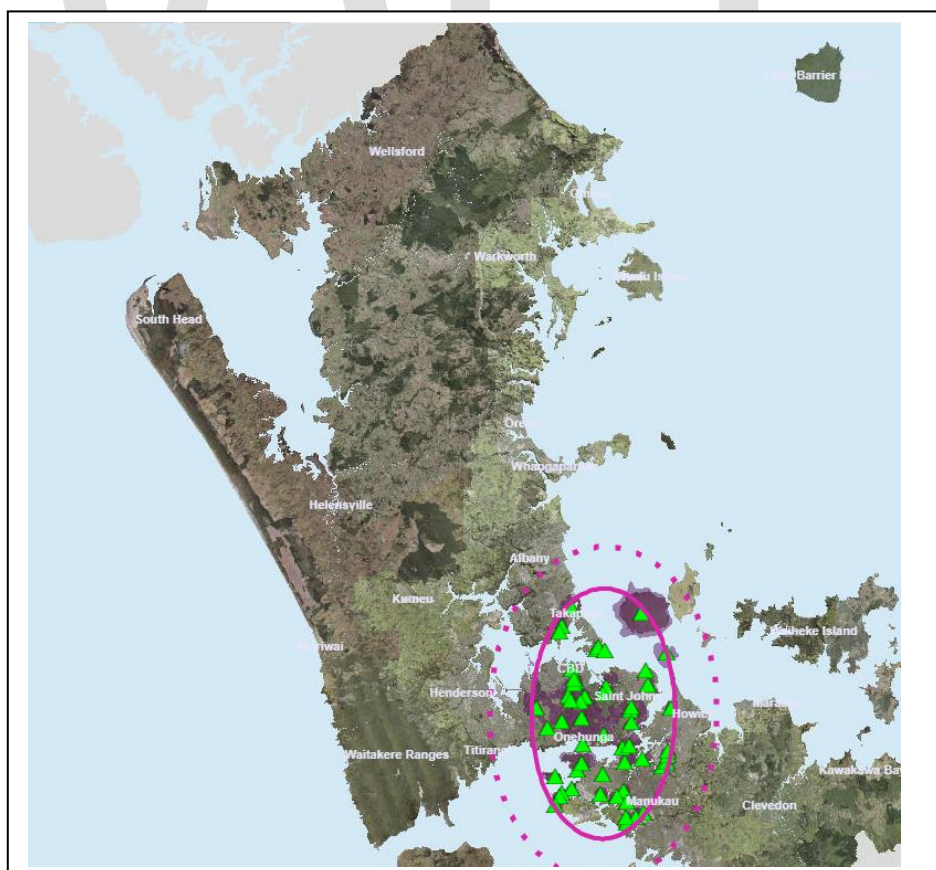
Further information on protecting vehicles and other machinery from ash fall is available on the International Volcanic Ash Impacts website.

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 Devonport-Takapuna local board area, however there may be localised impacts near the faults themselves.



Figure 7 - 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 [\[JESS add website\]](#) to find out if they are in a tsunami evacuation zone.

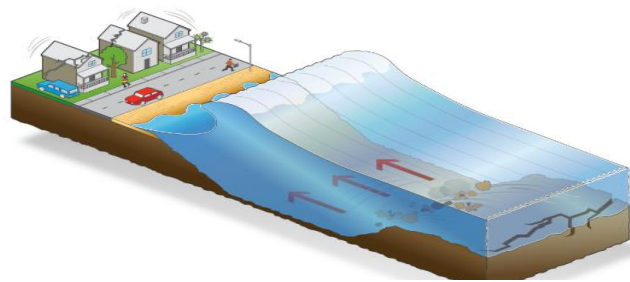


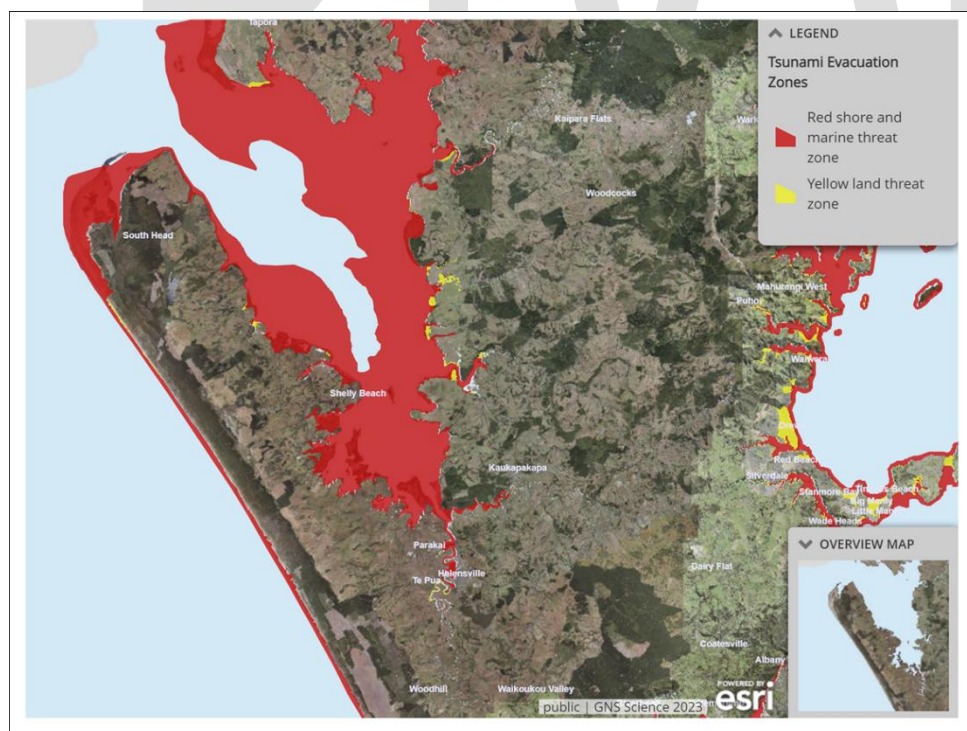
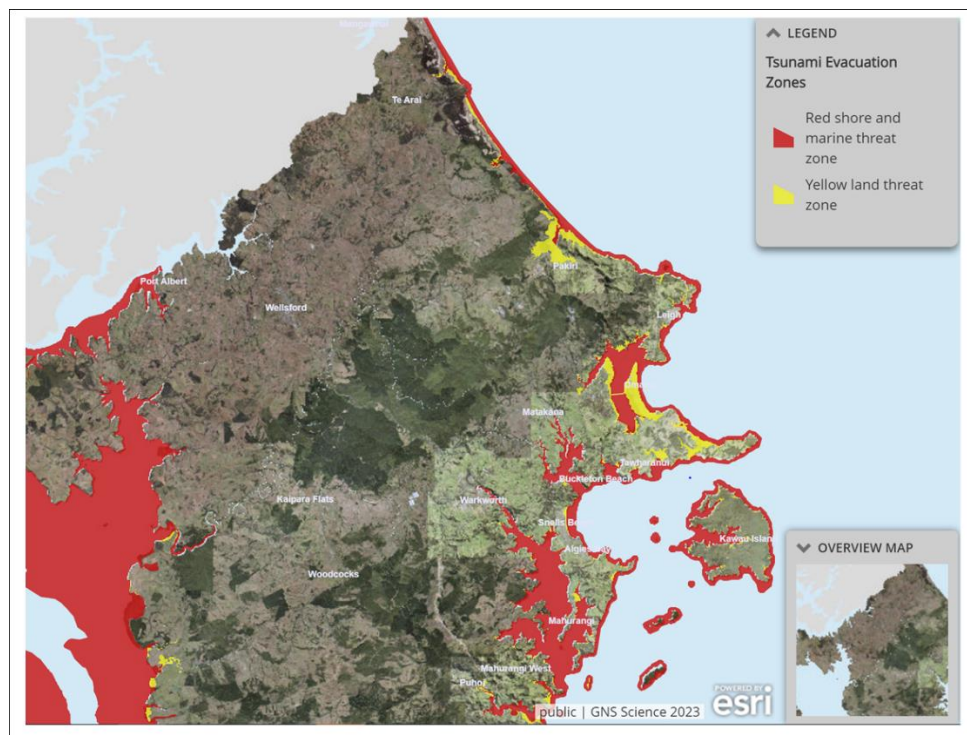
Figure 8 - Diagram showing as a tsunami wave travels into shallower ocean it grows in height

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.



## 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.

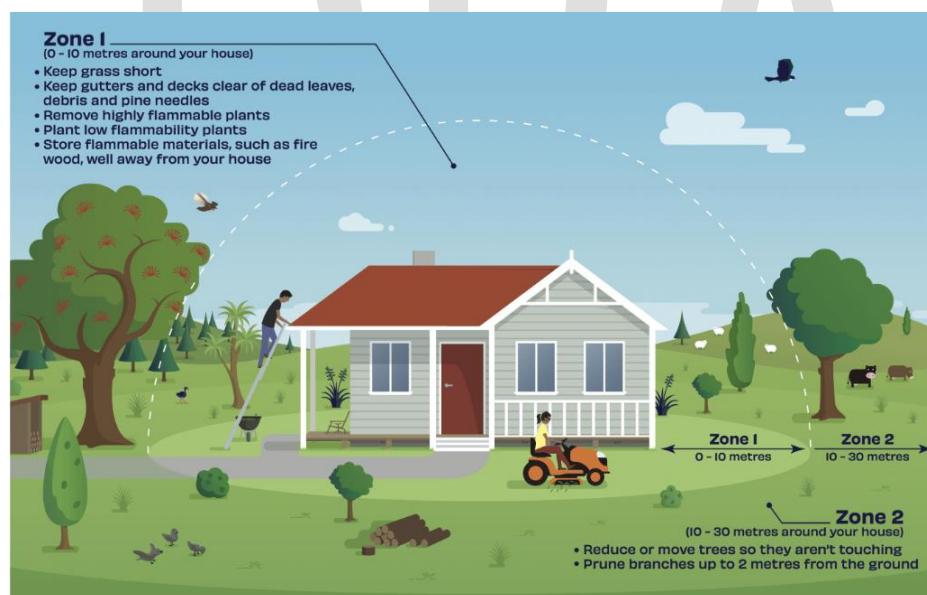


Figure 9 - Diagram shows how to manage vegetation and fuel sources in Zone 2 (10-30m) around your house and other structures.

**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/>.

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