

# Waiheke Local Board Workshop Agenda

**Date of Workshop:** Wednesday 9 October 2024

**Time:** 10:30

**Location:** Waiheke Local Board, 10 Belgium Street; MS Teams

Time	Workshop Item	Governance role	Purpose	Presenter(s)	Proposed Outcome(s)
10:30	<p>Local Alcohol Policy update</p> <p><b>Attachment</b> Presentation – Auckland Local Alcohol Policy update</p>	Keeping informed	Informal dissemination	<p>Rob Abbott <i>Alcohol Licensing Inspector &amp; Principal Specialist, Licensing &amp; Environmental Health, Licensing and Compliance Department.</i></p>	Members will be informed about the new Local Alcohol Policy and its implications for Waiheke.
11:30	<p>Community Wellbeing update</p> <p><b>Attachment</b> Presentation – Community Delivery work programme update Quarter 1 2024/2025</p>	Keeping informed	Review progress with projects	<p>Fiona Gregory <i>Community Broker</i></p> <p>Rhiannon Beolens <i>Manager, Waiheke Library</i></p> <p>Rachael Rivera <i>Connected Communities Lead &amp; Coach</i></p>	Members will be updated on Community Wellbeing work programme and activities.
12:30	Lunch Break				

Time	Workshop Item	Governance role	Purpose	Presenter(s)	Proposed Outcome(s)
13:00	<p>Waiheke Local Board Emergency Readiness and Response Plan (ERRP)</p> <p><b>Attachment</b> Presentation – Waiheke Local Board Emergency Readiness &amp; Response Plan</p> <p>Draft ERRP and supporting documents</p>	Local initiative / preparing for specific decisions	Review progress with project	Jess Donaldson <i>Senior Community Planning and Readiness Advisor</i>	Member will be presented with the draft ERRP document which will be brought for adoption to a future business meeting.

#### Governance Role

1. Accountability to the public
2. Engagement
3. Input to regional decision-making
4. Keeping informed
5. Local initiative / preparing for specific decisions
6. Oversight and monitoring
7. Setting direction / priorities / budget

#### Role of Workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (d) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics

# Main Points of the Auckland Local Alcohol Policy

Waiheke Island Local Board

9 October 2024



## DLC and ARLA

In deciding whether to issue a licence MUST have regard to the LAP – s.105(3)

May—

(a) decline to renew a licence if it considers that renewing the licence would be inconsistent with any policy set out in the relevant local alcohol policy relating to a matter specified in section 77(1)(a) to (d) (*other premises already there*).

(b) impose conditions on any licence it renews if it considers that the renewal of the licence, or the consequences of the renewal of the licence, without those conditions would be inconsistent with the relevant local alcohol policy.

SHOULD follow the policy directions in the LAP



## LAP overview

**Restrictions  
on new off-  
licences**

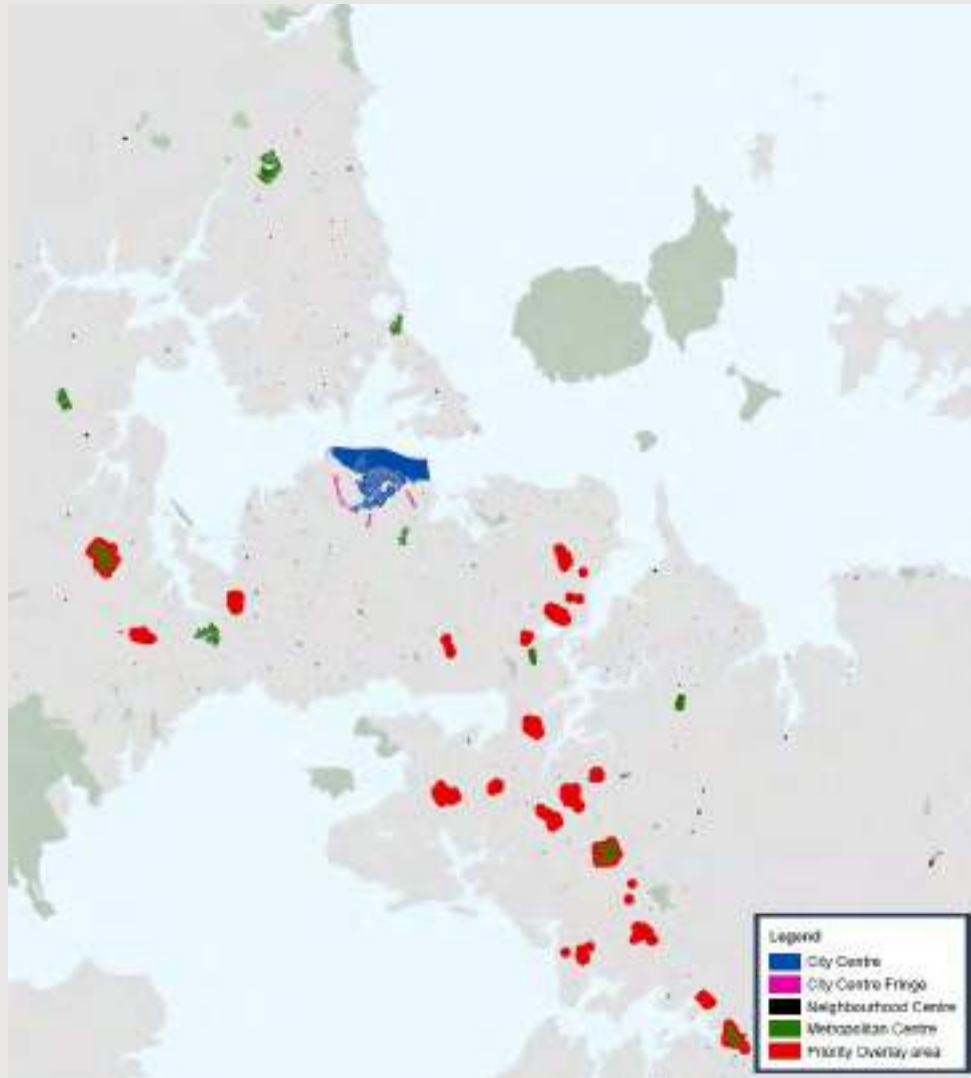
**Maximum  
trading hours**

**Discretionary  
conditions**

Come into effect three  
months after public  
notice



# Restrictions on new off-licences



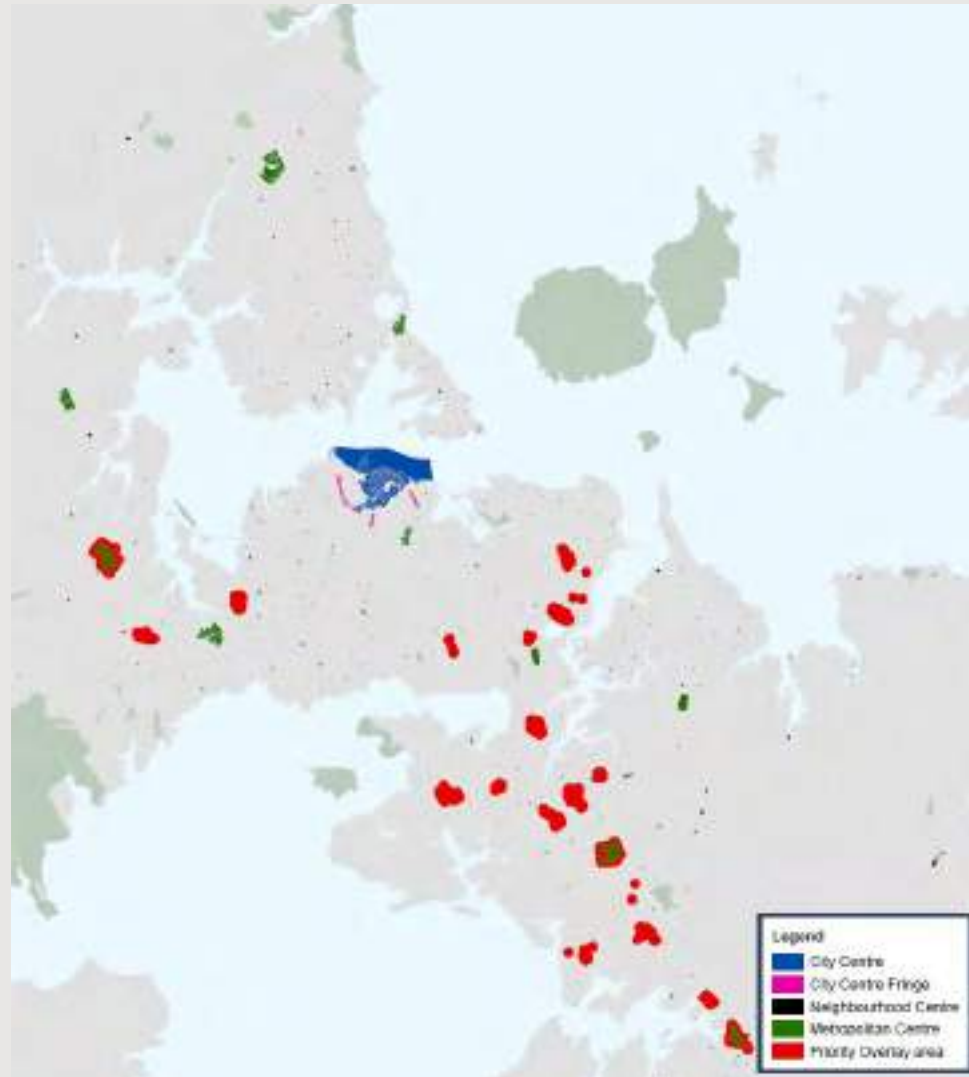
City Centre

Priority Overlay area

- City centre and 23 priority overlay areas
- **Temporary freeze** for two years: no brand new off-licences should be granted.
- Then, **rebuttable presumption** for remaining four years: no brand new off-licences should be granted, but this can be rebutted by the applicant



# Restrictions on new off-licences



■ Neighbourhood Centre

- There are 433 neighbourhood centres.
- **Rebuttable Presumption** against new off-licences.





# Maximum trading hours

Off-licences	On-licences	Club licences
<p><b>All off-licences</b> 7am to 9pm</p> <p>These trading hours will not affect the sale or delivery times of remote sales.</p>	<p><b>City Centre</b> 8am to 4am</p> <p><b>Rest of Auckland</b> 8am to 3am</p> <p><b>Caterers &amp; conveyances</b> 8am to 3am</p> <p><b>Hotels</b> Any time on any day (but only to lodgers).</p>	<p><b>All clubs</b> 8am to 1am plus 4am for RSAs on ANZAC day</p>



# Discretionary Conditions

## There are 3 levels of conditions.

- Those that the DLC should include unless there is a good reason not to do so
- Those that the DLC should consider in accordance with guidelines in the LAP especially for High or Very High premises and /or in Priority Overlay areas
- Those that Council recommends on case-by-case basis – where the condition is relevant to and appropriate in the circumstances



## Off Licence - conditions

**Should include unless there is good reason not to do so:**

- Internal Signage on prohibited persons
- Register of alcohol related incidents

**DLC should consider in accordance with guidelines in LAP especially for High or Very High and /or in Priority Overlay:**

- Operate CCTV
- Conditions relating to exterior lighting



# On Licence Conditions

## Should include unless there is good reason not to do so:

- Internal Signage on prohibited persons
- Aware of and comply with HRP
- All staff successfully complete Servewise or other training set by Chief Licensing Inspector
- Register of alcohol related incidents
- Display of 2 posters about safe transport
- Where appropriate the premises (or part of) should be designated



## On Licence conditions

**Council recommends on case-by-case basis – where condition is relevant to and appropriate in the circumstances:**

- Queue management
- Duty Manager for BYO restaurant (at certain times)
- Designate all areas of a tavern except area principally used for dining



# Club conditions

## **Impose unless there is good reason not to do so:**

- Internal Signage on prohibited persons
- Aware of and comply with HRP
- All staff successfully complete Servewise or other training set by Chief Licensing Inspector
- Register of alcohol related incidents
- Display of 2 posters about safe transport
- The premises (or part of) should be designated
- Duty manager to be on site (at certain times)



## Club conditions

**DLC should consider in accordance with guidelines in LAP, in particular in Priority Overlay areas:**

- CCTV
- Signage promoting responsible drinking



# Special Licences

## **Impose unless there is good reason not to do so:**

- Prohibited person signage
- Staff aware of and comply with HRP
- All staff successfully complete Servewise or other training set by Chief Licensing Inspector





# Special Licences conditions

## **DLC should consider in accordance with guidelines in LAP**

- Number of serves
- Restricting types of vessels
- Queue management
- Progressive closing times
- Engagement with Agencies before, during and after the event
- Minimum requirements for security staff
- Provision of onsite emergency services





**Legend**  
   Business Centre Zones

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**City Centre**  
**Auckland Council Local Alcohol Policy**

0 100 200 300  
 Metres  
 Scale @ A4  
 = 1:20,000  
 Date Printed:  
 2/08/2024



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



# Community Delivery work programme update Quarter 1 2024/2025

Waiheke Local Board – 9 October 2024

Fiona Gregory & Rhiannon  
Beolens - Community  
Wellbeing



# Agenda

## Work Programme Updates FY2024/2025, quarter 1 by:

### Our people

- Māori responsiveness
- Youth outcomes
- Youth development

### Our places

- Cycling promotion
- Community-led housing initiatives
- Waiheke Library update





# Local board plan 2023

## Our people



# Māori Responsiveness Update



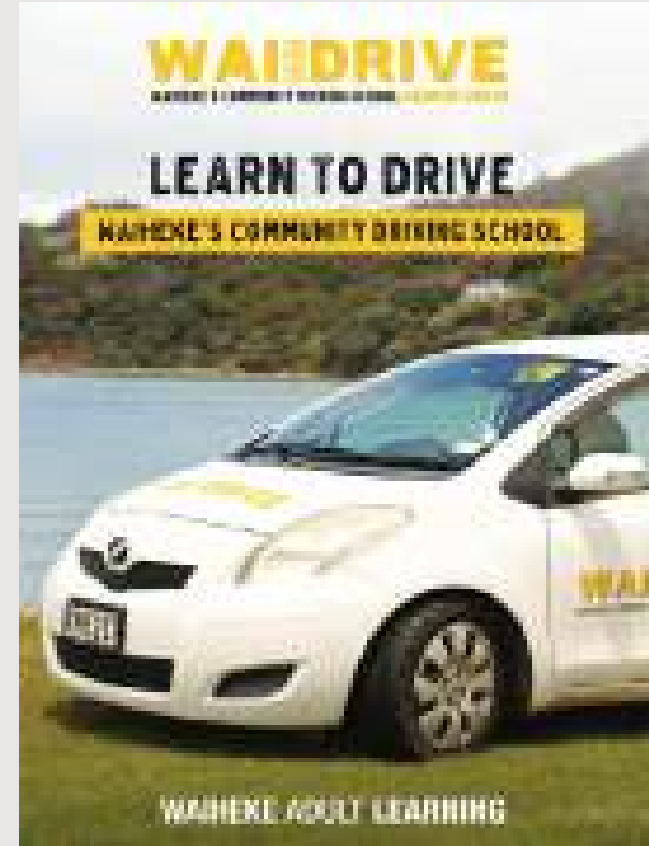
- **LBP2023 Objective:** Strengthen collaboration and partnership with Māori ~ Support mana whenua aspirations and promote te reo Māori
- Te reo Māori at Waiheke Adult Learning continues to increase enrolments
- Wananga in October to plan for next year
- Piritahi Marae is planning a wananga focused on karanga and whaikorero to increase marae capacity and capability



# Youth Development @ Waiheke Adult Learning



Youth First Aid October School Holidays – 16 youth enrolled



WaiDrive – free road code courses and subsidised youth driving lessons



# Youth Outcomes - Rangatahi Needs Assessment

- **LBP2023 Objective:** Youth are valued and have opportunities to thrive ~ Deliver actions identified through the 2023 Youth Needs Assessment
- Rangatahi Co-Design community presentation of Rangatahi Needs Assessment 2 October at Waiheke Library

## Next steps

- Community Broker hui with rangatahi
- Local board workshop to prioritise recommendations for implementation
- Develop delivery plan for 2024/2025 and 2025/2026
- Available funding of \$20,000 for FY25



Ella, Huia and Ella from Rangatahi Co-design







# Local board plan 2023

## Our places



# Walking and Cycling Promotion

**LBP2023 Objective:** Safe, fit-for-purpose and low carbon environmentally friendly transport infrastructure

## Biketober 2024

- Six free events aimed at all ages, coordinated by Cycle Action Waiheke
- School holiday activity
- Promoting active transport with commuters
- Collaboration with schools and Bike Hub
- Labour Day Loop Ride targeting visitors and locals



**2024**

**CAW PRESENTS**

# BIKETÖBER

**WAIHEKE ISLAND**

**5 OCT 1pm-3pm**

### BIKE SCAVENGER HUNT!

The second annual Waiheke Bike Scavenger Hunt is the perfect school holiday activity! Meet at Bike Hub to join a team to solve puzzles and find clues by bike, throughout Oneroa. Spot prizes, heaps of fun and family friendly.

**13 OCT 1pm-3pm**

### BIKES&BEATS@THE BIKE HUB

Hone your bike-fixing skills at Bikes & Beats at Bike Hub Waiheke while our bike mechanic hosts spin the best in dub and classic punk on vinyl! Come down for an old-school analogue time!

**22 OCT 7am-9am** **Matiatia**

### BIKE COMMUTER TREATS

We celebrate all those who ride their bicycle to work. Ride your bike to the Matiatia ferry and pick up a treat and a coffee voucher. No worries about parking and a smile on your face because you rode your bike today!

**17 OCT 7pm**

### BIKE PECHA KUCHA

Come and delight in the tales of bike adventurers, bike enthusiasts, bike raconteurs and bike-lovers. Have an adventure to share? Get in touch now. The pecha kucha format is tight as, 20 slides, 20 seconds each. No droning on! Show and tell, but with bikes. As long as it is about bikes, bike adventures or your love for bikes, we love to see it!

**28 OCT 10am start**

### LABOUR DAY LOOP RIDE

Let's do the loop! Meet in Onetangi and discover Waiheke's Eastern end. We stop for lunch at Man O War, so bring some cash or a picnic. Charge up and bring a charger if you're battery-powered! The hills are legendary, the gravel gravelly, the views unparallelled. Meet new bike friends and test your legs.

**WRT Sustainability Centre**

**24 & 30 OCT 7am-9am**

### BIKE TO SCHOOL!

Be part of a 'bike train' to school, with a pop-up of the Bike Hub Mechs - Te Huruhi Primary on the 24th and Waiheke Primary on the 30th. Bring along your parents - keep an eye out for info in your school newsletter.

For sign-ups and information scan the QR code or go: [www.cycleactionwaiheke.nz/bike-events-waiheke](http://www.cycleactionwaiheke.nz/bike-events-waiheke)

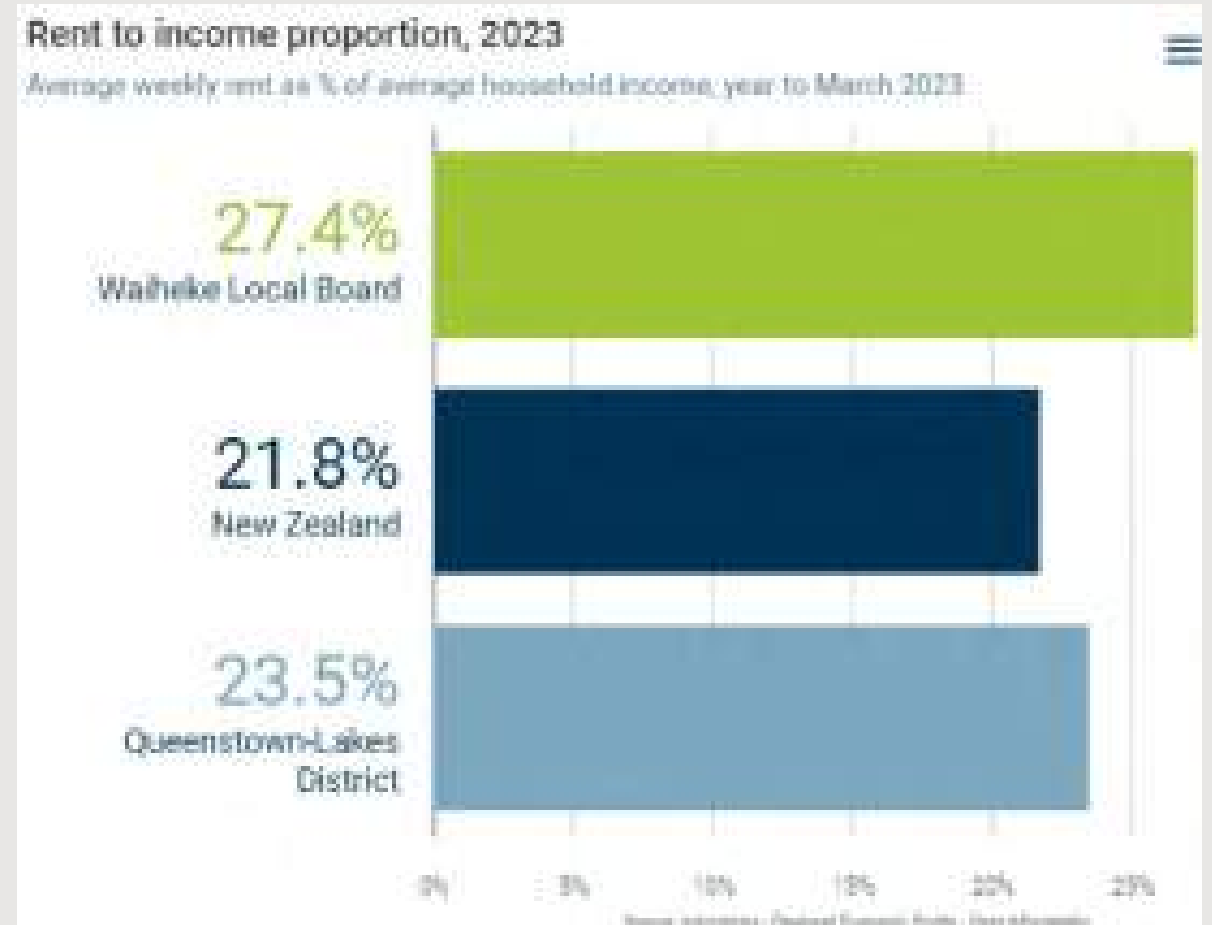
**WRT WAIHEKE RESOURCES TRUST**

Priority supported by **Waiheke Local Board** Assistant Mayor



# Community-led housing initiatives

- **LBP2023 Objective:** Sustainable living and healthy homes ~ Support community-led housing initiatives that align with the reviewed Waiheke Housing Strategy
- Waiheke Community Housing Trust – Housing Coordination Grant
- WCHT exists to bring equity into Waiheke’s housing market, enabling its diverse community to continue to thrive and grow.
  - Long-term Vision: develop and maintain a portfolio of affordable housing
  - Goal: 30 properties under management and 11 affordable units developed by 2028.
  - Community engagement and advocacy



# Community-led housing initiatives



## WCHT Delivery Plan

- Non-profit housing market opportunities
  - Activate and develop affordable, long-term rental accommodation
  - Partner with property owners to build “granny flats” targeting singles over 55
- Community engagement
  - Monthly Housing Hub at Ostend Market
  - Annual ‘Housing on Island’ Hui
  - Strengthen existing relationships with housing stakeholders e.g. CNW, Living Waters, Seaside Sanctuary, Waiheke Health Trust, Project Forever Waiheke, Ngati Paoa Iwi Trust, Piritahi Marae
- Advocacy and submissions
- Website improvements



# Waiheke Library's Homebound Service - launched

AUCKLAND LIBRARIES  
Ngā Pātaka Kōrero o Tāmaki Makaurau

## Library Home Delivery Service Available here

For anyone who can't get to Waiheke Library  
due to mobility, health or other reasons.

Ask staff for more information,  
Or email us at: [Waiheke\\_library@aucklandcouncil.govt.nz](mailto:Waiheke_library@aucklandcouncil.govt.nz)



- We have a group of volunteers on board to deliver this service.
- They will visit clients once a month with a pile of books to deliver and stop for a chat.
- We are building our client base with a few on board already.
- The service has been advertised through the CNW network, and flyers and posters will be going out into the community soon.



# Waiheke Library school holidays – Time Warp



We have a fabulous range of events for tamariki these holidays:

- an escape room – lots of fun with multiple literacies embedded
- a Pasifika performance
- as well as virtual reality, old-style games, crafts, science experiments, and a scavenger hunt
- our preschool activities also continue through the school holidays.





# Waiheke Local Board Emergency Readiness & Response Plan

## Workshop 2

Jess Donaldson

Senior Community & Planning Readiness Advisor

Sept 2024



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# Workshop purpose

- To present the final draft Waiheke Local Board Emergency Readiness and Response Plan
- To propose the launch strategy, including a soft launch post adoption and a full public launch during February and March 2025.



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# Local Board ER&R Plan development process

21 Feb

## Workshop 1

### Purpose:

- To workshop elements of draft plan (hazards, CDCs and CEHs) and receive feedback.

9 Oct

## Workshop 2

### Purpose:

- To agree final draft Local Board Plan.
- To agree communication and launch plan.

27 Nov

## Business meeting

### Purpose:

- To adopt plan.
- Commence communication and launch activities.

**Drafting of Local Board Emergency Readiness & Response Plan**

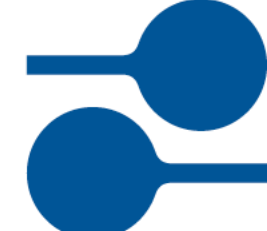
*Local Board Working Group (or representative(s)),  
Senior AEM Advisor,*



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# Local Board ER&R Plan & Waiheke EM Guide



Plan type	Content	Audience
<b>Local Board Emergency Readiness and Response Plan</b>  (READINESS)	<ul style="list-style-type: none"> <li>• A <u>strategic</u> document.</li> <li>• Contains national messaging with a local context.</li> <li>• Information for communities to understand how to get ready for and get through emergencies, roles in an emergency.</li> <li>• Localised emergency information.</li> </ul>	Everyone living on the islands in the Waiheke local board area
<b>Waiheke Emergency Management Guide</b>  (RESPONSE)	<ul style="list-style-type: none"> <li>• An <u>operational</u> document that identifies emergency response structure on Waiheke, communications, working in the Waiheke Operations Centres, tools for response activities and contact details.</li> <li>• Currently in <u>draft</u> format.</li> </ul>	Waiheke Auckland Council staff & Auckland Emergency Management. Once finalised - other key stakeholders working in the Waiheke Operations Centre.



# Actions undertaken since Workshop 1

- ER&R Plan template has been designed
- Maps are in the process of being re-designed
- Photo's have been taken for the Plan
- Feedback from Local Board members has been incorporated
- Met with identified community groups across Waiheke
- Received input from communities on the plan



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# Feedback provided at Workshop 2 & the Working Group

- Improved maps
- List the three main clinics across the plan
- Suggestions on the wording of the introduction
- Adding information about broadband outages
- Adding Waiheke Radio station
- Adding information on accessing water from water tank if there was no power
- Adding information on septic tanks including Greenacres contact details
- Adding local animal welfare contacts
- Feedback regarding specific Civil Defence Centres locations.



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# Community group engagement

Mixed model engagement process: individual email feedback, face-to-face meetings.

Out of the seven identified groups, four provided feedback\*

- Kennedy Point\*
- Onetangi Resident's Association\*
- Omiha Recreation and Welfare Society\*
- Waiheke Eastern End Community Association\*
- Matiatia Oneroa Ratepayers & Residents Association Inc.
- Palm Beach Progressive Association Inc.
- Rakino Rate Payer's Association



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# Community group feedback

The community's feedback on the plan:

- Information about their Community Emergency Hub or Community Response Group
- To include 'other wastewater system' alongside references to septic tanks.
- After hours medical care on Waiheke
- Include emergency information for tourists & provide this to Airbnbs (this will be integrated into future readiness messaging initiatives)
- *"I think the broader info cascading to the local info is excellent allowing people to cherry pick. The illustrations on the eg Plan are excellent... Great mahi" - Waiheke Eastern End Community Assn (WEeCA)*



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# Auckland Council demographic panels

Ethnic, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities

Feedback centered around:

- communication of the plan post-adoption
- images within the plan to be representative of Auckland's diversity
- training opportunities for Community Emergency Hubs to be inclusive of diversity
- the plans being condensed
- including advice for apartment dwellers
- diverse life experiences and input from one panel is also relevant to circumstances of other communities.



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# Final draft Emergency Readiness & Response Plan

- Two 'pull out' sections in the front and back of the plan.
- Front pull-out section holds critical information: key contacts, emergency information, if you need to evacuate, top tips to get ready.
- Back pull-out section has hazard factsheets and hazard maps, power outage, sever storm, flooding, thunderstorms and tornados, landslides, earthquakes, tsunami, pandemic, wildfire and volcanic eruption.
- The body of the plan has been crafted around the 4Rs of Emergency Management: reduction, readiness, response and recovery.



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# Final ERRP layout and design

### If you need to evacuate

If possible, stay with whānau/family or friends who are safe. Then check with Civil Defence Centres or Community Emergency Hubs and listen to local media channels, websites or radio.



**At home & in private areas**

- Fire services & fire alarm system (ACOP)
- Fire alarm system tests
- Fire alarm system tests
- Fire alarm system tests
- Fire alarm system tests

**At work**

- Civil Defence Centres
- Fire services & fire alarm system (ACOP)
- Fire alarm system tests
- Fire alarm system tests
- Fire alarm system tests

**Community Emergency Hubs**

- Fire services & fire alarm system (ACOP)
- Fire alarm system tests
- Fire alarm system tests
- Fire alarm system tests

**Top tips to get ready for an emergency**

Know your home. Check Auckland Emergency Management's <b>HomeCheck</b> for your address, road & street.	Know where you can go if you need to evacuate.
Own a <b>HomeCheck plan</b> , including evacuation.	Prepare a <b>grab bag</b> in case you have to evacuate.
<b>Be an EMERGENCY ASSISTANT</b> in your area/home and car.	Get ready with your neighbours by using your community's emergency plan.
Be up on cash.	Know your neighbours and look out for each other.
Check your batteries and keep extra: 3 per couple.	Get your business ready.
Use your evacuation routes.	Get prepared for specific events including storms, floods, earthquakes and volcanoes.

### Emergency actions

Put your family/whānau emergency response plan into action.

**IF YOU ARE SAFE AT HOME**

- Stay at home.
- Use your emergency supplies.
- Stay informed through official sources:
  - ACM ☎️ 📺 📻
  - NFA 📻 📺 📻
  - Radio station (RNZ, NewsTalk, The Hit, News 14)
  - Hot Device 📱 📱 📱
  - GoAlert 📱 📱 📱
- Check on your neighbours and older adults.
- Stay calm and buy your whānau/family and friends.

**IF YOU ARE UNSAFE AT HOME**

- Take your grab bag.
- Use your evacuation routes.
- If possible, stay with whānau/family or friends who are safe. Go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website for updates. If you have a mobile phone, use it to call your whānau/family or friends. If you have a mobile phone, use it to call your whānau/family or friends.

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

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

**Interested in volunteering during an emergency?**

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



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# Final ER&RP design layout: 4 Rs of emergency management



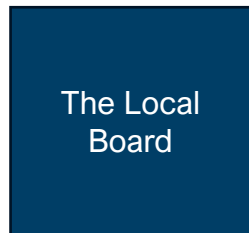
The graphic displays four columns representing the '4 Rs' of emergency management. Each column contains text and a legend with five color-coded boxes: Green, Orange, Dark Blue, Purple, and Red. The columns are: Reduction, Resilience, Response, and Recovery.



Whānau & Individuals



Communities



The Local Board



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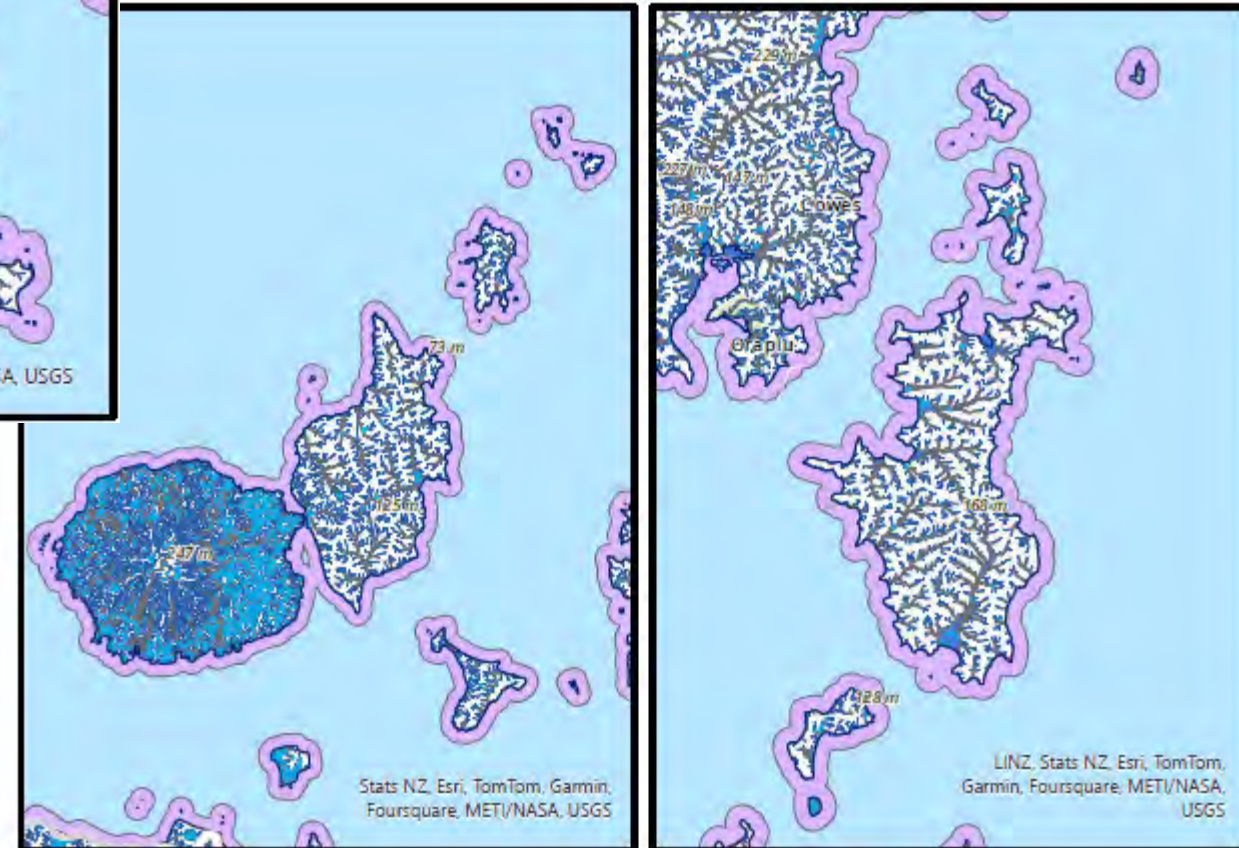
# Mapping layout and design (\*Waiheke maps not available yet)

## Waiheke Flood and Coastal Inundation Map



\*Version 1 prior to CEHs, CDCs, health clinics being added.

\*Additional maps to capture all of Waiheke plus QR codes linking to the Hazard viewer for people to locate them to their home, workplace, and other places they regularly visit.



# Future updates/maintenance of the ER&R Plan

## Initial review/ check in:

- To be completed as part of the FY25/26 Local Board work programme
- Updates (if any) will capture any changes to Civil Defence Centre, Community Emergency Hub and/ or emergency communication and contact details.

## Long term review cycle:

- Three yearly to align with the Local Board Plan cycle, or
- On an as required basis.



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# Working Group / Local Board launch strategy suggestions

- Flyers on local ferry terminals and on ferries
- Specific information for tourists
- Engagement with community groups and the Waiheke Emergency Response Network.



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# Launch strategy for Response Plan

## **Soft Launch:** Following plan adoption 26 November – 13 December

- Joint acknowledgement from Local Board and Auckland Emergency Management to the community groups, businesses and members of the community who have been involved in the development of the plans.
- Uploading of the ER&R Plan and associated documents to Local Board website with links to AEM website.
- AEM and Local Board communications teams to work together to share the ER&R Plan on Local Board social media platforms.
- AEM support for proactive local media where requested.
- Provision of a printed copy of the ER&R Plan to key community groups.

## **Public Launch:** February - March 2025

- AEM and Local Board to receive bulk order of ER&R plans.
- Social media campaign across the Auckland Emergency Management and Auckland council social media (Facebook and X (formerly Twitter)) pages.
- Proactive media interviews across different radio and news programmes.
- Print media, newspapers, Our Auckland and local media newsprint.
- Distribution of printed copies of both the full ER&R Plans and fact sheets, Citizen Advice Bureaux and Auckland Council libraries.



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# Next steps

- Senior Advisor Community Planning and Readiness to finalise the Final Draft plan and recommend for adoption at a business meeting 27 November.
- Soft launch activities in accordance with launch strategy.
- Public launch activities in accordance with launch strategy.



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# Patai?



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## Memorandum

Date (09/10/24)

**To:** Waiheke Local Board

**Subject:** Waiheke Emergency Readiness and Response Plan

**From:** Jessica Donaldson, Senior Community Planning and Readiness Advisor, Auckland Emergency Management

**Contact information:** Jessica.Donaldson@aucklandcouncil.govt.nz

### Purpose

- 1 To present the final draft Waiheke Local Board Emergency Readiness and Response Plan, and proposed launch strategy.

### Summary

- (i) The Waiheke Local Board supported the development of the Local Board Emergency Readiness and Response Plan at a workshop on 21 February 2024.
- (ii) The purpose of the plan is to provide information for people living and working in Waiheke to assist them prepare for emergencies, provide information on what to do and where to go during an emergency, and to identify localised hazards and procedures specific to the Waiheke local board area.
- (iii) The Auckland Council Demographic Panels (Ethnic Communities, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities) and a number of community groups have provided feedback on the draft plan which has been incorporated into the final draft.
- (iv) The finalised draft Emergency Readiness and Response Plan will be recommended for adoption at a business meeting on 27 November. Following adoption the plan will be uploaded onto the Waiheke Local Board's plans, agreements and reports webpage, with a link on the Auckland Emergency Management website.
- (v) A formal campaign to launch the ER&R Plan will be conducted in February and March 2025, once all local board plans have been adopted. The formal launch will include promoting the plans in traditional media, social media platforms, at community events and distributing hard copies of the document to key locations.

### Context

- 2 One workshop has been undertaken with Waiheke Local Board during the development of the Emergency Readiness and Response (ER&R) Plan. This workshop which was held on 21 February 2024, was an introduction to the initial draft version of the ER&R Plan and feedback was sought on localised hazards, information about the Waiheke rohe, potential Civil Defence Centres and provisional Community Emergency Hubs.
- 3 The Waiheke Emergency Management Working Group was formed in 2023 to assist with emergency management preparedness and planning on Waiheke Island. The Senior Advisor joined this working group in December 2023 as the Auckland Emergency Management representative. The working group has provided input and feedback during the drafting of the plan. This group included representatives from the Waiheke Local Board, Waiheke Local Board staff, Connected Communities, Community Facilities and Auckland Emergency Management. The group meets on a fortnightly basis.

## Discussion

### Local Board Emergency Readiness and Response Plan interface with the Waiheke Emergency Management Handbook

- 4 The Local Board Emergency Readiness and Response plan is a strategic plan for the public to understand how to get ready for and get through emergencies, roles in an emergency and localised emergency information for Waiheke. It contains national messaging with a local context.
- 5 The Waiheke Emergency Management Guide is an operational plan for internal Auckland Council staff to understand the steps to take for responding to an emergency. This Guide includes the Waiheke emergency response structure, communications, working in the Waiheke Operations Centres, tools for response activities plus contact details. This Guide is in a draft format and will continue to be developed through the ongoing work of the Waiheke Emergency Management Working Group.

### Summary of feedback from the working group

- 6 At the first Local Board workshop on 21 February feedback was received including requests for maps which identified hazards on the islands clearly that the three main health clinics be listed in the plan. It was also requested that additional localised information on Waiheke and the surrounding islands be included in the introduction and context, that Waiheke Radio is listed as a source for emergency information, provision of tips on accessing water from a water tank if there was no power and that the contact details for Greenacres is included. The working group provided feedback on the broadband information, removal of information about State Highways and local animal welfare contacts.
- 7 Feedback was received from the working group regarding specific Civil Defence Centres. Due to the suitability of locations it was decided that Waiheke Local Board Office will be an information only Civil Defence Centre and if people need food or more assistance, the Ostend War Memorial Hall will be utilised. If the emergency requires a larger number of people accommodated, another location will be sourced by the Logistics Manager in the Emergency Coordination Centre. The Civil Defence Centre feedback has been collated for all local board areas and will be fed into the wider review of Civil Defence Centres currently underway by the Business and Welfare Unit at Auckland Emergency Management. Additional locations for Civil Defence Centres may be added in the next iteration of the Local Board plan following the completion of the Civil Defence Centre review.

### Summary of feedback from community groups

- 8 The Senior Community Planning and Readiness Advisor has engaged with community groups and organisations (listed below), as recommended by the local board. The purpose of this was to seek feedback and input into the ER&R Plan to ensure the plan meets the needs of the local community. The engagement process used a mixed model approach, including opportunities for individual email feedback with opportunity to face-to-face, and individualised face-to-face meetings. Out of the seven identified groups, four provided feedback (as indicated by the 'asterix\*' below).
  - Kennedy Point\*
  - Onetangi Resident's Association\*
  - Waiheke Eastern End Community Association\*
  - Omiha Recreation and Welfare Society\*
  - Matiatia Oneroa Ratepayers & Residents Association Inc.
  - Palm Beach Progressive Association Inc.

- Rakino Rate Payer's Association (due to clash in leave, Senior Advisor is speaking with them in October and they may provide some minor feedback into Rakino specific information)
- 9 The six community groups who provided feedback provided useful input to the Community Emergency Hubs section of the Plan, the role of community section and the introduction. They requested that details of the after hours medical care on Waiheke be included and requested that there was mention to other wastewater systems alongside references to septic tanks. Community groups also suggested emergency information specific for tourists should be included, and that information should be provided to Air BnB's. Waiheke Eastern End Community Assn (WEeCA) commented, "I think the broader info cascading to the local info is excellent allowing people to cherry pick. The illustrations on the eg Plan are excellent... Great mahi".

### **Summary of feedback from the Auckland Council demographic panels**

- 10 Over June and July, Auckland Emergency Management presented a draft ER&R Plan for the six Auckland Council demographic panels which represent Ethnic Communities, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities. Feedback centred around:
- communication of the plan post-adoption
  - images within the plan to be representative of Auckland's diversity
  - training opportunities for Community Emergency Hubs to be inclusive of diversity
  - the plans being condensed
  - including advice for apartment dwellers
  - diverse life experiences and input from one panel is also relevant to circumstances of other communities.
- 11 Particular attention has been given to making the ER&R Plans representative of Auckland's diverse communities as a result of the feedback received. This includes ensuring that images are inclusive and representative, that the plan is concise and accompanied by easier to read summary documents and fact sheets. Separate to the ER&R Plan Auckland Emergency Management is developing guidance for apartment dwellers and will build inclusiveness into future Community Emergency Hub guidance documentation.

### **Final draft Emergency Readiness and Response Plan**

- 12 As a result of feedback received, the layout of the ER&R Plan has two 'pull out' sections in the front and back of the plan. The front pull-out section holds critical information such as key contacts, how to keep up updated on emergency information, where to go if you need to evacuate and tips on how to get ready for an emergency (Attachment 1 is the designed version of the Devonport-Takapuna flyer). The back pull-out section has hazard factsheets on power outages, flooding, severe storms, thunderstorms and tornados, landslides, earthquakes, tsunamia, pandemic, wildfire, and volcanic eruption (Attachment 2).
- 13 The body of the plan has been crafted around the 4Rs of Emergency Management: reduction, readiness, response and recovery. Each section provides an outline of the roles we all play as whānau & individuals, communities, local boards, Auckland Emergency Management and Auckland Council, and how we all work together as Civil Defence.
- 14 To ensure that the plan is reflective of the local context, the plan discusses the hazards specific to Waiheke, including past events, local radio stations, and identifies local Community Emergency Hubs and potential Civil Defence Centre locations.

- 15 The final draft text of the Waiheke ER&R Plan is at Attachment 3. Included at Attachment 4 is the final design proofs received for the Devonport-Takapuna Local Board, which the Waiheke Local Board ER&R Plan will mirror in design.

### **Future updates/maintenance of Emergency Readiness and Response Plan**

- 16 As the ER&R Plan is a new Local Board and community resource, the Community Planning and Readiness Team will conduct a first review of the ER&R Plan as part of the FY25/26 Local Board work programme. Whilst much of the content within the plan will remain unchanged, the initial review is a good opportunity to update any changes to contact information or identified Civil Defence Centre and/ or Community Emergency Hub locations. Following this initial review, reviews will then occur on a three yearly basis (or as required) to align with the Local Board Plan cycle.

### **Launch strategy for plans**

- 17 A two stage launch strategy is proposed for the release of the ER&R Plan. The two stages include a 'soft launch' post ER&R Plan adoption at the 27 November Local Board Business meeting, and a full, public launch commencing February 2025. The two stage launch strategy allows for a celebration and acknowledgement of the completion of the plan with those closely involved in its development, whilst allowing time for the printing and publication of the Plan and supporting promotional documentation, the preparation of translated and accessible versions of the documents, and the organising of any public events to support a more fulsome public launch.
- 18 The working group shared community engagement ideas to inform the launch strategy. Their suggestions included flyers in local ferry terminals and on ferries, specific information for tourists, engagement with community groups and the Waiheke Emergency Response Network.

#### Soft launch (27 November – 13 December)

- 19 Once the ER&R plans have been adopted at the 27 November Business Meeting, Auckland Emergency Management will provide support to each local board to release their ER&R plans. Activities that will occur include:
- Joint acknowledgement from Local Board and Auckland Emergency Management to the community groups, businesses and members of the community who have been involved in the development of the plans.
  - Uploading of the ER&R Plan and associated documents to Local Board website with links to AEM website.
  - AEM and Local Board communications teams to work together to share the ER&R Plan on Local Board social media platforms.
  - AEM support for proactive local media where requested.
  - Provision of a printed copy (through a fast track, limited print run) of the ER&R Plan to key community groups, with a particular focus of those involved in the development of the document. Messaging to use on social media can be provided.

#### Public launch (February and March 2025)

- 20 A comprehensive public launch will take place over February and March 2025. The public launch of the ER&R Plan will involve:
- AEM and Local Board to receive bulk print order of ER&R plans, fact sheets and promotional posters, including translated documents.

- Social media campaign across the Auckland Emergency Management and Auckland council social media (Facebook and X (formerly Twitter)) pages, tagging each local board in these posts.
- Proactive media interviews across different radio and news programmes including targeted diverse and multi-lingual radio promotion.
- Print media, newspapers, Our Auckland and local media newsprint where appropriate.
- Distribution of printed copies of both the full ER&R Plans and fact sheets to local Citizen Advice Bureau(s), Auckland Council libraries, community groups, Neighbourhood Support and other interested stakeholders.
- Promotion of the ER&R Plan on an ongoing basis at local community events throughout 2025
- Internal communications campaign across the council group.

### Next steps

- 21 Senior Advisor Community Planning and Readiness to finalise the draft ER&R plan and recommend for adoption at the Business Meeting on 27 November.
- 22 Following the recommended 27 November adoption of the ER&R Plan, soft launch activities will commence as per launch strategy.
- 23 February/March 2025 – Full, public launch activities commence as per launch strategy.

**Attachment 1:** Design proof of Devonport-Takapuna Local Board Key Information and Top Tips flyer  
**Attachment 2:** Hazard Factsheets  
**Attachment 3:** Final draft Waiheke Local Board Emergency Readiness and Response Plan  
**Attachment 4:** Design proof of Devonport-Takapuna Local Board ER&R Plan

# Waiheke Local Board Emergency Readiness and Response Plan

October 2024, Version 1



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



# Chair Foreword



# Key contacts & emergency information

**Dial 111 for emergencies if there is serious 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

(PHONE ICON) 0800 222 200 emergencies only	(Website ICON) <a href="http://www.aucklandemergencymanagement.org.nz">www.aucklandemergencymanagement.org.nz</a> (Email: ICON) <a href="mailto:aeminfo@aucklandcouncil.govt.nz">aeminfo@aucklandcouncil.govt.nz</a> (Social media: FB and twitter/XICON) <a href="https://www.facebook.com/AucklandCDEM">@aklcdem</a>   <a href="https://twitter.com/AucklandCDEM">@AucklandCDEM</a>
(PHONE ICON) (09) 301 0101 (other queries for Auckland Council)	(Website: icon) <a href="http://www.aucklandcouncil.govt.nz">www.aucklandcouncil.govt.nz</a>

## Radio Stations for emergency information

[Waiheke Radio 88.3 FM OR 107.4 FM](#)

[Radio New Zealand 756 AM or 101.4 FM](#)

[Newstalk ZB 894 FM](#)

[The Hits 97.4 FM](#)

[More FM 91.8 FM](#)

[Radio Samoa 1593AM](#)

[Radio Waatea 603AM](#)

[Radio Spice 88FM](#)

[Humm 106.2FM](#)

[Radio Tarana 1386AM](#)

[Planet FM 104.6FM](#)

## Local accident and urgent care clinics

[Waiheke Medical Centre](#) open 8.30am-5pm Monday-Friday | phone (09) 372 3111.

[Piritahi Hau Ora Trust](#) open 8.30am-4.30pm Monday-Friday | phone (09) 372 0022.

[Ostend Medical Centre](#) open 8.30am-5pm Monday-Friday | phone (09) 372 5005 | phone 0800 252 672.

\*Ka Ora Telecare provide after hours services.

## Report a problem

### Flooding

To report flooding to Auckland Council call (09) 301 0101.

## **Fallen trees or debris**

To report fallen trees or debris on public land, go to Auckland Council's 'Report a Problem' tool.  
<https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx>

## **Water supply and wastewater**

To report an issue with your septic tank or wastewater system, please contact Greenacres on (09) 372-7614:  
<https://greenacreswaiheke.com/>.

For Oneroa businesses that are connected to the Owhanake Wastewater Plant, please call Water care on (09) 442 2222 and press 1.

## **Roads**

To report an urgent Auckland public road issue, call Auckland Transport on (09) 355 3553.

To report a non-urgent issue, go to Auckland Transport's website <https://contact.at.govt.nz>.

Access Auckland Transport's roadworks and disruptions at <https://at.govt.nz/projects-initiatives/roadworks-and-disruptions> to see disruption on arterial roads.

## **Electricity**

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

## **Internet**

To report a problem with your broadband, contact your broadband provider. For internet outages go to <https://www.chorus.co.nz/outages>.

## **If you need to evacuate**

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

# Top tips to get ready for an emergency

- ✓ **Know your hazards.** Check Auckland Emergency Management's [Hazard Viewer](#) for your whare/home, work & school.
- ✓ **Create a [household plan](#), including evacuation .**
- ✓ **Keep [emergency supplies](#) in your whare/home and car.**
- ✓ **Keep spare cash.**
- ✓ **Check your insurance and keep electronic & hard copies.**
- ✓ **Prepare a [grab bag](#) in case you have to evacuate.**
- ✓ **Plan your evacuation routes.**
- ✓ **Learn where you can go if you need to evacuate.**
- ✓ **Get ready with your community and know your community's emergency plan.**
- ✓ **Know your neighbours and look out for each other.**
- ✓ **Get your business ready.**
- ✓ **Get prepared for [specific hazards](#) including storms, floods, earthquakes and volcanoes.**

# Steps to take in an emergency

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

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

### **If you are safe at home**

- Stay at home.
- Use your emergency supplies.
- Stay informed through official sources:
  - AEM (ICONS: website/Facebook/X)
  - NEMA (ICONS:website/Facebook/X)
  - Radio stations (RNZ, Newstalk, The Hits, MoreFM)
  - MetService (ICONS: website/Facebook) & app.
  - GeoNet (ICONS: website/Facebook) & app.
- Check on your neighbours and others nearby.
- Stay connected to your whānau/family and friends.

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

### **If you are unsafe at home**

- Take your grab bag.
- Use your evacuation routes.
- If possible, stay with whānau/family or friends who are safe.

Or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. (Telephone language interpreters are available at Civil Defence Centres).

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

### **Interested in volunteering during an emergency?**

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

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# Introduction

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

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

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

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

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

## The Waiheke area

The Waiheke Local Board area includes Waiheke Island along with Rangitoto, Motutapu, Motokorea, Motuihe, Ponui, Rākino and smaller islands, some of which are uninhabited reserves. Waiheke is the largest island.

On Waiheke Island, there are approximately 3,400 with holiday homes and it receives more than 500,000 visitors per year. In the summer holidays, the population of the island can increase to around 40,000 people. On a typical summer day, the island can also have over 4000-day trippers. A surge of tourists during a civil emergency can create unique challenges for emergency services, but it also offers opportunities for community collaboration and increased support from visitors eager to help. Waiheke island's residential area, the western end, consists of several small villages and suburbs separated by rural land, whilst the larger eastern end of the island is entirely rural and serviced by one loop road. The rural nature and impact of one loop road on Waiheke Island lends itself to a strong connected community, many of which who are well-resourced and can support each other in the midst of an emergency.

Rākino Island has approximately 20 permanent residents plus many regular weekenders and additional visitors. Rākino has no power or supermarket and therefore residents are self-sufficient.

The other Islands in the Waiheke Local Board area including Rangitoto Island, Motutapu Island, Motuihe Island, Ponui Island, Motokorea Island, Pakatoa Island, Rotoroa Island and Pakihi Island have either no or few permanent residents, and some of these islands may have day trippers especially boaties visiting.

## Our geography

The Waiheke Local Board area consist of many islands meaning they are geographically isolated from the Auckland mainland.

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

- power outages
- flooding
- severe storms, thunderstorms and tornadoes (including waterspouts)
- coastal inundation and erosion
- landslides
- volcanic eruptions
- tsunami.

All the beaches and **low-lying** coastal areas of the islands in the Waiheke local board area are within a shore and marine tsunami evacuation zones (red zones). These areas should be avoided when tsunami alerts are issued.

Waiheke Island is the largest and most populated island in the local board area. Inhabited parts of the island, such as, Blackpool, Palm Beach and Onetangi have areas within a land threat tsunami evacuation zone (yellow zones) which should be evacuated, along with the coastal red zones during large and dangerous tsunami. Waiheke Island's topography is predominantly hilly, with the exception of Blackpool leaving it also susceptible to flooding during storms.

Rākino Island is the second most populated in the local board area. Some areas in the southern part of the island, including both ferry terminals, are at risk from both tsunami and flooding.

Rangitoto and Motokorea (Brown's) Island are both volcanoes related to the Auckland Volcanic Field. Rangitoto is the youngest and largest volcano in the field, having erupted only around 550 years ago. A future eruption in the Auckland Volcanic Field could occur within the harbour, impacting the local board area and inner islands.

## Sites of significance

The Waiheke local board area has significant archaeological and cultural features, including pā and tapu sites. Waiheke Local Board will work with mana whenua, mātāwaka, the council and government agencies to ensure these sites are protected<sup>2</sup>. These special

areas, as well as others that are identified by mana whenua and mātāwaka, require care and consideration so they can be preserved to help tell the story of the local area and retain their significance to Māori.

## Our population

The Waiheke local board area rohe/region has approximately:

- 9,162 residents
- 13 per cent are under 15 years of age (compared to 19.3 per cent of the Auckland region population)
- 24.1 per cent are 65 years or older (compared to 13.1 per cent of the Auckland region population)
- 88 percent identify as European (compared to 49.8 per cent of the Auckland region population)
- 12.3 per cent identify as Māori (compared to 12.3 per cent of the Auckland region population)
- 5.1 per cent identify as Middle Eastern/Latin American/African (compared to 2.7 per cent of the Auckland region population)
- 4.6 per cent identify as Asian (compared to 31.3 per cent of the Auckland region population)
- 3.6 per cent identify as Pacific Peoples (compared to 16.6 per cent of the Auckland region population)<sup>3</sup>.

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

<sup>2</sup> Waiheke Local Board. (2023). Waiheke Local Board Plan 2023.

<sup>3</sup> Statistics New Zealand. (2024). 2023 Census Results.

## Roles

### Auckland Civil Defence and Emergency Management (CDEM) Group

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

### Civil Defence

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

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

Together, we are all Civil Defence<sup>4</sup>.

## Auckland Emergency Management

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

The aims of Auckland Emergency Management are to:

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

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

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

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<sup>4</sup> National Emergency Management Agency [NEMA]. (2024). Together we are all Civil Defence: Facebook post.



In an emergency, Auckland Emergency Management coordinates the response from the Auckland Emergency Coordination Centre. Auckland Council have trained staff on Waiheke Island who work alongside the Waiheke Emergency Response Network to provide a localised response in conjunction with Auckland Emergency Management. Auckland Council staff across the organisation can be deployed from their usual roles to assist the coordination of the emergency or support Civil Defence Centres.

Depending on the type of emergency, some responses are led by the Ministry of Health (e.g. pandemic) or Fire and Emergency New Zealand (e.g. wildfires) where Auckland Emergency Management is a support agency as opposed to leading and coordinating the emergency response.

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

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

## The role of mana whenua and marae

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

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

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

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

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

## The role of community

Community **groups, organisations and marae** assist the emergency response in Waiheke by:

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

## The role of local board members

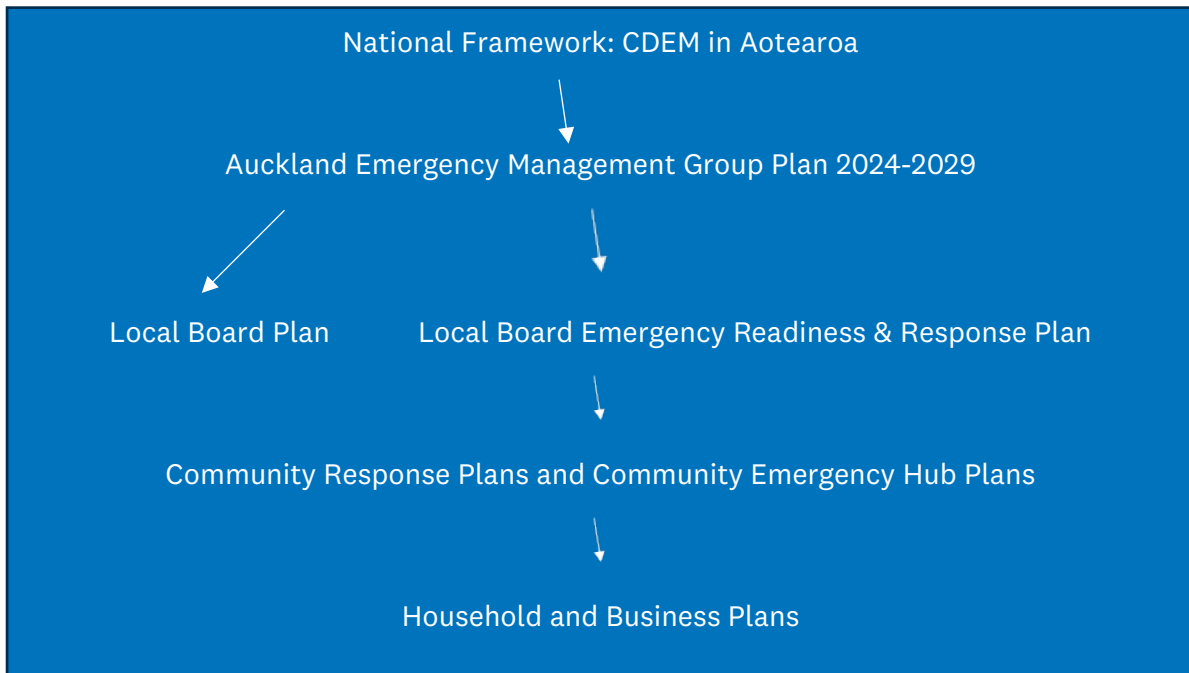
Local board members assist Auckland Emergency Management in encouraging household, community and business preparedness. Local board members are an important link or information to flow between emergency management agencies and the community. Local board members are advocates for their community.

Waiheke Local Board members on Waiheke assist with the emergency planning for Waiheke Island.

# Emergency management plans

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

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



## National Framework | Civil Defence Emergency Management in Aotearoa

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

## The Auckland Emergency Management Group Plan 2024 - 2029

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

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

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

## **The Waiheke Local Board Plan**

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

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

Waiheke Local Board's key initiatives include:

- Support local initiatives including volunteer groups, that enhance connection and diversity, reduce isolation, and promote community development via the community grants programme, endorsements and other activities.
- Periodically review Waiheke and Rakino's Emergency Response Plans in association with Auckland Emergency Management, the community, and emergency response networks.
- Collaborate with residents' associations and Community Facilities' leaseholders to resource civil defence community shelters
- Support development of community hubs and residents' association networks.<sup>5</sup>

## **The Local Board Emergency Readiness and Response Plan**

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

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the local board, individuals and communities across

the four Rs of emergency management: reduction, readiness, response and recovery.

## **Community Response Plan and Community Hub Plans**

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

The purpose of a Community Response Plan is to:

- Provide information that enables, empowers and supports individuals and communities to take ownership of their own emergency preparedness.
- Promote problem solving and encourage self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduce the reliance on first responder agencies following an emergency.

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

## **Household or Business Plan**

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

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

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<sup>5</sup> Waiheke Local Board. (2023). Waiheke Local Board Plan 2023.

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

# Readiness

## What is readiness?

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

Being emergency ready includes:

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

## Why is readiness important?

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

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

## Roles in readiness – who does what?

Whānau & individuals	Communities	Waiheke Local Board	Auckland Emergency Management	Auckland Council
<ul style="list-style-type: none"> <li>• Develop plans for your household, whānau/family and friends.</li> <li>• Keep enough emergency supplies to last three days.</li> <li>• Know where the nearest Civil Defence Centres are.</li> <li>• Connect with neighbours.</li> <li>• Understand your local hazard risks.</li> <li>• Identify local resources and support networks.</li> </ul>	<ul style="list-style-type: none"> <li>• Host getting to know your neighbours days and discuss support in an emergency.</li> <li>• Develop Community Response Plans.</li> <li>• Establish 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 for emergencies</li> <li>• Support networking agencies involved in emergency management.</li> <li>• Promote events that support emergency planning and readiness.</li> <li>• Identify who in the local community might be disproportionately affected by an emergency and support them.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage communities to prepare for emergencies</li> <li>• Support networking agencies involved in emergency management.</li> <li>• Promote events that support emergency planning and readiness.</li> <li>• Identify who in the local community might be disproportionately affected by an emergency and support them.</li> </ul>	<ul style="list-style-type: none"> <li>• Train council staff to assist Auckland Emergency Management in responding to an emergency.</li> <li>• Healthy Waters provides information regarding risks of flooding on property.</li> </ul>

## Get your household ready for an emergency

In an emergency, unless it is unsafe, stay at your whare/home and have supplies for at least three days.

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

### Know your hazards

#### Learn about the potential hazards in your area

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

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

Check out **the maps and pull out Hazard Factsheets at the end of the plan.**

### Create a Household Plan

#### Develop a Household Plan for your whānau using our template

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

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

Check out the [Make a Plan](#) template at the end of this plan (Appendix 2) or use the QR code for a digital version. The [Get Ready website](#) has Make a Plan in multiple languages.

Having a plan helps make emergencies less stressful for everyone. It is particularly beneficial to include children in making your plan, as it encourages discussion in an honest, practical and calm way about:

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

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

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

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

#### Extra steps to take for vulnerable whānau

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

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

- ✓ Understand the extra supplies needed and put in your grab bag.
- ✓ Keep ice packs in the freezer and a smaller cooler bag for refrigerated medical supplies.
- ✓ Wear a medical alert tag or bracelet so people know what assistance may be needed.
- ✓ Know who to call for help if you're dependent on life-sustaining equipment or treatment. Ensure your electricity retailer or telecommunications provider know if you are dependent on these services for life-sustaining support.
- ✓ Let Watercare know if you need a continuous supply of high-quality water.
- ✓ Have an extra mobility device such as a cane or walker.
- ✓ Ensure your whānau know how to assemble and disassemble your wheelchair. Keep a portable air pump for tyres.
- ✓ If you use a seat cushion to protect your skin or maintain your balance, keep a spare one.
- ✓ Emergency preparedness information is available in audio, large print and Easy Read on the National Emergency Management Agency's (NEMA) [Get Ready website](#).

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

Are deaf, hard of hearing, or have a speech impediment	Are blind or with a visual impediment	Have an intellectual or cognitive disability
<ul style="list-style-type: none"> <li>✓ Keep spare hearing aid batteries in your grab bag.</li> <li>✓ Give others a house key so they can alert you.</li> <li>✓ Put a writing pad, pens, laminated cards with phrases etc in your grab bag to help communication.</li> <li>✓ If you use an augmentative communications device, or other assistive technologies, plan how you will evacuate with the device or how you will replace equipment if it breaks. Keep model information and note where the equipment came from, such as the name of the provider.</li> <li>✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on <a href="#">NEMA's Get Ready website</a>.</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 your 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 your <b>whare/home</b> or work, even if you have a guide dog as it may become disoriented in an emergency.</li> <li>✓ Listen to audio recordings about the hazards we face and emergency preparedness on <a href="#">NEMA's Get Ready website</a>.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Keep handheld electronic devices charged and loaded with videos and activities. Have spare chargers.</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 your grab bag.</li> <li>✓ Consider a pair of noise-cancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli.</li> <li>✓ Include comforting items in your grab bag that are familiar, such as a pillow or blanket.</li> </ul>

## Looking after pets and animals

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

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

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

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

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



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



## Keep emergency supplies



### Have emergency supplies for three days

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

Emergency supplies to keep at your whare/home include:

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

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

### How to store water for emergencies

- Check expiry dates regularly on bottled water. If you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use containers that have had milk in them as milk protein cannot be removed and causes bacteria to grow.
- 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.
- Write the date on the outside of the containers so you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight saving. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.

## Keep spare cash



**Have cash available**

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

## Check your insurance

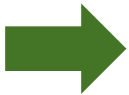


**Review your insurance and have a copy in your grab bag**

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

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

## Prepare a grab bag in case you have to evacuate



**Make a grab bag**

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

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

Items to include in your grab bag are:

- ✓ trainers/walking shoes (put them on), a raincoat, a hat and warm clothes
- ✓ water and snacks
- ✓ hand sanitiser
- ✓ power bank and phone charger
- ✓ cash
- ✓ photo ID
- ✓ medications
- ✓ a first aid kit
- ✓ a torch
- ✓ a battery radio
- ✓ pet food, medication and a carrier or leash
- ✓ baby items, such as food, formula and nappies.

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

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

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



### **Keep some essential supplies in your car**

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

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

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

## **Plan your evacuation routes**



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

If your *whare/home*, school/*kura*, workplace/*wāhi mahi*, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, plan your evacuation route to a safe location. Your evacuation route needs to take you out of the tsunami or flood zone or at least as far or as high inland (for tsunamis) as you can get, following the posted tsunami evacuation routes where present.

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



### **Practise your tsunami hīkoi**

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

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



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

## **Learn where you can go if you need to evacuate**



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

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

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

## Get rural ready

### Water Tanks

Ensure you have enough water for each person in your household and all of the animals.

Know how to access water from your tank if there's a power outage:

- Having some gravity flow to the house is great, or a tap you can turn on to get water from your tank without the pump running.
- To get water from an underground tank, you'll need a bucket and rope to draw up water through the lid.
- Your toilet can still operate if you have a source of water to manually flush with.

### Septic Tanks

- Ensure you regularly maintain your [septic tank or wastewater system](#).
- Powered wastewater systems won't operate in the event of a power cut. They're generally built with additional capacity so they can cover at least one day without power.
- If your septic tank system isn't operational, and you don't have other options, contact [Greenacres](#) to hire a temporary toilet or find out how to make a temporary toilet in the recovery section.

### Lifestyle Block

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.

## Get your community ready for an emergency

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

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

Some Auckland communities have created a Community Response (or Resilience) Plan to respond to a local emergency. These plans, as well as tips and templates on emergency response planning, are on Auckland Emergency Management's website.

Contact [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz) for help developing a Community Response Plan.

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


- what resources the community has such as places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations.

- what hazards are the biggest risks for the community, and what areas are particularly vulnerable.
- how you can support your community for three days without help from emergency services or first responders, such as providing food and shelter.
- how will you communicate with each other, remembering there may be power outages.
- who in your community may need more support in an emergency such as tourists, babies and children, older people or people with disabilities.

## Know your neighbours

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

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

- ✓ share contact details with your neighbours.
- ✓ tell your neighbours about your emergency plan and ask about theirs.
- ✓ find out who amongst your neighbours may be able to help you or may need your.
- ✓ create a network with four other people in your neighbourhood to share emergency resources and provide support.
- ✓ Local organisations can help you get to know the people who live near to you:
  - ✓ Mātiatia & Oneroa Ratepayers and Residents Association ([info@morrahall.co.nz](mailto:info@morrahall.co.nz))
  - ✓ [Blackpool Residents Association](#)
  - ✓ [Kaitiaki and Friends of Te Aroha Valley and Hekerua Bay](#)
  - ✓ [Kennedy Point Community](#)
  - ✓  Surfdale United Residents Foundation (SURF)
  - ✓ [The Friends of McKenzie Reserve](#)
  - ✓ [Palm Beach Progressive Association Inc](#)
  - ✓ [Onetangi Residents Association \(ORA\)](#)
  - ✓ [Omaha Welfare and Recreation Society \(OWRS\)](#)
  - ✓ Waiheke Eastern end Community Association (WEeCA) ([info@weeca.nz](mailto:info@weeca.nz))
  - ✓ Rakino Ratepayers Association Inc. (RRA) [rakinosubs@gmail.com](mailto:rakinosubs@gmail.com) | [secretary@rra.nz](mailto:secretary@rra.nz)

## Get your business ready for an emergency

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

- the risk to the business and its staff if it operates during an emergency
- creating a business continuity plan
- having basic supplies on hand

- getting to know the community around you.

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

## Get ready for specific hazards

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

### Get ready for a major storm or flood

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

## Sandbags

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

You can purchase supplies at Central Landscapes.

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

### Filling sandbags

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

### Stacking sandbags

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

### Disposing of sandbags

- Sandbags must be disposed of after use due to contamination risk. Take them to a waste transfer station in Auckland. The waste transfer station on Waiheke Island is the Waiheke Community Resource Recovery Park located at 108-110 Ostend Road, Waiheke Island.

## Get ready for an earthquake

Get your whare/home ready for an earthquake by:

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

## Get ready for a tsunami

- ✓ Know your tsunami evacuation zones.

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

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

- ✓ Know the tsunami signs

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

- Feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
- See a sudden rise or fall in water level
- Hear loud and unusual noises from the water. Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.

- ✓ Get your boat ready for an emergency

Tsunami of all sizes can be especially destructive in bays, harbours and marinas. Not just due to the waves and strong currents, but also because of the large amount of debris that can be picked up by the tsunami, making it even more dangerous. Here's what you need to do:

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



## Get ready for a volcanic eruption

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

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

## Get ready for a landslide

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

Investigate the risk of a landslide by doing the following:

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

## Get ready for a wildfire

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

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

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

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

## Get ready for a pandemic

To get ready for a pandemic:

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

# Response

## What is response?

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

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	Waiheke 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>• Contact Auckland Emergency Management regarding needs in the community.</li> <li>• Set up Community Emergency Hubs.</li> <li>• Connect with organisations that have trained volunteers to help meet 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 they need.</li> <li>• Act as a conduit for information as requested by the Emergency Coordination Centre.</li> <li>• Facilitate and help the community work together.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor potential emergencies through the 24-hour Duty Team.</li> <li>• Activate the Emergency Coordination Centre to coordinate the response to an emergency.</li> <li>• Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.</li> <li>• Liaise with stakeholders and communities to prioritise response efforts.</li> <li>• Set up Civil Defence Centres.</li> </ul>	<ul style="list-style-type: none"> <li>• If needed, the mayor declares a state of local emergency.</li> <li>• The mayor is the principal spokesperson for an emergency to the public.</li> <li>• Auckland Council provide consistent and accurate information to communities and the media.</li> <li>• Council staff deployed from their normal roles as resource for response effort.</li> </ul>

## Steps to take in an emergency

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

### If life is at risk dial 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 (Waiheke Radio, RNZ, Newstalk, The Hits, MoreFM)
  - MetService website/Facebook/app.
- Check on your 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.
- If possible, stay with whānau/family or friends who are safe.  
Or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. (Telephone language interpreters are available at Civil Defence Centers).

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

## Emergency information, updates & warnings

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

Local radio stations to listen to during an emergency include:

[Waiheke Radio 88.3 FM OR 107.4 FM](#)

[Radio New Zealand 756 AM or 101.4 FM](#)

[Newstalk ZB 894 FM](#)

[The Hits 97.4 FM](#)

[More FM 91.8 FM](#)

[Radio Samoa 1593AM](#)

[Radio Waatea 603AM](#)

[Radio Spice 88FM](#)

[Humm 106.2FM](#)

[Radio Tarana 1386AM](#)

[Planet FM 104.6FM](#)

### Online sites for information

#### Auckland Emergency Management official channels

- (inset fb logo) @aklCDEM
- (inset x logo) @AucklandCDEM
- (inset website logo) [aucklandemergencymanagement.org.nz](http://aucklandemergencymanagement.org.nz).

#### National Emergency Management official channels

- (inset fb logo) @NZCivilDefence
- (inset x logo) @nzcivildefence
- (inset website logo) [www.civildefence.govt.nz](http://www.civildefence.govt.nz)

## Other channels

- Waiheke Facebook Groups and Pages:
  - Waiheke Community Noticeboard <https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fgroups%2FWaihekeCommunityNoticeBoard%2F>
  - Waiheke Community Page <https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fgroups%2F1512205545716129%2F>
  - Waiheke Warnings <https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fgroups%2F294586520676317%2F>
- [Our Auckland](https://ourauckland.aucklandcouncil.govt.nz/) <https://ourauckland.aucklandcouncil.govt.nz/> will have information on where to get support and other important information.
- [Auckland Transport](https://at.govt.nz/projects-initiatives/roadworks-and-disruptions) <https://at.govt.nz/projects-initiatives/roadworks-and-disruptions> will provide updates on road closures.

## Emergency Mobile Alerts

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

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

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

Most phones manufactured after 2017 can receive an EMA.

## Earthquake & Volcano information from GeoNet

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

(FB logo) @geonetnz

(website logo) <https://www.geonet.org.nz/>

Members of the public can receive earthquake and volcano notifications on their phone by installing the free GeoNet app and enabling notifications from the main menu. <https://www.geonet.org.nz/>

## Weather information from MetService / Te Ratonga Tiorangi

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

(FB logo) @MetService

Members of the public can receive severe weather watches and warning notifications on their phone by installing the free MetService app and enabling notifications from the main menu. You can also sign up for severe weather emails at

<https://www.metservice.com/warnings/home#sign-up>

### Yellow Watch



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

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

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

### Orange Warning – be prepared to take action



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

### Red Warning – act immediately



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

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

## How to evacuate and where to go

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

**If you are experiencing a landslide, do not stop to pick up supplies, get out of your whare/home immediately.**

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

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

**Pick up your grab bag(s) if it is safe to do so.**

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

## Civil Defence Centres

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

Civil Defence Centres are managed by Auckland Emergency Management and staffed by central government agencies, welfare organisations and Auckland Council.

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

### Potential Civil Defence Centres in the Waiheke area

The following table provides a list of the Civil Defence Centres in the Waiheke area. Radio stations and Auckland Emergency Management's website and social media pages will identify which is open based on the emergency.

Location	Services provided	Accessibility
Waiheke Service Centre, <a href="#">10 Belgium Street, Ostend, Waiheke Island</a>	<ul style="list-style-type: none"><li>• food</li><li>• access to information</li></ul>	<ul style="list-style-type: none"><li>• accessible toilet</li><li>• wheelchair friendly</li></ul>
Ostend War Memorial Hall, <a href="#">76 Ostend Road, Ostend, Waiheke Island</a>	<ul style="list-style-type: none"><li>• shelter</li><li>• food</li><li>• access to information</li></ul>	<ul style="list-style-type: none"><li>• accessible toilet</li><li>• wheelchair friendly</li></ul>

## 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 the Waiheke area

Location	Contact details
Piritahi Marae <a href="#">53 Tahatai Road, Blackpool, Waiheke Island</a>	<a href="https://www.piritahimarae.net.nz/">https://www.piritahimarae.net.nz/</a> <a href="https://www.facebook.com/piritahi.marae.5/">https://www.facebook.com/piritahi.marae.5/</a> Piritahimaraecommittee@gmail.com

## Community Emergency Hubs

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

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

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

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

### Community Emergency Hubs in and around the Waiheke area

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

Location	Contact details
Morra Hall <a href="#">115 Ocean View Road, Oneroa, Waiheke Island</a>	<a href="https://morrahall.co.nz/">https://morrahall.co.nz/</a> <a href="https://www.facebook.com/MorraHall">https://www.facebook.com/MorraHall</a>
Surfdale Hall <a href="#">6 Hamilton Road, Surfale, Waiheke Island</a>	Details tbc
Palm Beach Hall <a href="#">74 Palm Road, Palm Beach, Waiheke Island</a> *low lying facility – may not be used if there is a flooding or tsunami emergency.	<a href="https://palmbeach.nz/">https://palmbeach.nz/</a> <a href="https://www.facebook.com/p/Palm-Beach-Hall-Waiheke-Island-100066496157362/">https://www.facebook.com/p/Palm-Beach-Hall-Waiheke-Island-100066496157362/</a>
Omiha War Memorial Hall <a href="#">2 Glenbrook Road, Rocky Bay, Omiha, Waiheke Island</a>	<a href="https://www.facebook.com/omihawelfareandrecreationssociety/">https://www.facebook.com/omihawelfareandrecreationssociety/</a> <a href="https://owrs.weebly.com/">https://owrs.weebly.com/</a> <a href="mailto:thesecretaryowrs@gmail.com">thesecretaryowrs@gmail.com</a>
Onetangi Hall <a href="#">17 Third Avenue, Onetangi, Waiheke Island</a>	<a href="https://www.facebook.com/OnetangiHall">https://www.facebook.com/OnetangiHall</a> <a href="https://onetangicommunityhall.com/">https://onetangicommunityhall.com/</a> <a href="mailto:oraonetangi@gmail.com">oraonetangi@gmail.com</a>

The community groups, organisations and marae who assist with the community emergency response in the Waiheke Local Board area

- Mātiatia & Oneroa Ratepayers and Residents Association run Morra Hall Community Emergency Hub | [info@morrahall.co.nz](mailto:info@morrahall.co.nz)
- Blackpool Residents Association | <https://www.facebook.com/groups/701877703247662>
- Kennedy Point Community have a community response plan including resident's contact details, skills & resources | <https://www.facebook.com/groups/625874398109593>
- Surfdale United Residents Foundation (SURF) run Surfdale Hall Community Emergency Hub and are developing a community response plan.
- Palm Beach Progressive Association Inc run Palm Beach Hall Community Emergency Hub | <https://www.facebook.com/p/Palm-Beach-Hall-Waiheke-Island-100066496157362>
- Onetangi Residents Association (ORA) run Onetangi Hall Community Emergency Hub | [oraonetangi@gmail.com](mailto:oraonetangi@gmail.com)
- Omiha Welfare and Recreation Society (OWRS) run Omiha War Memorial Hall Community Emergency Hub and have a community response plan which includes resident's contact details, skills & resources | <https://www.facebook.com/omihawelfareandrecreationssociety/>
- Waiheke Eastern end Community Association (WEeCA) have a container for emergency supplies, a phone tree and are developing a community response plan | [info@weeca.nz](mailto:info@weeca.nz)
- Rakino Ratepayers Association Inc. (RRA) have a community response plan | [rakinosubs@gmail.com](mailto:rakinosubs@gmail.com) | [secretary@ora.nz](mailto:secretary@ora.nz)



## Interested in volunteering in an emergency?

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

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

**New Zealand Red Cross volunteers** are trained to offer comprehensive first aid and psychological and welfare support to communities during an emergency. Go to <https://www.redcross.org.nz/get-involved/volunteer-in-new-zealand/tools-and-guidance-for-volunteers/dwst-guidance/> for more information.

**Waiheke Resources Trust** have a range of volunteers opportunities including restoration, kai conscious, zero waste, water testing, bike hub and composting. Go to <https://wrt.org.nz/volunteer/> for more information.

**Fire and Emergency New Zealand's volunteers** help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help. Go to <https://www.fireandemergency.nz/volunteering/> for more information.

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

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

# Recovery

## What is recovery?

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

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

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

## Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.<sup>6</sup>

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

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

## Roles in recovery – who does what?

Whānau & individuals	Communities	Waiheke 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 community response or 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>• Help set 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>• Undertake debriefs incorporating lessons learned into future work programmes.</li><li>• May lead a local recovery response.</li></ul>	<ul style="list-style-type: none"><li>• If needed, establish a Recovery Office to coordinate recovery efforts.</li><li>• Liaising with other recovery support agencies on behalf of communities.</li></ul>

<sup>6</sup> National Emergency Management Agency. 2019. Recovery Preparedness and Management Director’s Guideline for Civil Defence Emergency Management Groups.

## Recovery tips

### Stay Informed

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

<https://ourauckland.aucklandcouncil.govt.nz/>

### Medical help and advice

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

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

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

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

- Text or call 1737 to speak with a trained counsellor.
- Speak to a health professional such as your doctor or mental health provider.
  - Waiheke Medical Centre open 8.30am-5pm Monday-Friday | phone (09) 372 3111.
  - Piritahi Hau Ora Trust open 8.30am-4.30pm Monday-Friday | phone (09) 372 0022.
  - Ostend Medical Centre open 8.30am-5pm Monday-Friday | phone (09) 372 5005.
  - Ka Ora Telecare provide afterhours services | phone 0800 252 672.
- Use 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 whare/home, only return if a building inspector or emergency services have said it is safe to do so.

If your house has received a red or yellow [placard](#) (sometimes called a sticker), the whare/homeowner will be contacted by a [rapid building assessment](#) case manager at Auckland Council. For more information go to <https://www.aucklandcouncil.govt.nz/recovery->

[extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx](#)

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

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

The [Temporary Accommodation Support \(TAS\)](#) offers temporary support for those displaced from their damaged homes, working towards returning home or finding a new place to live. Call 0508 754 163 or visit <https://www.tas.mbie.govt.nz/>.

### Financial assistance

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

### Insurance

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

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

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

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

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

## To report a problem

### Flooding

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

To report flooding to Auckland Council call (09) 301 0101.

### Fallen trees or debris

To report fallen trees or debris on public land, go to Auckland Council's 'Report a Problem' tool.

<https://www.aucklandcouncil.govt.nz/report-a-problem/Pages/report-a-problem.aspx>

### Water supply and wastewater

To report an issue with your septic tank or wastewater system, please contact Greenacres on (09) 372-7614:

<https://greenacreswaiheke.com/> .

For Oneroa businesses that are connected to the Owhanake Wastewater Plant, please call Water care on (09) 442 2222 and press 1.

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

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

### Roads

To report an urgent Auckland public road issue, call Auckland Transport on (09) 355 3553.

To report a non-urgent issue, go to Auckland Transport's website <https://contact.at.govt.nz>.

Access Auckland Transport's roadworks and disruptions at <https://at.govt.nz/projects-initiatives/roadworks-and-disruptions> to see disruption on arterial roads.

### Electricity

For outages and faults, report online at

<https://www.vector.co.nz/personal/outages-faults>.

Also report outages to your electricity provider.

### Internet

To report a problem with your broadband, contact your broadband provider. For internet outages go to <https://www.chorus.co.nz/outages> .

### Security and crime

#### **Do not put yourself in harm's way.**

Unfortunately, emergencies can attract criminal activity.

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

## Disposal of waste

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

Take debris and damaged items to the closest waste transfer station. For Waiheke Island, this is the Waiheke Community Resource Recovery Park located at 108-110 Ostend Road, Waiheke Island. Call Auckland Council on (09) 301 0101 if you need advice.

## Donations

If you would like to donate items to those in need, check [Waiheke Community Resource Recovery Park](#) website, to see what items they are able to accept during a disaster recovery.

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# Appendix 1 - Useful Links

## Introduction

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

## Reduction

- Auckland's Hazard Viewer <https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8>
- Reduce the risk of landslides <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx>
- 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>  
<https://getready.govt.nz/prepared/resources>
- High Rise Building (Apartment) Ready <https://www.wremo.nz/get-ready/home-ready/high-rise-buildings/>
- For people with disabilities or older persons:  
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 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.



- Preparing Animals for Emergencies <https://www.mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies/>
- Lifestyle Block Ready (AEM) <https://www.aucklandemergencymanagement.org.nz/lifestyle-block>
- Emergency Supplies <https://www.aucklandemergencymanagement.org.nz/home-ready#item1>
- Grab bags <https://www.aucklandemergencymanagement.org.nz/home-ready#item2>
- Emergency information in different languages:  
<https://www.ethniccommunities.govt.nz/resources/videos/emergency-preparedness-and-response/>  
<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/Plans/Local Board Response & Readiness Plans  
<https://www.aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards>
- North Shore Neighbourhood Support <https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore>
- 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>
- Waiheke 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

- 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>
- Radio Samoa <https://radiosamoa.co.nz/>
- Radio Waatea <https://waateanews.com/listen-online/>
- Humm FM <https://www.hummmfm.com/>
- Radio Spice <https://radio.org.nz/spice/>

- Radio Tarana <https://radio.org.nz/tarana/>
- Planet FM <https://www.planetaudio.org.nz/>
- 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>
- Emergency Mobile Alert <https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert>
- GeoNet <https://www.geonet.org.nz/> <https://www.facebook.com/geonetnz/>
- MetService <https://www.metservice.com/> <https://www.facebook.com/MetService>

### Volunteer Organisations

- Auckland Emergency Management Response Teams <https://www.aucklandemergencymanagement.org.nz/get-involved/auckland-response-team>
- New Zealand Red Cross <https://www.redcross.org.nz/get-involved/volunteer-in-new-zealand/find-a-volunteer-role/disaster-welfare-and-support-team-volunteer/>
- Coastguard <https://www.coastguard.nz/about-us/our-volunteers/>
- FENZ <https://www.fireandemergency.nz/volunteering/>
- Waiheke Resources Trust <https://wrt.org.nz/volunteer/>
- Volunteering Auckland <https://volunteeringauckland.org.nz/>

### 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>
- Chorus <https://www.chorus.co.nz/outages>
- Watercare <https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns>
- Fallen trees or debris <https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx>
- 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/](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 <https://www.nzcrs.govt.nz/>
- The Natural Hazards Commission Toka Tū Ake Factsheets <https://www.naturalhazards.govt.nz/our-publications/information-about-ecover-claims-for-storm-flood-and-landslip-damage>
- Localised <https://localised.nz/our-enterprises/wairau-zero-waste-hub>

## Emergency services

If life is at risk dial 111.

For 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	<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 - Maps













# Hazard Factsheet: Power Outage

All electricity lines should be treated as live and dangerous. Stay away from them and do not attempt to move trees that are in contact with lines.

**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. Eat perishable foods first and then the contents of your freezer. Try to minimise the number of times you open your freezer door.

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

- Throw out rotten 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 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 can cause food poisoning.
- 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.
- Pets are just as likely as humans to become ill by eating unsafe food. If you are boiling water to drink, do the same for your pets.

Report electricity outages to Vector on 0508 832 867.

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

## Heating, lighting and cooking

**DON'T** use unsafe ways to heat your where/home. Only use fireplaces that have been safety checked and 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. Use battery-powered lanterns or torches instead of candles to prevent fire. If using a generator, ensure you have enough fuel.

## Electric Hot Water

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

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# Hazard Factsheet: Flooding

During wet weather, stormwater naturally flows overland to the lowest point. When the stormwater network reaches capacity after heavy rain, 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.

Floods 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

<p><b>What is a flood plain?</b></p> <p>Flood plains are areas predicted to be covered by flood water during heavy rain. They occur in low-lying areas and next to streams and rivers, including where streams were historically piped.</p>	
	<p><b>What is a flood-prone area?</b></p> <p>Flood prone areas are low-lying areas where water can become trapped and collect during heavy rain, especially if the stormwater outlet reaches capacity. They can occur naturally or be created by changes to the land.</p>
<p><b>What is an overland flow path?</b></p> <p>An overland flow path is the natural course water takes across the land. During heavy rain an overland flow path can become a temporary, fast-flowing stream.</p>	
	<p><b>What is coastal inundation and storm surge?</b></p> <p><b>These</b> occur when normally dry, low-lying land is flooded by the sea. Coastal inundation is more likely during storms as the sea level at the coast rises due to strong winds, lower air pressure, heavy rain, and larger waves. High tides can cause flood waters to encroach further inland.</p> <p>Coastal inundation and storm surge can cause scouring and erosion of landforms. Tāmaki Makaurau’s coastal cliffs are especially susceptible to erosion by both coastal inundation and severe storms. This in turn can lead to landslides.</p>

## During a flood

- Keep away from flood waters.
- Do not put yourself at risk to take photos or videos of the flood.
- If water is coming into your whare/home, turn off the electricity at the mains. Before you turn the power back on, get an electrician to check it is safe to before doing so.
- If you have been evacuated, it may not be safe to return to your whare/home when the floodwaters have receded. Listen to the emergency services and Auckland Council and don't return to your whare/home until they tell you it is safe to do so.
- Always assume that flood water is contaminated. 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.**
- If your vehicle stalls while driving near flood water, abandon it immediately and climb to higher ground.

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

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

## Hazard Factsheet: Severe Storms

Storms are a combination of many different hazards occurring at the same time, including high winds, heavy rain and coastal inundation.

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.

Low atmospheric pressure associated with storms, combined with high tides or strong winds, can cause coastal inundation. Widespread storms can cause additional hazards, for example heavy rain can trigger flooding and landslides.

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

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

### During a storm

- Listen to advice provided by Auckland Emergency Management and emergency services.
- Put your emergency plans into action.
- Close your windows. Pull curtains and blinds over windows to prevent injury from flying glass if the window breaks.
- Take extreme care with items that may conduct electricity if your whare/home is struck by lightning.
- Using electric lights is safe during a severe storm but unplug your appliances.
- 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.

Stay informed on Weather Watches and Warnings via MetService's email or app:  
<https://www.metservice.com/warnings/home>



## Hazard Factsheet:

# Thunderstorms and Tornadoes

High intensity thunderstorms are formed when warm moist air rises rapidly into unstable conditions in the atmosphere.

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

Forecasting thunderstorms is challenging. They can produce localised flooding and damage buildings, trees, and 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. 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 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.**

Stay informed on Weather Watches and Warnings via MetService's email or app:

<https://www.metservice.com/warnings/home>

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

If you notice any of these changes, seek professional advice as soon as possible.

### **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 occurs:**

- 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.

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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 rohe/region.

The Auckland Volcanic Field contains 53 known volcanic centres.

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

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

Tāmaki Makaurau Auckland may also be affected by volcanic eruptions outside of the rohe/region, for example the central volcanic zone near Taupō and central plateau volcanoes like Ruapehu, by ash fall and disruption to lifeline utilities such as Auckland Airport.

Stay informed on volcanic alert levels on GeoNet's website or app:  
<https://www.geonet.org.nz/volcano/aucklandvolcanicfield>.

## If ash fall is forecasted

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

## Protecting your health

- Reduce your exposure to ash, gases and aerosols by staying indoors. This is particularly important for high-risk groups such as children, older adults and those with pre-existing respiratory conditions, such as asthma, Chronic Obstructive Pulmonary Disease (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: an 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 on 0800 611 116 if you have any concerns. People experiencing asthma symptoms should not ignore them. Seek medical advice as soon as possible. A severe asthma attack can vary in severity and can be life threatening. If there are signs that someone's condition is deteriorating, call 111.
- If working in or around volcanic ash, i.e. during cleanup operations, limit exposure to the ash and gases by using PPE including:
  - A well-fitting, industry certified facemask such as a N95 (or P2) mask is best. Other COVID-style masks provide less protection from ash entering your respiratory system.
  - Eye protection such as fitted goggles to limit ash contact with eyes.
  - Long sleeves, trousers, closed toe shoes and gloves to limit contact of ash with the skin.

## 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.
- Remove ash from car paintwork and windscreens by gently brushing with a soft brush. 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 lubricants and 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.](#)

## Hazard Factsheet: Earthquakes

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

Recent mapping by GNS Science has identified three new faults in the Franklin area: Paerata, Pukekohe and Aka Aka Faults. 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, however there may be localised impacts near the faults themselves.

### 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 away from large furniture, and cover your head and neck with your hands and arms.

**Do not stand in a doorway.**

**Do not run 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 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 an unfamiliar 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.**

Stay informed about earthquakes via Geonet's website or app:

<https://www.geonet.org.nz/earthquake/>

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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 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 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 whare/home could be a safe location for friends and whānau/family who need to evacuate.

Tsunami can be very dangerous for 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.
- Capsising due to incoming surges, complex coastal waves, and surges hitting grounded boats.
- Collision with other boats, docks, debris and changes to the seafloor such as movement of sand bars, wrecks, reefs and boulders.

#### **A tsunami could be generated at any time –**

Earthquakes, volcanic eruptions, landslides and meteor impacts are all unpredictable events that may generate tsunami.

#### **There may be very little warning time for a tsunami –**

Depending on the source location, there may be very little warning time.

**There may be more than one wave –** Tsunami waves, unlike normal beach waves, have very long wavelengths (distance between successive waves) which can range from several kilometres to over 400km long.

**The first wave may not be the largest –** A tsunami is a series of waves and the first wave to reach the shore may not be the largest.

**Tsunami waves may continue for some time –** Tsunami waves may continue to arrive for up to 24 hours and these may arrive at intervals of five minutes to an hour.

**Tsunami waves may run many kilometres inland –** Particularly in low-lying areas, tsunami waves may flood inland and up rivers for many kilometres.



## **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 whare/home, at work or out and about.

Search for your whare/home, work or school address on the Auckland Emergency Management Hazard Viewer to find out if they are in a tsunami evacuation zone.

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 rohe/region until you are told it is safe to return.

**Yellow** is a land threat zone and is the area that would need to be evacuated. You should evacuate this area if directed, or if you notice any natural warnings, until you are told it is safe to return.

## Hazard Factsheet: Wildfires

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

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 and ignite fires, dependent on the wind direction.

Wildfire travels faster uphill. Properties 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.

- Move vehicles to a safe location.
- Move lightweight garden furniture, door mats and other outdoor items indoors.
- Wet down the sides of buildings, decks and plants close to your whare/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.

**Remember, life is more important than property. Always make sure you have your escape planned before tackling a 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 whare/homes within minutes.**

Stay informed about wildfires including the current fire season, fire types and on how to reduce risks of a fire getting out of control on the FENZ website:

<https://www.fireandemergency.nz/> or  
<https://checkitsalright.nz/reduce-your-risk/protecting-your-property>

For more information and advice on keeping animals safe from wildfires, go to:

<https://www.mpi.govt.nz/dmsdocument/26533-Animalsaffected-by-fire-Advice-for-livestock-lifestyleblock->

If a wildfire is near your property:

- Turn on sprinklers, fill the gutters with water, and wet down materials like firewood that may fuel the fire.

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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 rohe/region, multiple countries, or worldwide.

Outbreaks and epidemics affect local areas and rohe/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 are disrupted.

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.

### During an outbreak, epidemic or pandemic

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

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

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. Consider having those who are unwell stay in one part of the house if practical and 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 on the National Public Health Service website: <https://www.arphs.health.nz/> and <https://www.adhb.health.nz/>.

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



# Key contacts & emergency information



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\* For urgent marine assistance, contact the Coastguard Marine Assistance on **VHF Channel 16**.



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## Report a problem

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



### Electricity and gas

If you can smell gas, dial **111** and ask for Fire and Vector on **0800 764 764**.

For outages and faults, report online at [vector.co.nz/personal/outages-faults](https://www.vector.co.nz/personal/outages-faults). Also report outages to your electricity provider.



### Internet

To report a problem with your broadband, contact Chorus on 0800 600 100. For internet outages go to [chorus.co.nz/outages](https://www.chorus.co.nz/outages)



### Flooding

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



### Water supply and wastewater

To report a problem, contact Watercare via Live Chat at [watercare.co.nz](https://www.watercare.co.nz) or call **(09) 442 2222** and press **1**.

For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns)



### Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool.

[aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)



### Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on **0800 44 44 49**.

To report a non-urgent issue, go to [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

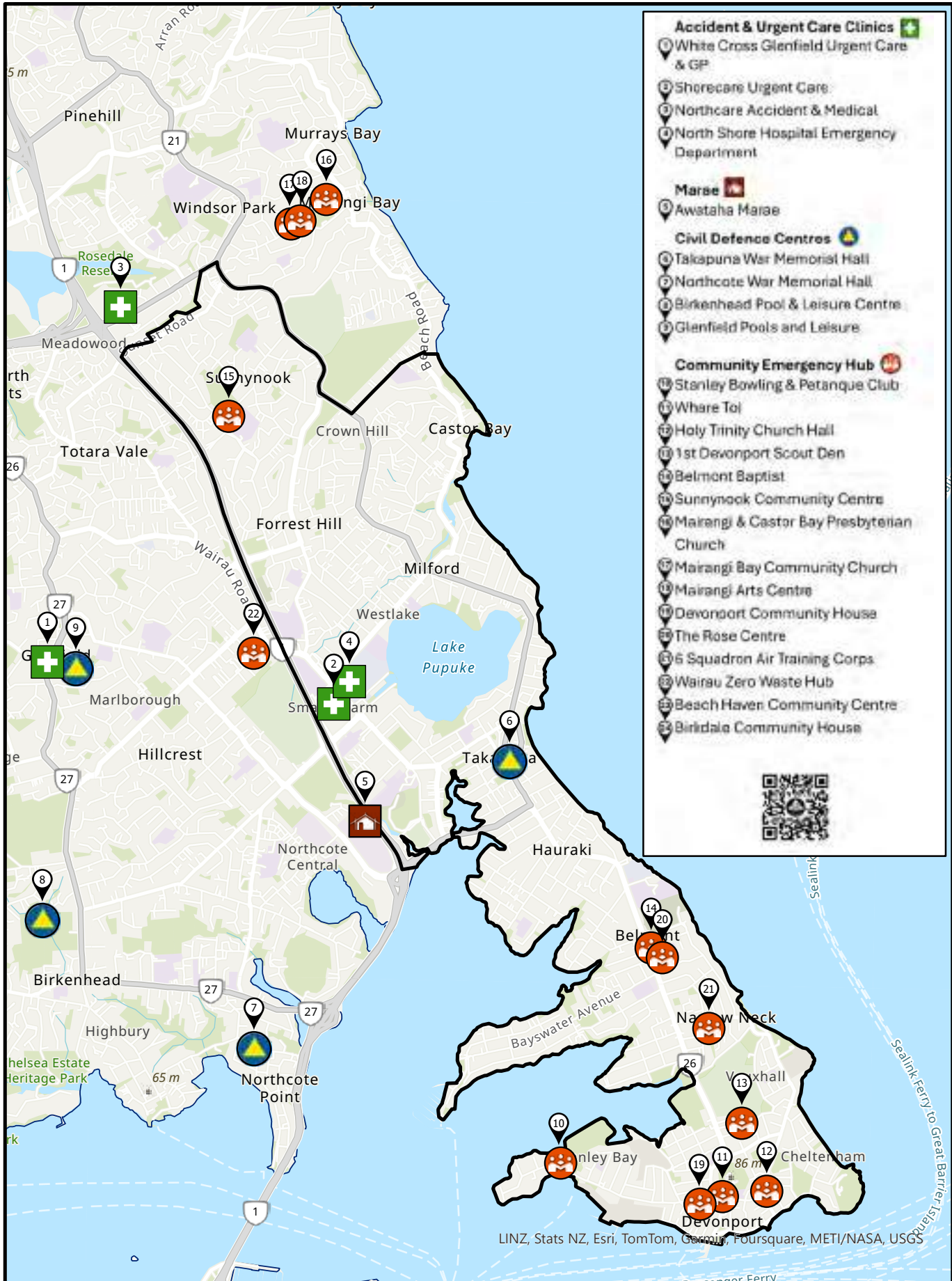
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Access Auckland Transport's roadworks and disruptions at [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://www.at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on arterial roads.

## If you need to evacuate

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



Map demonstrating places to receive support or evacuate to around Devonport-Takapuna.



# Top tips to get ready for an emergency



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



Learn where you can go if you need to evacuate.



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



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



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



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



Keep spare cash.



Know your neighbours and look out for each other.



Check your insurance and keep electronic & hard copies.



Get your business ready.



Plan your evacuation routes.



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



# Emergency actions

Put your family/whānau emergency Household Plan into action.

**IF YOU ARE SAFE AT HOME**











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

**IF YOU ARE UNSAFE AT HOME**

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

- AEM   
- NEMA   
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service   & app.
- GeoNet   & app.

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

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

Take your grab bag.

Use your evacuation routes.

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



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



## Interested in volunteering during an emergency?

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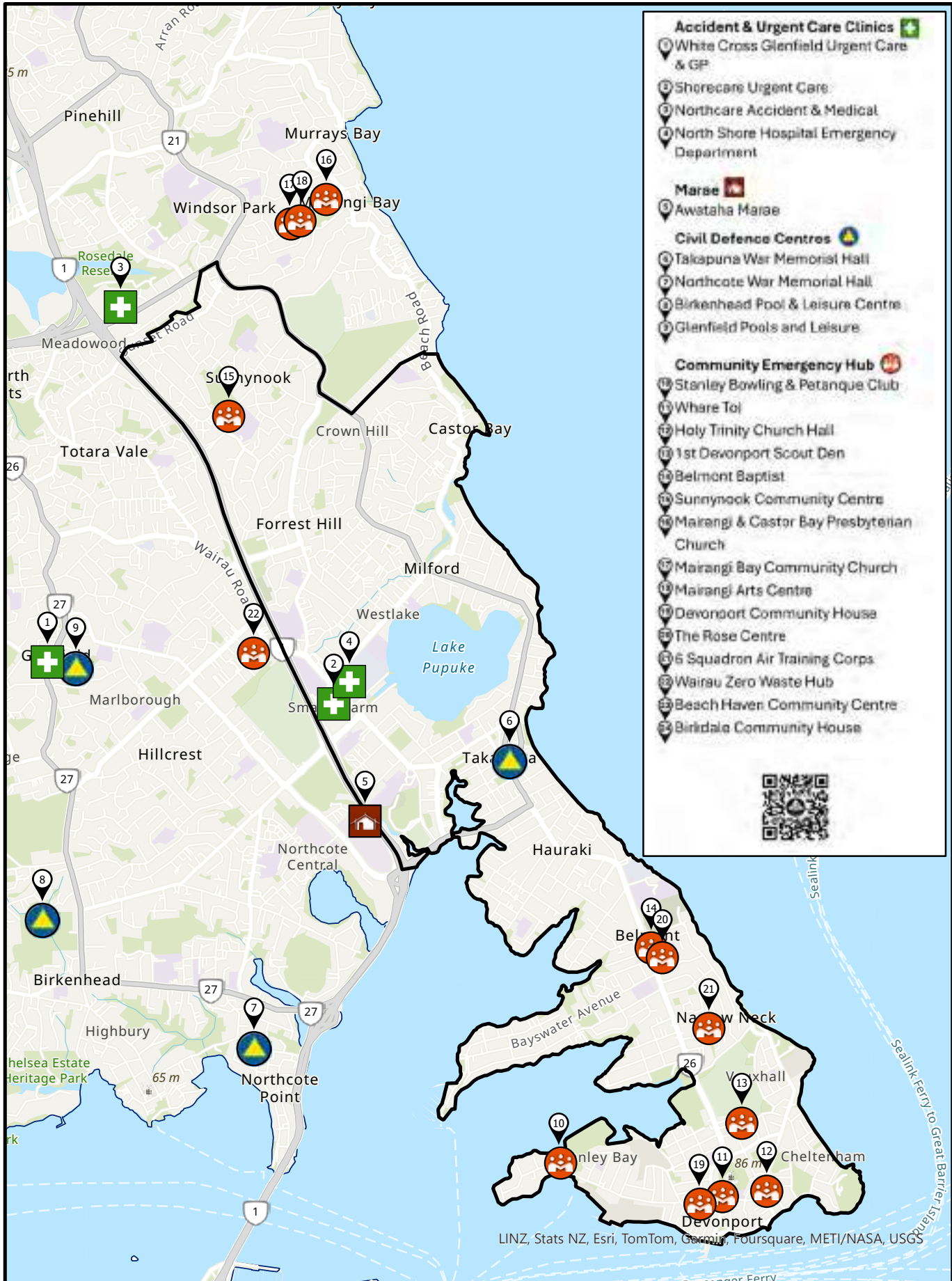
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# Devonport-Takapuna Local Board Emergency Readiness and Response Plan 2024

**DEVONPORT-TAKAPUNA**  
LOCAL BOARD



**Auckland  
Emergency  
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Tokonga Mate Ohotata o Tamaki Makaurau





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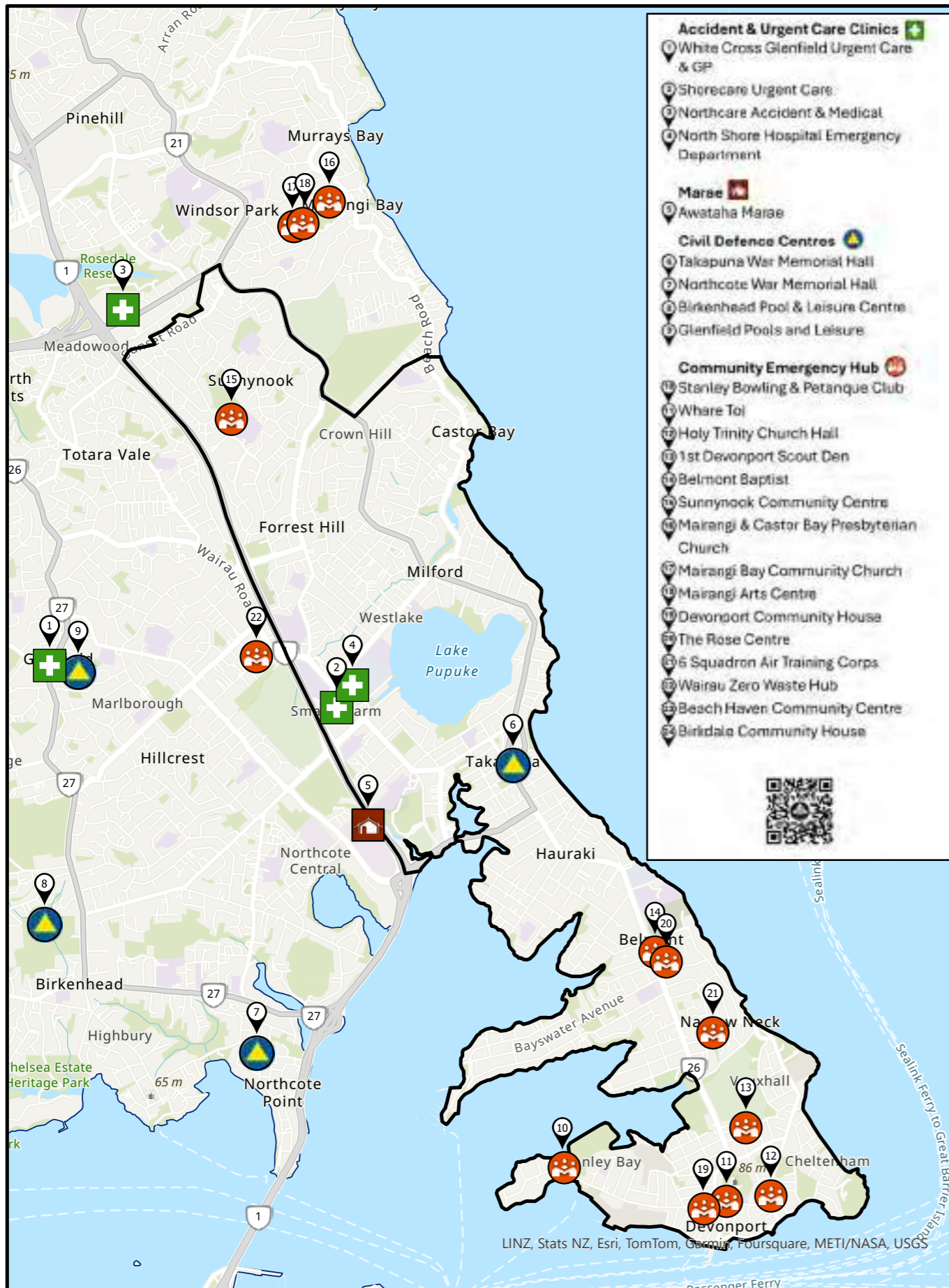
To report a non-urgent issue, go to Auckland Transport's website [contact.at.govt.nz](https://contact.at.govt.nz) Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://journeys.nzta.govt.nz/journey-planner) to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on arterial roads.



## If you need to evacuate

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



Map demonstrating places to receive support or evacuate to around Devonport-Takapuna.



## Top tips to get ready for an emergency



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



Learn where you can go if you need to evacuate.



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



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



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



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



Keep spare cash.



Know your neighbours and look out for each other.



Check your insurance and keep electronic & hard copies.



Get your business ready.



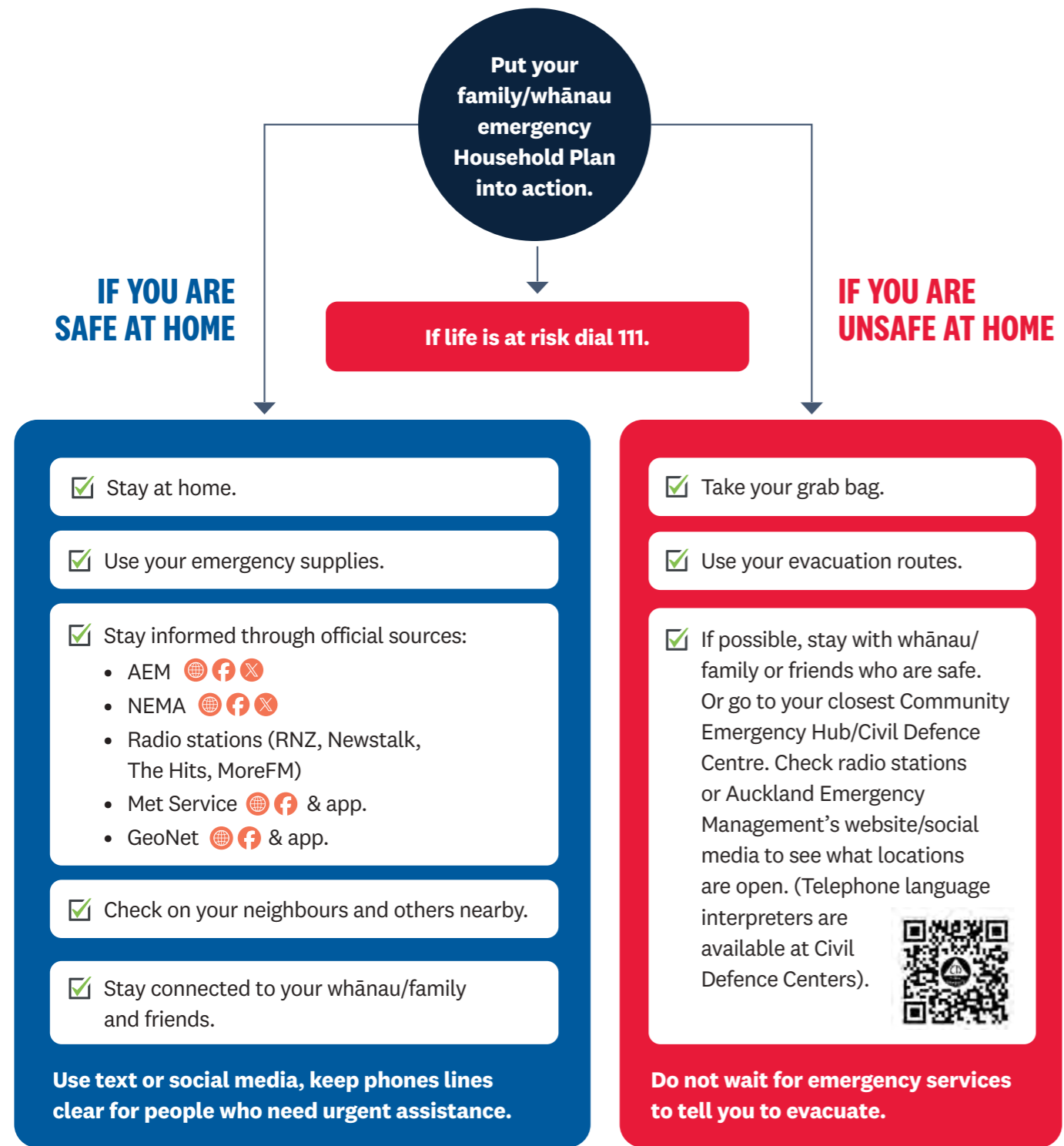
Plan your evacuation routes.



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



# Emergency actions



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## Interested in volunteering during an emergency?

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



# Introduction

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

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

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

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

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

*Maungauika/North Head a volcano located in Devonport.*

## The Devonport-Takapuna area

The Devonport-Takapuna local board area is prosperous, dynamic and diverse, offering a range of quality lifestyles with numerous education, recreation, business and employment opportunities.

It comprises the following areas: Devonport, Belmont, Bayswater, Hauraki, Takapuna, Milford, Castor Bay, Forrest Hill and Sunnynook, each with unique characteristics.

Devonport attracts tourists who take the ferry across from Auckland central to experience this seaside village.

The Devonport Peninsula, including Belmont and Bayswater, is a socially active area with many sports and library clubs.

Takapuna is the main suburb in the local board area with shops, businesses and hospitality venues alongside the popular beach.

Milford has a thriving town centre with a variety of retail and hospitality venues.

Sunnynook has excellent connectivity with the Sunnynook Community Centre serving as a focal point for residents.

Forrest Hill has a growing population with a flourishing community hub in the Grow Forrest Hill Community Gardens, who support food resilience in the community.

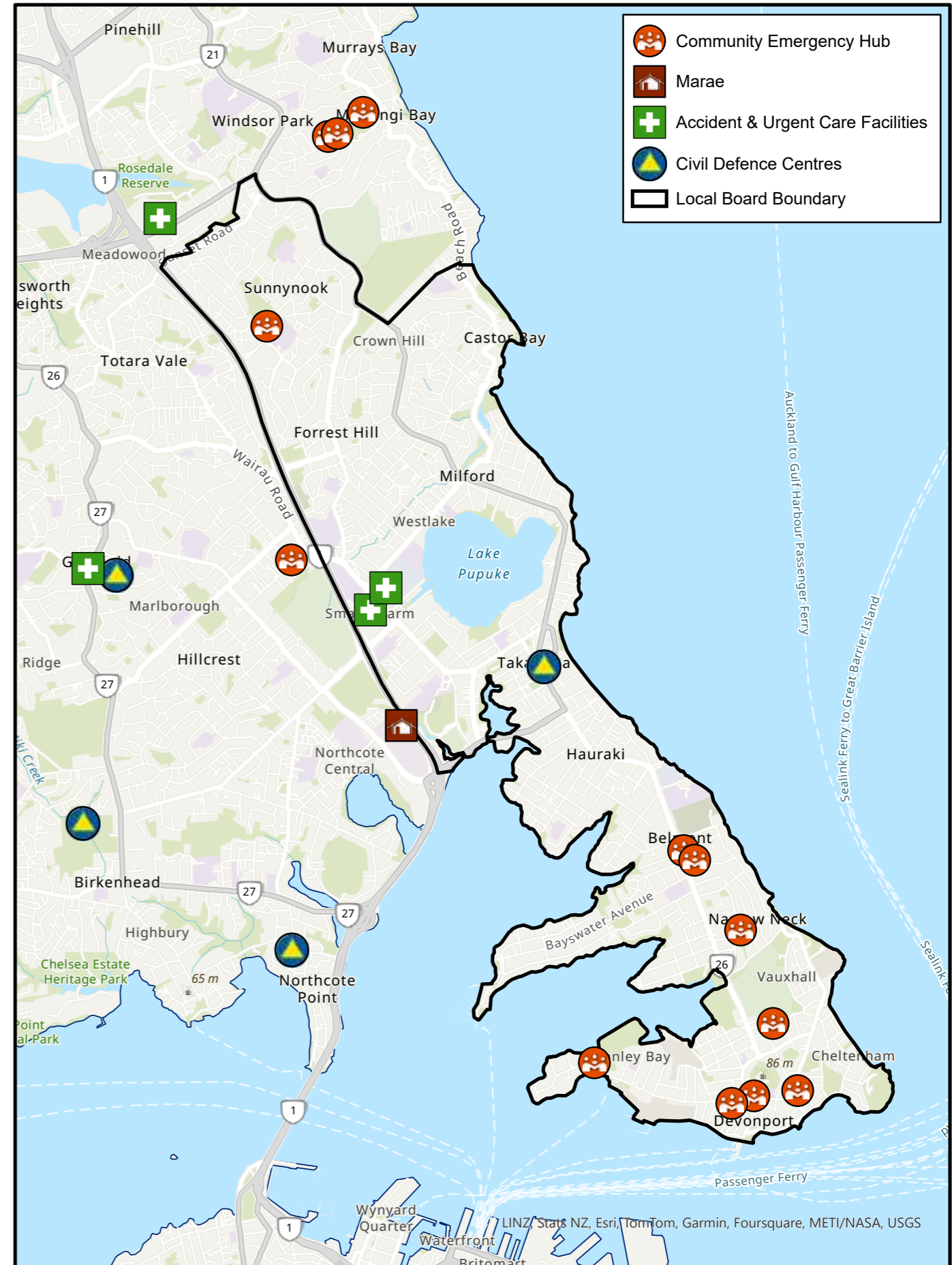


Figure 1: Devonport-Takapuna Boundary Map.

## Our geography

The Devonport-Takapuna local board geographical area is largely coastal with some low-lying topography.

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

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

Takapuna is founded on deposits from the volcanic eruption that formed Lake Pupuke and is made up of tuff (welded volcanic ash). These volcanic deposits are usually very strong and more resistant to erosion.

Eastern Devonport consists of two volcanic cones (Takarunga/Mt Victoria and Maungauika/ North Head) and features tuff (welded volcanic ash) and lava flows.

The Devonport Wharf and Naval Base and the area in between Mt Victoria and North Head consist of fill (reclaimed land) that includes quarried volcanic deposits, compacted clay and construction waste such as concrete, brick and asphalt.

Narrow Neck is made up of alluvium (muds, silts and organic material) and used to be a shallow area below the harbour, but due to sea level change has been exposed. This area is prone to flooding due to being low lying.

## Sites of significance

The Devonport-Takapuna local board area has cultural and heritage sites of significance for Māori including the natural features and landscapes of Rahopara Pā and the lava flow and fossil forest along the coastline between Takapuna and Black Rock. These special areas, as well as others that are identified by mana whenua and mātāwaka, require care and consideration<sup>2</sup> so they can be preserved to help tell the story of the local area and retain their significance to Māori.

## Our population

The Devonport-Takapuna local board area rohe/ region has approximately:<sup>3</sup>

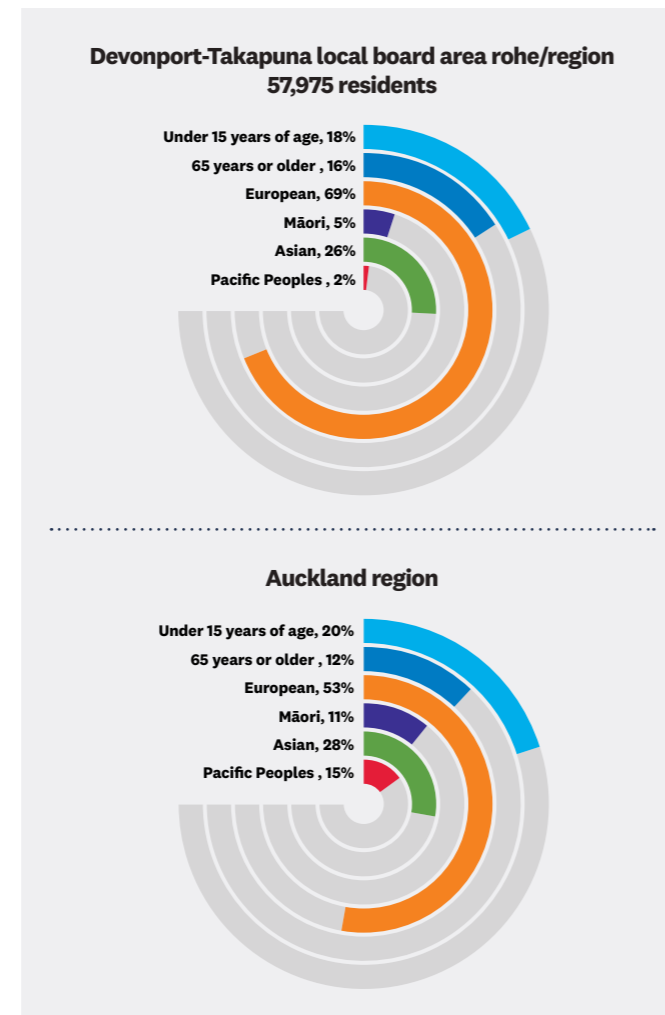


Figure 2: Two diagrams demonstrating ethnicity percentages in the Devonport-Takapuna Local Board region and wider Auckland.

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

## Roles

### Auckland Civil Defence and Emergency Management (CDEM) Group

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

### Civil Defence

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

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

### Auckland Emergency Management

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

The aims of Auckland Emergency Management are to:

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



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

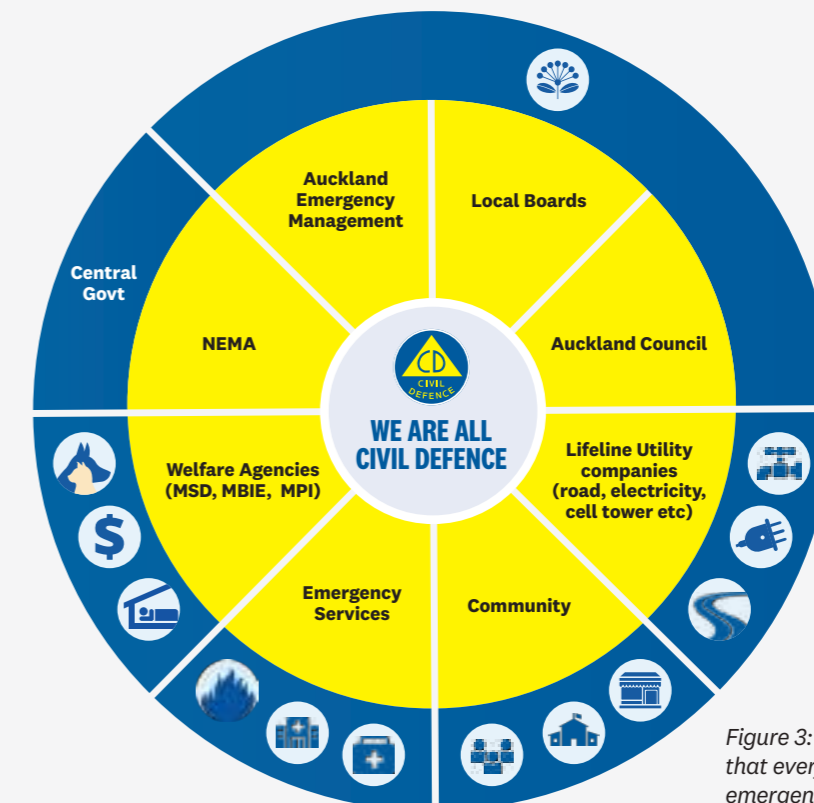


Figure 3: Diagram demonstrating that everyone has a role in managing emergencies. We are all Civil Defence.<sup>4</sup>

<sup>2</sup> Devonport Takapuna Local Board. (2023). Devonport-Takapuna Local Board Plan 2023.

<sup>3</sup> Research and Evaluation Unit [RIMU]. (2019). 2018 Census Results: Local board and special area information sheets. Auckland Council.

<sup>4</sup> National Emergency Management Agency [NEMA]. (2024). Together we are all Civil Defence: Facebook post.

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

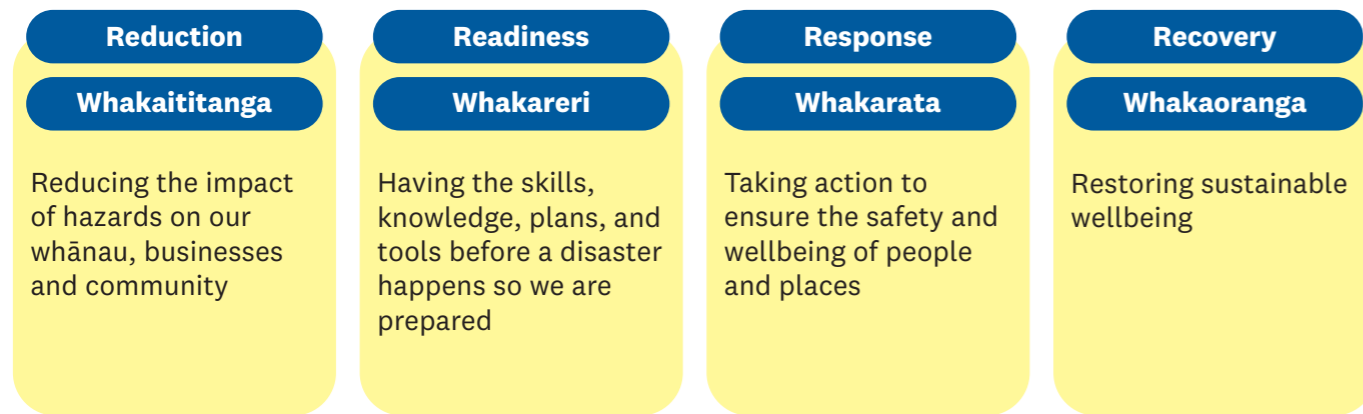


Figure 4: Diagram of 4Rs of the emergency management framework.

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

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

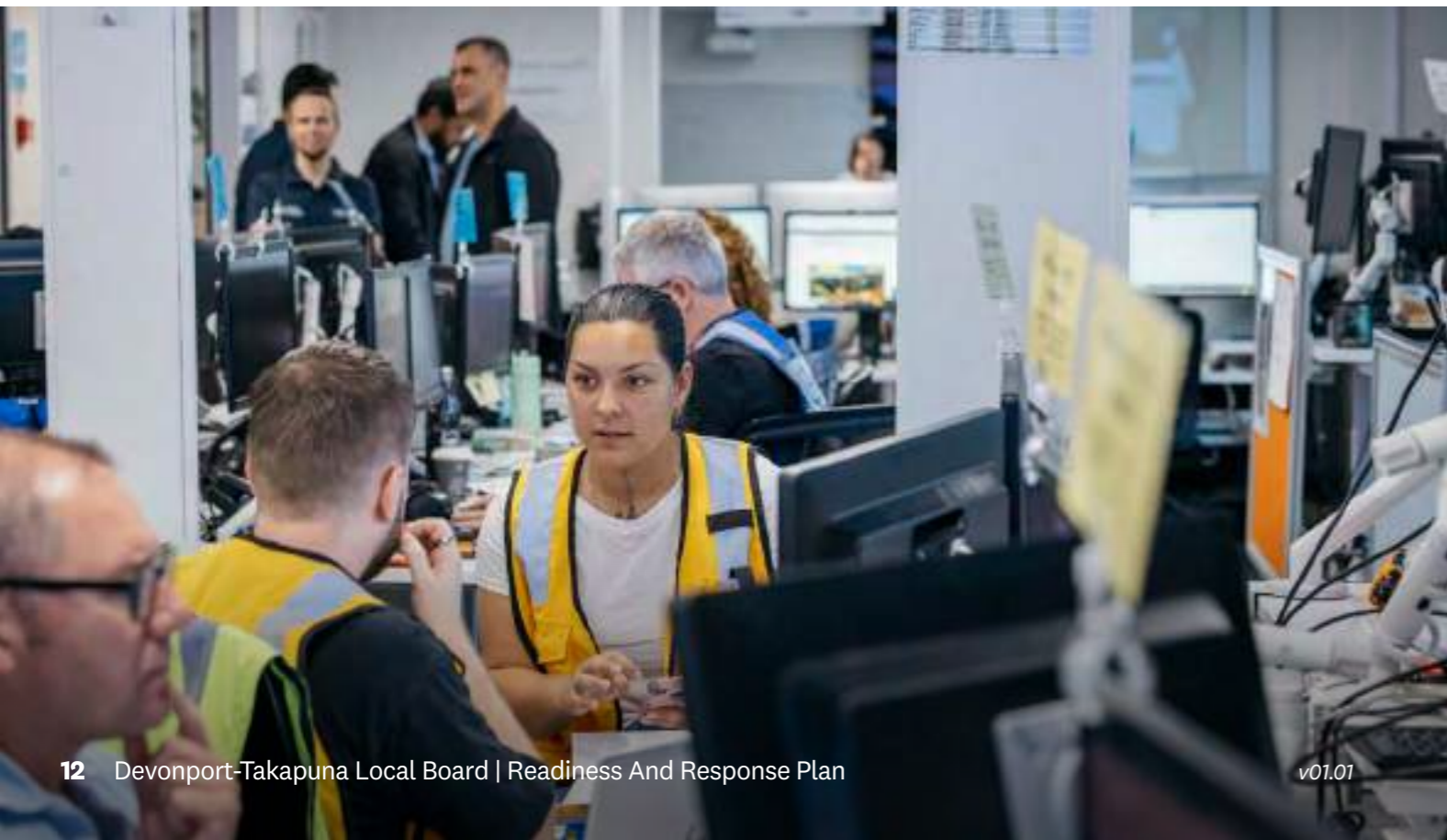
Depending on the type of emergency, some responses are led by the Ministry of Health (e.g. pandemic) or Fire and Emergency New Zealand (e.g. wildfires) where Auckland Emergency

Management is a support agency as opposed to leading and coordinating the emergency response.

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

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

Staff in the Auckland Emergency Coordination Centre during a response.



### The role of mana whenua and marae

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

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

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

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

Iwi liaison personnel work in the Emergency Coordination Centre during an emergency to communicate and coordinate response activity with mana whenua and marae.



### The role of community

Community groups, organisations and marae assist the emergency response in Devonport-Takapuna by:

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



### The role of local board members

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

## Emergency management plans

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

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

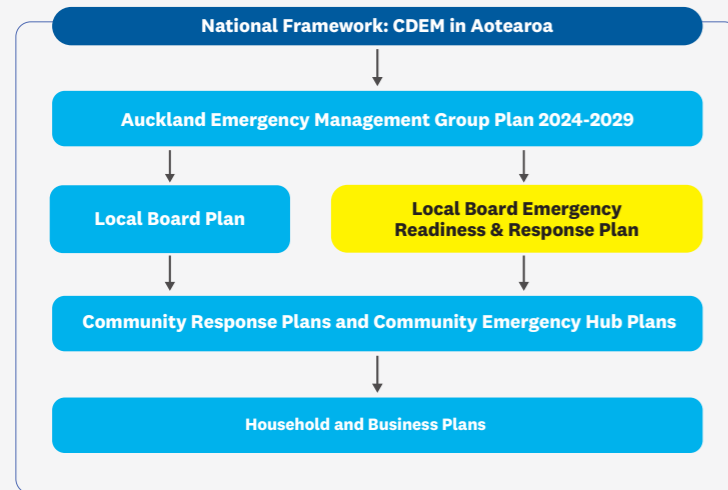


Figure 5 - Emergency Management plans hierarchy.

### National Framework | Civil Defence Emergency Management in Aotearoa



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

### The Auckland Emergency Management Group Plan 2024 - 2029



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

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

presents the vision and goals of the Auckland CDEM Group, how we will achieve them and a framework for measuring progress. Our group plan outlines Auckland's CDEM members' roles and responsibilities and key actions that will take place over the five-year period.

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

### The Devonport-Takapuna Local Board Plan

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

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

One of Devonport-Takapuna Local Board's initiatives is that communities live more sustainably and are prepared for the impacts of climate change. The Local Board help to prepare communities for the impact of climate change and other emergencies by working with Auckland Council's Emergency Management team to educate communities on emergency preparedness and by enabling communities to take a greater role in the preparation of local community resilience plans.<sup>5</sup>

### The Local Board Emergency Readiness and Response Plan

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

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

### Community Response Group Plan and Community Hub Plans



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

The purpose of a Community Response Plan is to:

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

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

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

### Household or Business Plan



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

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



<sup>5</sup> Devonport Takapuna Local Board. (2023). Devonport-Takapuna Local Board Plan 2023.

# 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?

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

# Readiness

## What is readiness?

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

Being emergency ready includes:

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

## Why is readiness important?

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

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

## Roles in readiness – who does what?


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


## Get your household ready for an emergency

In an emergency, unless it is unsafe, stay at your whare/home and have supplies for at least three days.

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

### Know your hazards

 Learn about the potential hazards in your area



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

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

Check out **the maps and pull out Hazard Factsheets at the end of the plan.**

### Create a Household Plan

 Develop a Household Plan for your whānau using our template



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

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

Check out the [Make a Plan](#) template at the end of this plan (Appendix 2) or use the QR code for a digital version. The [Get Ready website](#) has Make a Plan in multiple languages.

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

discussion in an honest, practical and calm way about:

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

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

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

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

### Extra steps to take for vulnerable whānau



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

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

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




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

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



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

Are deaf, hard of hearing, or have a speech impediment	Are blind or with a visual impediment	Have an intellectual or cognitive disability
<ul style="list-style-type: none"> <li>✓ Keep spare hearing aid batteries in your grab bag.</li> <li>✓ Give others a house key so they can alert you.</li> <li>✓ Put a writing pad, pens, laminated cards with phrases etc in your grab bag to help communication.</li> <li>✓ If you use an augmentative communications device, or other assistive technologies, plan how you will evacuate with the device or how you will replace equipment if it breaks. Keep model information and note where the equipment came from, such as the name of the provider.</li> <li>✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on <a href="#">NEMA's Get Ready website</a>.</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 your 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 your whare/home or work, even if you have a guide dog as it may become disoriented in an emergency.</li> <li>✓ Listen to audio recordings about the hazards we face and emergency preparedness on <a href="#">NEMA's Get Ready website</a>.</li> </ul> 	<ul style="list-style-type: none"> <li>✓ Keep handheld electronic devices charged and loaded with videos and activities. Have spare chargers.</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 your grab bag.</li> <li>✓ Consider a pair of noise-cancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli.</li> <li>✓ Include comforting items in your grab bag that are familiar, such as a pillow or blanket.</li> </ul>





## Looking after pets and animals



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

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

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

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

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

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



## Keep emergency supplies

**➤ Have emergency supplies for three days**



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

Emergency supplies to keep at your whare/home include:

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

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



## How to store water for emergencies

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

## 📄 Check your insurance

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

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

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

## 🎒 Prepare a grab bag in case you have to evacuate

### ➤ Make a grab bag



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

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

Items to include in your grab bag are:

- ✓ trainers/walking shoes (put them on), a raincoat, a hat and warm clothes
- ✓ water and snacks
- ✓ hand sanitiser
- ✓ power bank and phone charger
- ✓ cash
- ✓ photo ID
- ✓ medications
- ✓ a first aid kit



- ✓ a torch
- ✓ a battery radio
- ✓ pet food, medication and a carrier or leash
- ✓ baby items, such as food, formula and nappies.

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

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

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



### ➤ Keep some essential supplies in your car



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

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

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



## Plan your evacuation routes

### ➤ Know how you will get to high ground

If your whare/home, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, plan your evacuation route to a safe location. Your evacuation route needs to take you out of the tsunami or flood zone or at least as far or as high inland (for tsunamis) as you can get, following the posted tsunami evacuation routes where present.

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

### ➤ Practise your tsunami hīkoi

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

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

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.

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

## 📍 Learn where you can go if you need to evacuate

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



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

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



## Get your community ready for an emergency



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

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

Some Auckland communities have created a Community Response (or Resilience) Plan to respond to a local emergency. These plans, as well as tips and templates on emergency response planning, are on Auckland Emergency Management's website.

Contact [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz) for help developing a Community Response Plan.

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

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations).
- what hazards are 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, tourists, babies/children, older people, people with disabilities).

Community event



## Know your neighbours

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

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

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



## Get your business ready for an emergency

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

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

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



## Get ready for specific hazards

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



## Get ready for a major storm or flood

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





## Sandbags

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

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

### Filling sandbags

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



### Stacking sandbags

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

### Disposing of sandbags

- Sandbags must be disposed of after use due to contamination risk. Take them to a waste transfer station in Auckland. The closest waste transfer station to the Devonport-Takapuna Local Board area is the North Shore Transfer Station located at **117 Rosedale Road, Pinehill.**

## Get ready for an earthquake

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

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

## Get ready for a volcanic eruption

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

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



### Get ready for a wildfire

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

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

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

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



### Get ready for a pandemic

To get ready for a pandemic:

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



## Response

### What is response?

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

### Why is response important?

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

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

### Roles in response – who does what?

<b>Whānau &amp; individuals</b>	<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>
<b>Communities</b>	<ul style="list-style-type: none"> <li>• Contact Auckland Emergency Management regarding needs in the community.</li> <li>• Set up Community Emergency Hubs.</li> <li>• Connect with organisations that have trained volunteers to help meet community needs.</li> </ul>
<b>The Local Board</b>	<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 they need.</li> <li>• Act as a conduit for information as requested by the Emergency Coordination Centre.</li> <li>• Facilitate and help the community work together.</li> </ul>
<b>Auckland Emergency Management</b>	<ul style="list-style-type: none"> <li>• Monitor potential emergencies through the 24-hour Duty Team.</li> <li>• Activate the Emergency Coordination Centre to coordinate the response to an emergency.</li> <li>• Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.</li> <li>• Liaise with stakeholders and communities to prioritise response efforts.</li> <li>• Set up Civil Defence Centres.</li> </ul>
<b>The Mayor &amp; Auckland Council</b>	<ul style="list-style-type: none"> <li>• If needed, the mayor declares a state of local emergency.</li> <li>• The mayor is the principal spokesperson for an emergency to the public.</li> <li>• Auckland Council provide consistent and accurate information to communities and the media.</li> <li>• Council staff deployed from their normal roles as resource for response effort.</li> </ul>

## Steps to take in an emergency



Figure 6: Steps to take in an emergency

## Emergency information, updates & warnings

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

Local radio stations to listen to during an emergency include:

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [Radio Waatea 603AM](#)
- [Newstalk ZB 894 FM](#)
- [Radio Spice 88FM](#)
- [The Hits 97.4 FM](#)
- [Humm 106.2FM](#)
- [More FM 91.8 FM](#)
- [Radio Tarana 1386AM](#)
- [Radio Samoa 1593AM](#)
- [Planet FM 104.6FM](#)

### Online sites for information

Auckland Emergency Management official channels

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

National Emergency Management official channels

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



### Other channels

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



### Emergency Mobile Alerts

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

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

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

Most phones manufactured after 2017 can receive an EMA.



### Earthquake & Volcano information from GeoNet

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

[@geonetnz](#)

[geonet.org.nz](#)

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



### Weather information from MetService / Te Ratonga Tiorangi

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

[@MetService](#)

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



### Yellow Watch

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

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

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



### Orange Warning – be prepared to take action

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



### Red Warning – act immediately

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

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

## How to evacuate and where to go



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

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

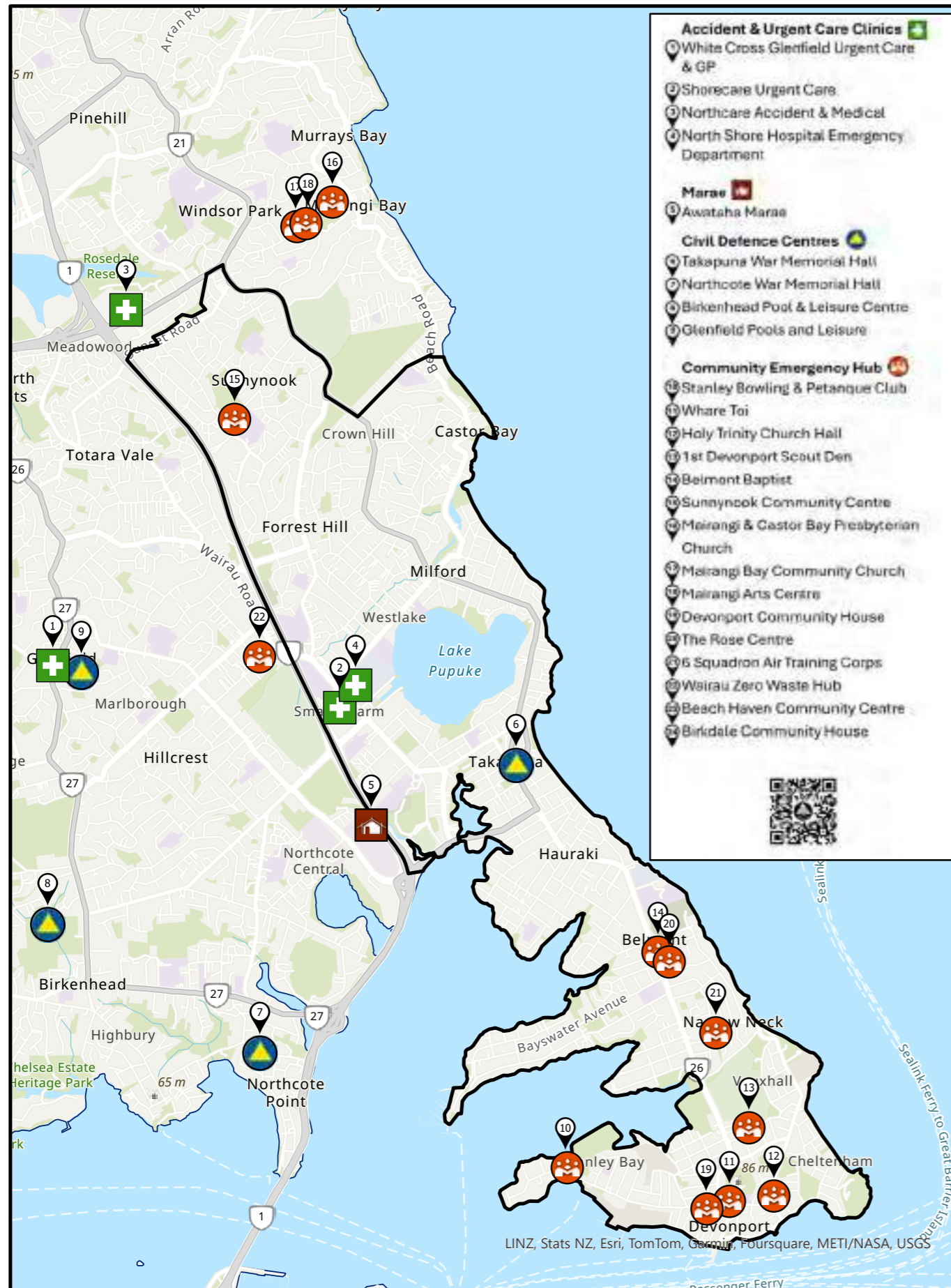


Figure 7: Map demonstrating Accident & Urgent Care Clinics, Marae, Civil Defence Centres & Community Emergency Hubs in Devonport-Takapuna Local Board area and nearby areas.



### Civil Defence Centres

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

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

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

#### Potential Civil Defence Centres in the Devonport-Takapuna area

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

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

Location	Services provided	Accessibility
<b>Takapuna War Memorial Hall</b> <a href="#">3 Gibbons Road, Takapuna</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Glenfield Pools and Leisure</b> <a href="#">73-77 Bentley Avenue, Glenfield</a>	<ul style="list-style-type: none"> <li>shelter</li> <li>food</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Birkenhead Pool and Leisure Centre</b> <a href="#">46 Mahara Avenue, Birkenhead</a>	<ul style="list-style-type: none"> <li>food</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>
<b>Northcote War Memorial Hall</b> <a href="#">2 Rodney Road, Northcote Point</a>	<ul style="list-style-type: none"> <li>food</li> <li>access to information</li> </ul>	<ul style="list-style-type: none"> <li>accessible toilet</li> <li>wheelchair friendly</li> </ul>

### 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 the Devonport-Takapuna area

Location	Contact details
<b>Awataha Marae</b> <a href="#">58 Akoranga Drive, Northcote</a>	<a href="http://awataha.co.nz">awataha.co.nz</a> <a href="https://facebook.com/awatahamarae">facebook.com/awatahamarae</a> <b>info@awataha.co.nz</b> <b>0800 2928242</b> (0800 Awataha)



## Community Emergency Hubs

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

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

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

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

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

## Potential Community Emergency Hubs in and around the Devonport-Takapuna area

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

Location	Contact details
<b>Sunnynook Community Centre</b> 148 Sycamore Drive, Sunnynook	<a href="https://facebook.com/SunnynookCommunityCentre/?ref=embed_page">facebook.com/SunnynookCommunityCentre/?ref=embed_page</a> <b>office@sunnynookcomcentre.co.nz   (09) 410 4902</b>
<b>Devonport Community House</b> 32 Clarence Street, Devonport <i>* Note: won't be used in a flood</i>	<a href="https://facebook.com/CommunityDevonport">facebook.com/CommunityDevonport</a> <b>info@devonportcomhouse.co.nz   (09) 445 3068</b>
<b>The Rose Centre</b> 4 School Road, Belmont	<a href="https://rosecentre.co.nz/contact-us">rosecentre.co.nz/contact-us</a> <a href="https://facebook.com/rosecentre">facebook.com/rosecentre</a> <b>kiaora@rosecentre.co.nz   (09) 445 9900</b>
<b>Belmont Baptist Church</b> 168 Lake Road, Belmont	<a href="https://belmontbaptistnz.org">belmontbaptistnz.org</a> <a href="https://facebook.com/belmontbaptistnz">facebook.com/belmontbaptistnz</a> <b>belmontbaptistchurch@xtra.co.nz</b>
<b>6 Squadron Air Training Corps</b> 9 Achilles Crescent, Narrow Neck	<a href="https://6sqnatc.org.nz/about">6sqnatc.org.nz/about</a> <a href="https://facebook.com/SixSquadron">facebook.com/SixSquadron</a> <b>(09) 445 6668</b>
<b>1st Devonport Scout Den</b> <a href="https://www.scouts.org.nz/locations/devonport">Allenby Avenue, Devonport</a>	<a href="https://facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437">facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437</a> <b>dpes@dpt.nz</b>

Location	Contact details
<b>Holy Trinity Church Hall</b> <a href="https://www.holytrinitychurch.org.nz/">20 Church Street, Devonport</a>	<a href="https://facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437">facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437</a> <b>dpes@dpt.nz</b>
<b>Whare Toi</b> <a href="https://www.wharetoi.org.nz/">28 Clarence Street, Devonport</a>	<a href="https://facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437">facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437</a> <b>dpes@dpt.nz</b>
<b>Stanley Bowling &amp; Petanque Club</b> <a href="https://www.stanleybowling.org.nz/">20 Stanley Point Road, Stanley Bay</a>	<a href="https://facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437">facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437</a> <b>dpes@dpt.nz</b>
<b>Mairangi &amp; Castor Bay Presbyterian Church</b> <a href="https://www.mairangibay.org.nz/">11 Hastings Road, Mairangi Bay</a>	<a href="https://facebook.com/61551507774860">facebook.com/61551507774860</a>
<b>Mairangi Bay Community Church</b> <a href="https://www.mairangibay.org.nz/">49 Maxwelton Drive, Mairangi Bay</a>	<a href="https://facebook.com/61551507774860">facebook.com/61551507774860</a>
<b>Mairangi Arts Centre</b> <a href="https://www.mairangiarts.org.nz/">20 Hastings Road, Mairangi Bay</a>	<a href="https://facebook.com/61551507774860">facebook.com/61551507774860</a>
<b>Wairau Zero Waste Hub</b> <a href="https://www.wairauzero.org.nz/">9 Porana Road, Wairau Valley</a>	<a href="https://localised.nz/our-enterprises/wairau-zero-waste-hub">localised.nz/our-enterprises/wairau-zero-waste-hub</a>
<b>Beach Haven Community Centre</b> <a href="https://www.beachhaven.org.nz/">130 Beach Haven Road, Beach Haven</a>	<a href="https://facebook.com/BirkdaleBeachHaven/?ref=embed_page">facebook.com/BirkdaleBeachHaven/?ref=embed_page</a> <a href="https://birkdalebeachhaven.org.nz/beach-haven-community-house">birkdalebeachhaven.org.nz/beach-haven-community-house</a> <b>(09) 483 9942</b> <b>houses@birkdalebeachhaven.org.nz</b>
<b>Birkdale Community House</b> <a href="https://www.birkdale.org.nz/">134 Birkdale Road, Birkdale</a>	<a href="https://facebook.com/BirkdaleBeachHaven/?ref=embed_page">facebook.com/BirkdaleBeachHaven/?ref=embed_page</a> <a href="https://birkdalebeachhaven.org.nz/beach-haven-community-house">birkdalebeachhaven.org.nz/beach-haven-community-house</a> <b>(09) 483 9942</b> <b>houses@birkdalebeachhaven.org.nz</b>
<b>Bayview Community Centre</b> <a href="https://www.bayview.org.nz/">72 Bayview Road, Bayview</a>	<a href="https://facebook.com/bayviewcommunitycentre">facebook.com/bayviewcommunitycentre</a> <a href="https://bayviewcentre.org.nz">bayviewcentre.org.nz</a> <b>(09) 443 0231</b> <b>office@bayviewcentre.org.nz</b>

The community groups, organisations and marae who assist with the community emergency response in the Devonport-Takapuna area:

- **Devonport Peninsula Emergency Support Group**
  - [drive.google.com/file/d/1MmG1x14C09gITTpbaonDcJE6cZVp5v8A/view](https://drive.google.com/file/d/1MmG1x14C09gITTpbaonDcJE6cZVp5v8A/view)
  - [facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437](https://facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437)
  - [facebook.com/DevonportPeninsulaTrust](https://facebook.com/DevonportPeninsulaTrust)
  - **dpes@dpt.nz**
- **Sunnynook Community Centre**
  - [sunnynookcomcentre.co.nz](https://sunnynookcomcentre.co.nz)
  - [facebook.com/SunnynookCommunityCentre](https://facebook.com/SunnynookCommunityCentre)
- **Milford Residents Association**
  - [facebook.com/groups/2051203725183533](https://facebook.com/groups/2051203725183533)



## Interested in volunteering in an emergency?

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

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



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

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

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

*New Zealand Response Team swift water car rescue training.*



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

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

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

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

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

## Recovery

### What is recovery?

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

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

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

### Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.<sup>6</sup>

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

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

### Roles in response – who does what?

<b>Whānau &amp; individuals</b>	<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>
<b>Communities</b>	<ul style="list-style-type: none"> <li>• Host events, such as coffee mornings, to foster continued connection.</li> <li>• Review and refine community response or resilience plans, identifying what did and what did not work, and what can be improved.</li> </ul>
<b>The Local Board</b>	<ul style="list-style-type: none"> <li>• Contribute to local awareness and help identify problems and vulnerabilities.</li> <li>• Help set up support recovery efforts and ongoing recovery teams.</li> <li>• Provide political leadership and champion the issues the community is facing.</li> </ul>
<b>Auckland Emergency Management</b>	<ul style="list-style-type: none"> <li>• Undertake debriefs incorporating lessons learned into future work programmes.</li> <li>• May lead a local recovery response.</li> </ul>
<b>Auckland Council</b>	<ul style="list-style-type: none"> <li>• If needed, establish a Recovery Office to coordinate recovery efforts.</li> <li>• Liaising with other recovery support agencies on behalf of communities.</li> </ul>

<sup>6</sup> National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.



## Recovery tips

### **i** Stay Informed

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

### **+** Medical help and advice

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

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

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

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

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

### **🏠** Housing assistance

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

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

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

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

The **Temporary Accommodation Support (TAS)** offers temporary support for those displaced from their damaged homes, working towards returning home or finding a new place to live. Call **0508 754 163** or visit [tas.mbie.govt.nz](http://tas.mbie.govt.nz)

### **\$** Financial assistance

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

### **📄** Insurance

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

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

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

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

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



## To report a problem

### **⚡** Electricity and gas

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

For outages and faults, go to Vector's website [vector.co.nz/personal/outages-faults](http://vector.co.nz/personal/outages-faults)

You can also report outages to your own electricity provider.

### **🌐** Internet

To report a problem with your broadband, contact Chorus on **0800 600 100**. For internet outages go to [chorus.co.nz/outages](http://chorus.co.nz/outages)

### **🌊** Flooding

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

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

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

### **🚰** Water and wastewater

To report a problem, contact Watercare via Live Chat on their website [watercare.co.nz](http://watercare.co.nz) or call **(09) 442 2222** and press **1**.

For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](http://watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns)

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

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



## Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool.

[aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)

## Roads

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

To report a non-urgent issue, go to [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

To report a non-urgent issue, go to Auckland Transport's website [contact.at.govt.nz](https://contact.at.govt.nz)

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

Access Auckland Transport's roadworks and disruptions at [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on arterial roads.

## Security and crime

**Do not put yourself in harm's way.**

Unfortunately, emergencies can attract criminal activity.

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

## Disposal of waste

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

Take debris and damaged items to the closest waste transfer station. For the Devonport-Takapuna area, this is the North Shore Transfer Station located at **117 Rosedale Road** in Pinehill. Call Auckland Council on **(09) 301 0101** if you need advice.

## Donations

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



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Auckland Emergency Management. 2023. Elected Members' Guide. Auckland, New Zealand.

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

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# Appendix 1 – Useful Links

## Introduction

- State of Emergency [getready.govt.nz/en/emergency/who-does-what-in-an-emergency](https://getready.govt.nz/en/emergency/who-does-what-in-an-emergency)
- National Framework [civildefence.govt.nz/cdem-sector/plans-and-strategies](https://civildefence.govt.nz/cdem-sector/plans-and-strategies)
- Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029 [aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf](https://aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf)
- Devonport-Takapuna Local Board Plan 2023 [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](https://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)
- Community Response (Resilience) Plans [aucklandemergencymanagement.org.nz/community-ready#item2](https://aucklandemergencymanagement.org.nz/community-ready#item2)
- Household Plan [aucklandemergencymanagement.org.nz/home-ready#item0](https://aucklandemergencymanagement.org.nz/home-ready#item0)
- Business Continuity Plan [aucklandemergencymanagement.org.nz/work-ready#item2](https://aucklandemergencymanagement.org.nz/work-ready#item2)

## Reduction

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

## Readiness

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

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

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

## Community Ready

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

## Work Ready (Businesses)

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

## Hazard Ready

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

## Response

- State of Emergency [getready.govt.nz/en/emergency/who-does-what-in-an-emergency](https://getready.govt.nz/en/emergency/who-does-what-in-an-emergency)
- Radio New Zealand [rnz.co.nz](https://rnz.co.nz)
- Newstalk ZB [newstalkzb.co.nz](https://newstalkzb.co.nz)
- The Hits [thehits.co.nz](https://thehits.co.nz)
- More FM [morefm.co.nz/home.html](https://morefm.co.nz/home.html)
- Radio Samoa [radiosamoa.co.nz](https://radiosamoa.co.nz)
- Radio Waatea [waateanews.com/listen-online](https://waateanews.com/listen-online)
- Humm FM [humfm.com](https://humfm.com)
- Radio Spice [radio.org.nz/spice](https://radio.org.nz/spice)
- Radio Tarana [radio.org.nz/tarana](https://radio.org.nz/tarana)
- Planet FM [planetaudio.org.nz](https://planetaudio.org.nz)
- Facebook (AEM) [facebook.com/aklcdem](https://facebook.com/aklcdem)
- X [previously Twitter] (AEM) [twitter.com/AucklandCDEM](https://twitter.com/AucklandCDEM)
- Auckland Emergency Management website [aucklandemergencymanagement.org.nz](https://aucklandemergencymanagement.org.nz)
- Facebook (NEMA) [facebook.com/NZCivilDefence](https://facebook.com/NZCivilDefence)
- X [previously Twitter] (NEMA) [twitter.com/NZcivildefence](https://twitter.com/NZcivildefence)
- NEMA’s Get Ready website [getready.govt.nz/en](https://getready.govt.nz/en)
- Our Auckland Council [ourauckland.aucklandcouncil.govt.nz](https://ourauckland.aucklandcouncil.govt.nz)
- Waka Kotahi [nzta.govt.nz/traffic-and-travel-information](https://nzta.govt.nz/traffic-and-travel-information)

- Auckland Transport [at.govt.nz/projects-roadworks/roadworks-and-disruptions](https://at.govt.nz/projects-roadworks/roadworks-and-disruptions)
- Safe Swim [safeswim.org.nz](https://safeswim.org.nz)
- Emergency Mobile Alert [getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert](https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert)
- GeoNet [geonet.org.nz](https://geonet.org.nz) | [facebook.com/geonetnz](https://facebook.com/geonetnz)
- Met Service [metservice.com](https://metservice.com) | [facebook.com/MetService](https://facebook.com/MetService)

### Volunteer Organisations

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

### Recovery

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

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

### Emergency Services

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

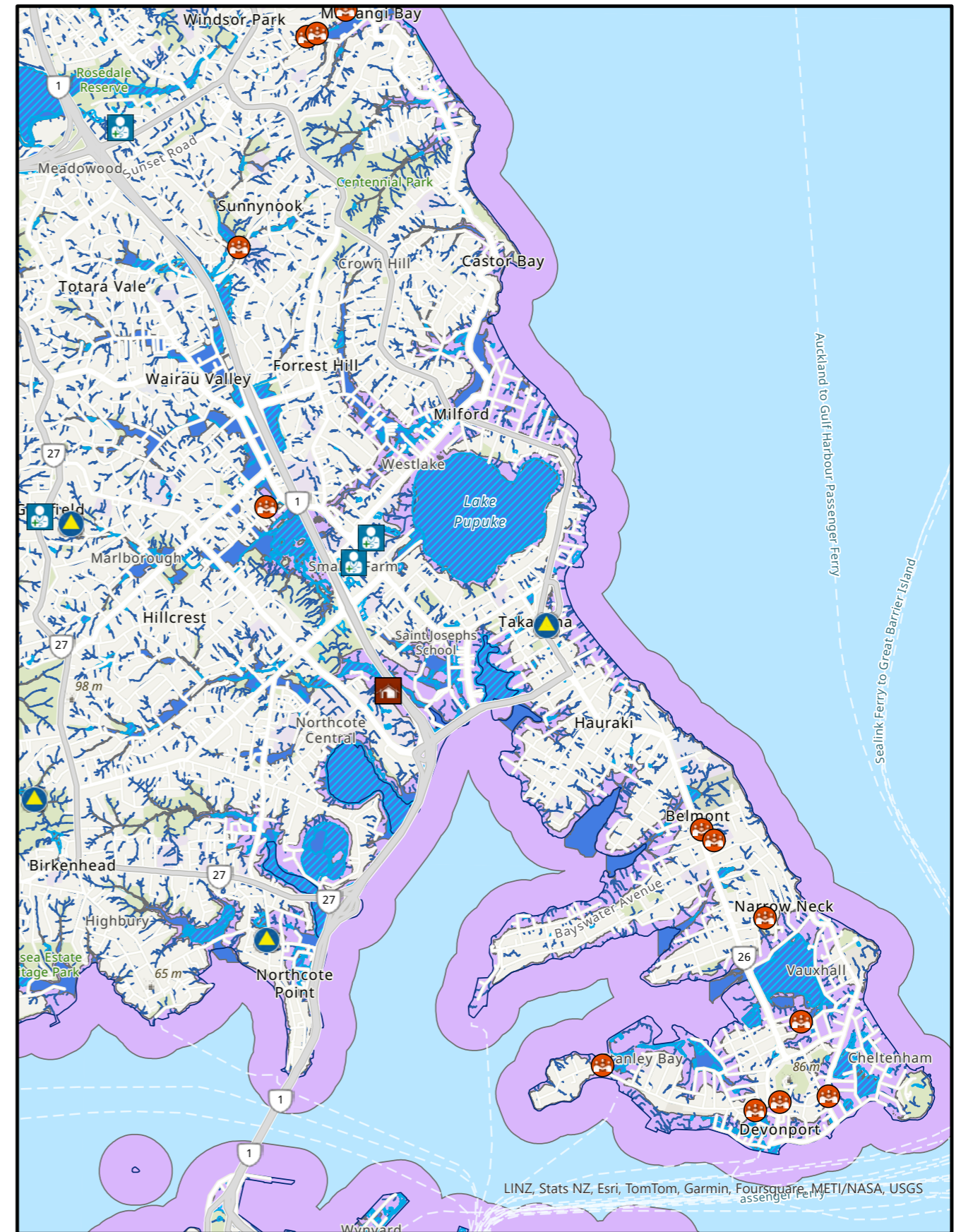
For information and updates visit:

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



## Appendix 2 – Maps

### Devonport-Takapuna Flood and Coastal Inundation Map

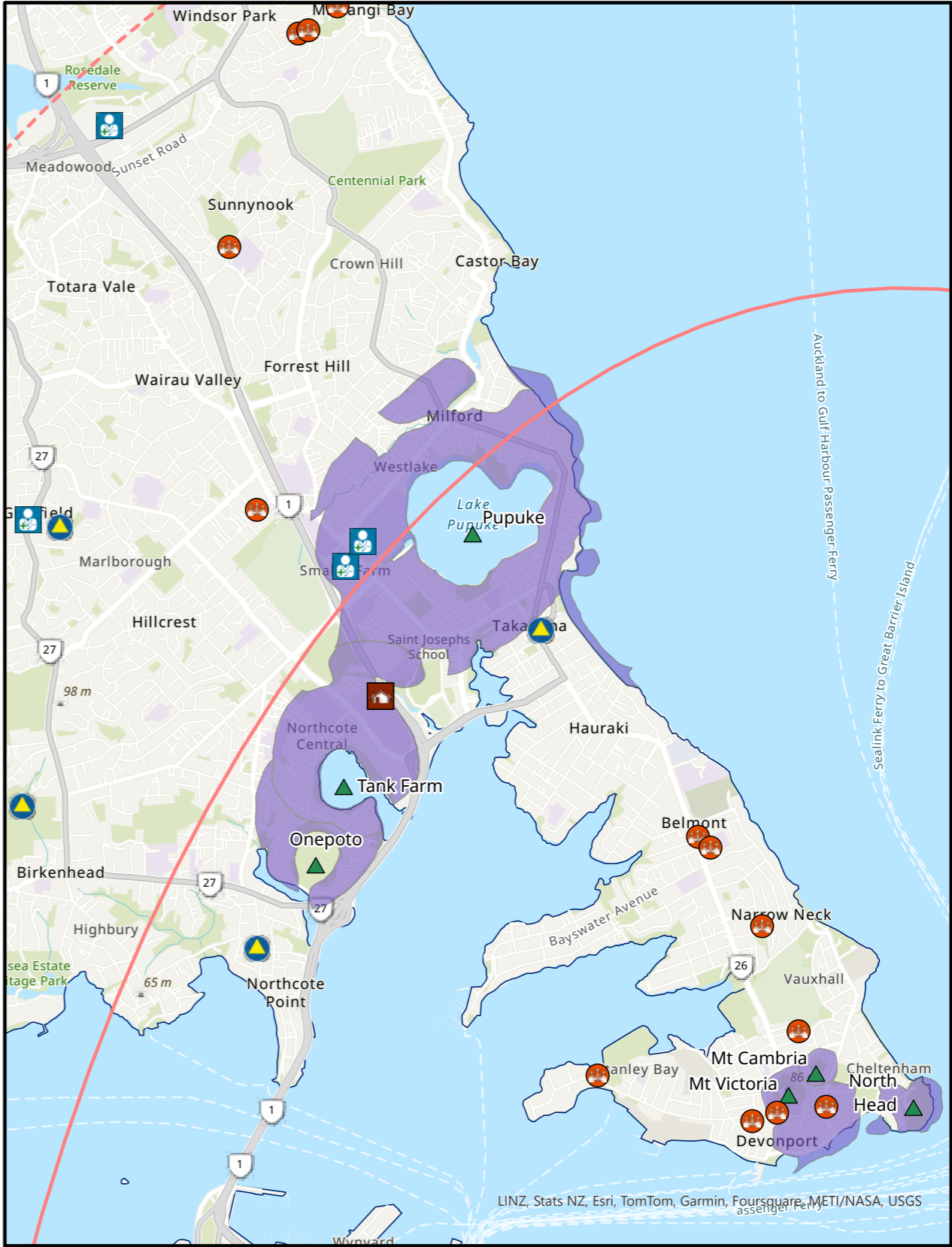


- Civil Defence Centres
- Community Emergency Hub
- Marae
- Accident & Urgent Care Facilities
- Overland Flow Paths
- Flood Prone Areas
- Flood Plains
- Coastal Inundation
- Coastline





# Devonport-Takapuna Volcanic Hazard Map



- Civil Defence Centres
- Community Emergency Hub
- Marae
- Accident & Urgent Care Facilities
- Volcanic vents
- Past volcanic deposits
- Boundary of current Auckland Volcanic field
- 5km buffer of the Auckland Volcanic Field boundary



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

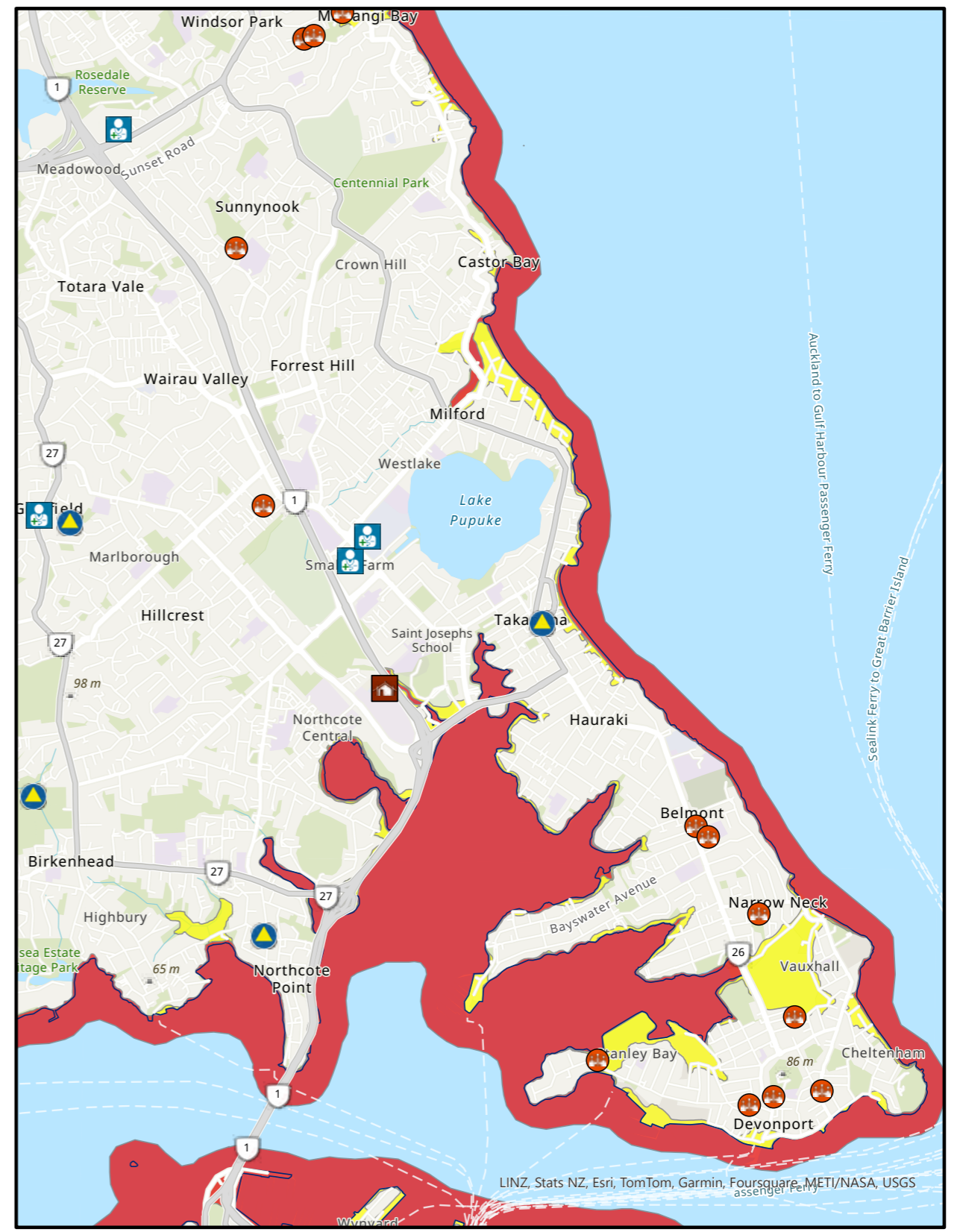
Existing volcanic deposits show the current mapped extent of the rocks, thick ash and lava flows associated with the vents of the Auckland Volcanic Field.

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.



# Devonport-Takapuna Tsunami Evacuation Zone Map



-  Civil Defence Centres
-  Community Emergency Hub
-  Marae
-  Accident & Urgent Care Facilities
-  Yellow land threat zone
-  Red shore and marine threat zone
-  Coastline



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

**Yellow** is a land threat zone and is the area that would need to be evacuated. You should evacuate this area if directed, or if you notice any natural warnings, until you are told it is safe to return.





Devonport-Takapuna Local Board Emergency  
Readiness and Response Plan

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

**Devonport-Takapuna  
Local Board**  
Auckland Council 

# Waiheke Local Board Workshop Proceedings

**Date of Workshop:** Wednesday 9 October 2024  
**Time:** 10:30  
**Location:** Waiheke Local Board, 10 Belgium Street; MS Teams

Cath Handley (Chair)		Kylee Matthews	Bianca Ranson	Robin Tucker	Paul Walden
Present		Present	Present	Absent	Present (MS Teams)
Time	Workshop Item	Attendees(s)	Summary of discussion(s)		
10:30	Local Alcohol Policy update  <b>Attachment</b> Presentation – Auckland Local Alcohol Policy update	Rob Abbott <i>Alcohol Licensing Inspector &amp; Principal Specialist, Licensing &amp; Environmental Health, Licensing and Compliance Department.</i>	Members were informed about the new Local Alcohol Policy and its implications for Waiheke, covering restrictions on new off-licences, maximum trading hours and discretionary conditions.  Link to recording: <a href="https://youtu.be/r5giukVeDHM">https://youtu.be/r5giukVeDHM</a>		
11:30	Community Wellbeing update  <b>Attachment</b> Presentation – Community Delivery work programme update Quarter 1 2024/2025	Fiona Gregory <i>Community Broker</i>  Rhiannon Beolens <i>Manager, Waiheke Library</i>  Rachael Rivera <i>Connected Communities Lead &amp; Coach</i>	Members were updated on Community Wellbeing work programme and activities, including Cycle Action Waiheke Biketober events and school holiday activities at the Waiheke Library.  Link to recording: <a href="https://youtu.be/uF3qd1OpCyg">https://youtu.be/uF3qd1OpCyg</a>		
12:30	<b>LUNCH</b>				

Time	Workshop Item	Attendees(s)	Summary of discussion(s)
13:00	<p>Waiheke Local Board Emergency Readiness and Response Plan (ERRP)</p> <p><b>Attachment</b> Presentation – Waiheke Local Board Emergency Readiness &amp; Response Plan</p> <p>Draft ERRP and supporting documents</p>	<p>Jess Donaldson <i>Senior Community Planning and Readiness Advisor</i></p>	<p>Member were presented with the final draft of the Emergency Readiness and Response Plan document which will be brought for adoption to a future business meeting.</p> <p>Link to recording: <a href="https://youtu.be/lQYlX7lfOBI">https://youtu.be/lQYlX7lfOBI</a></p>

#### Governance Role

1. Accountability to the public
2. Engagement
3. Input to regional decision-making
4. Keeping informed
5. Local initiative / preparing for specific decisions
6. Oversight and monitoring
7. Setting direction / priorities / budget

#### Role of Workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (d) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics