

# Waitematā Local Board Workshop Agenda

Date of Workshop: 30/07/2024

Time: 9.45 am – 3.10 pm

Venue: Town Hall, Ground Floor Boardroom

Item	Time	Workshop Item	Presenter/s	Purpose	Governance Role
1	9.45 – 10.45	<b>Welcome and Admin</b>	<b>Local Board Services Staff &amp; Local Board Members</b>	Opportunity for LBS staff to provide updates on key issues, upcoming work, and other matters of interest; and for members to raise issues and give updates on matters of interest to the wider board and staff.	Keeping informed
2	10.45 – 11.30	<b>Infrastructure and Environmental Services</b>  - Waipapa stream Restoration programme	<b>Nicola Perry</b> – Relationship Advisor <b>Mary Stewart</b> – Senior Conservation Advisor	Staff will bring the Board an update of the Waipapa Stream Restoration programme with the contractor from Kaipatiki project. Staff will also bring the board a few other general environmental work programme updates.	Keeping informed  Local initiatives
	11.30 – 12.30	<b>Break</b>			

Item	Time	Workshop Item	Presenter/s	Purpose	Governance Role
3	12.30 – 1.15	<b>Auckland Emergency Management</b>  - Workshop 2	<b>Reg Philips</b> – Senior Community Planning and Readiness Advisor  <b>Zoe Marr</b> – Community Planning and Readiness Manager  <b>Lionel Anderson</b> – Local Board Engagement Advisor  <b>Greg Morgan</b> – Principal Business Resilience	Staff will introduce the draft Waitemātā Local Board Emergency Readiness and Response Plan and seek feedback on hazards likely to affect the Waitemātā Local Board area, the proposed Civil Defence Centres within the Waitemātā Local Board area, and key community emergency resilience groups that the local board would like to invite into the process for preparing the Local Board Emergency Readiness and Response Plan.	Keeping informed  Local initiatives
4	1.15 – 2.15	<b>Local Parks Management Plan Project</b>	<b>Steve Owens</b> – Service and Asset Planning Specialist  <b>Darren Jeong</b> – Service and Asset Planning Analyst  <b>Kiri Le Heron</b> – Service & Asset Planning Team Leader	Following the workshop last year in December, staff will provide the Board a refresh about the Waitemātā Local Parks Management Plan (LPMP) development process. Staff and the board will also discuss the public consultation process, proposed engagement activities and next steps for the project.	Local initiatives and specific decisions  Setting direction, priorities and budgets
	2.15 – 2.25	<b>Break</b>			

Item	Time	Workshop Item	Presenter/s	Purpose	Governance Role
4	2.25 – 3.10	<b>Activation of parks, places and open spaces in 2023/2024</b>	<b>Geraldine Wilson</b> – Activation Advisor	Staff to provide the Board a summary of the Activation of parks, places and open spaces programme delivered in 2023/2024.  Staff will also seek feedback from the board on the draft Activation of parks, places and open spaces programme in 2024/2025.	Local initiatives and specific decisions

**Next Ordinary Business meeting:** 20/08/2024

**Next workshop:** 06/08/2024

**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) Workshops are open to the public and decisions will be made at a formal, public local board business meeting.
- d) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- e) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topic

# Environmental work programme update

Nicola Perry – Relationship Advisor

July 2024



# Workshop Purpose

- Provide some highlights and updates on the Local Environmental work programme
- Take away any questions you have on the work programme or for the departments in my portfolio (Waste Solutions, Healthy Waters, Environmental Services, Resilient Land and Coast)



# Waipapa Stream Restoration Programme

CommonName	Group	542643 Waipapa 1	542641 Waipapa 2	542640 Central Gully 1	542642 Central Gully 2	545473 Waiparuru 1	545472 Waiparuru 2
Banded kokopu; kokōpu	Fish	1218	3562	7038	985	1628	18003
Kahikatea	Plants	0	0	17647	12249	753	0
Worm	Worms	206	338	0	0	27427	1381
Norway Rat; pouhawaiki; pou o hawaik	Mammals	0	0	10339	17155	0	0
Watercress; wātakirihi; kōwhitiwhiti	Plants	9439	12199	0	0	0	0
Blackworm	Worms	3725	5415	2545	1704	1734	758
Aquatic oligochaete worm	Worms	108	4410	3797	4090	0	19
Karaka	Plants	0	0	7796	3750	0	35
Stiff bottlebrush	Plants	0	0	0	0	0	9978
	Plants	0	0	2858	1985	2567	0
Shortfin eel; tuna; hao; aopori; hikumu	Fish	0	956	2558	2404	0	767
Squairetail worm	Worms	0	1712	1332	2953	165	489
Worm	Worms	1011	1414	1097	2202	34	572
	Plants	5466	661	64	39	0	0
Worm	Worms	1987	2655	154	79	138	519
Kauri; kauri	Plants	0	0	2397	2148	740	0
Nasturtium	Plants	2293	1844	11	0	0	0
Song thrush	Birds	2379	1124	0	81	0	0
Snake worm	Worms	115	3326	0	0	0	0
Aquatic oligochaete worm	Worms	7	570	64	2127	0	0
Longfin eel; tuna; kūwharuwharu; rehe	Fish	0	716	449	1378	0	0
	Plants	0	0	1265	954	165	53



eDNA sampling took place on 6 June

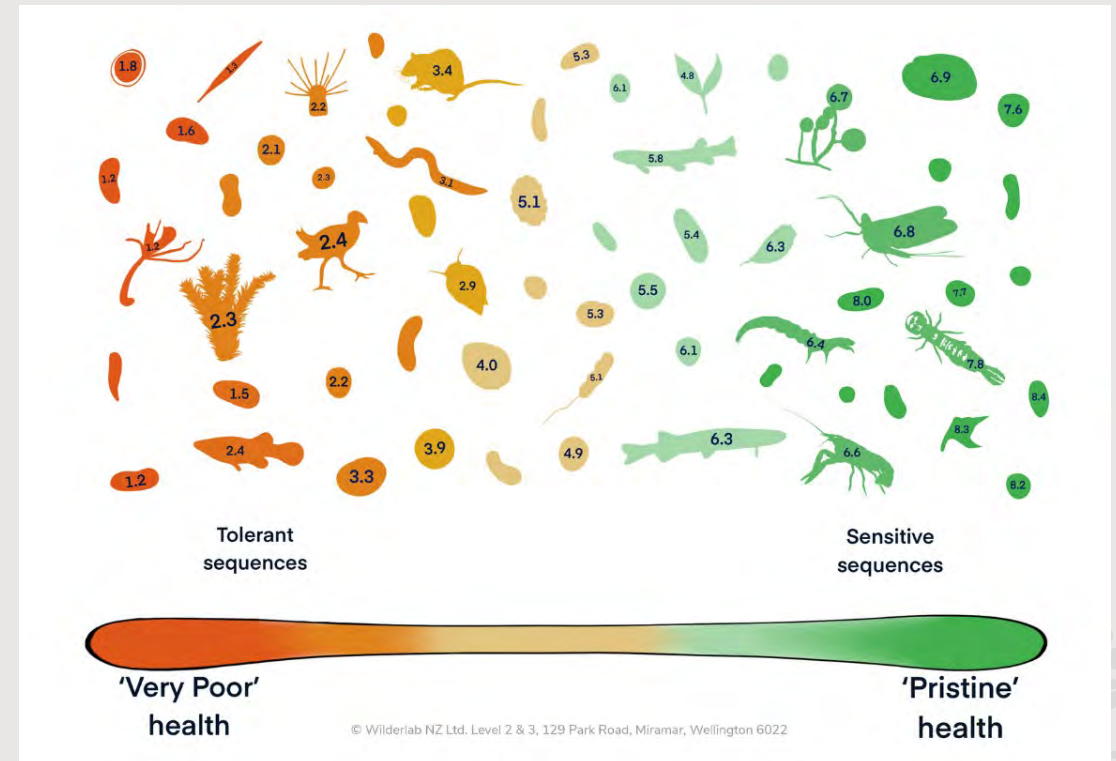
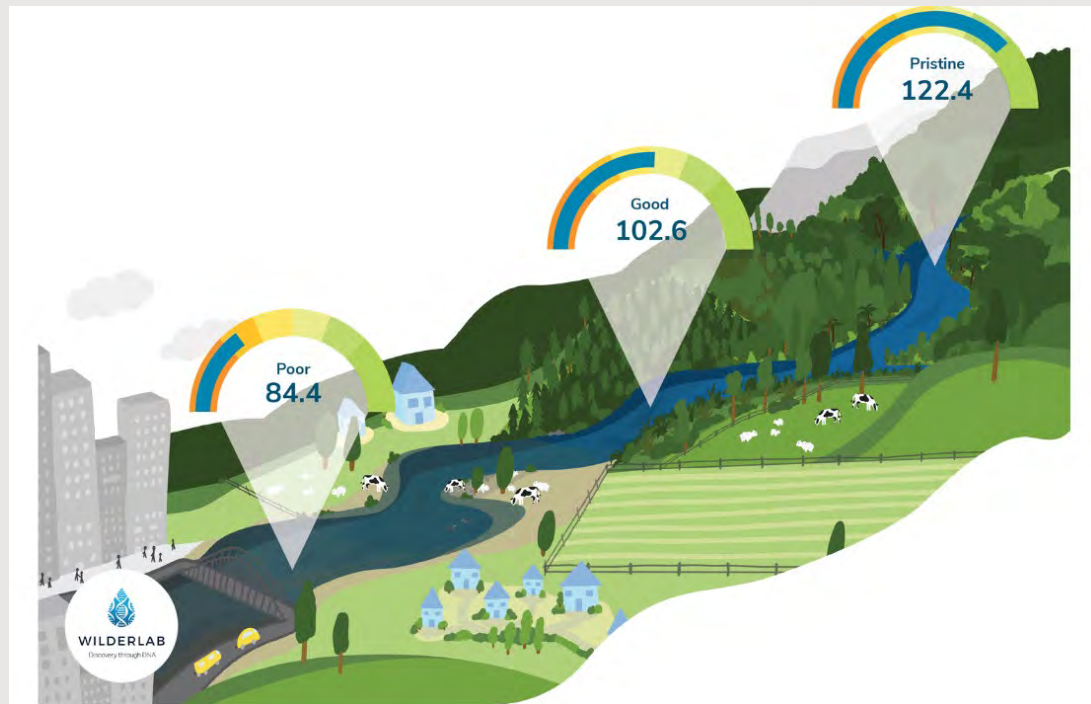


# Waipapa Stream Restoration Programme

TICI score	TICI value
< 80	Very Poor
80 – 90	Poor
90 – 100	Average
100 – 110	Good
110 – 120	Excellent
> 120	Pristine

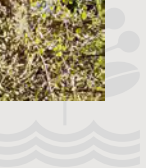
TICI =  
Taxon  
Independent  
Community  
Index

UID	Stream sample	TICI_value	TICI_rating	TICI_reliability
542643	Waipapa Stream Sample 1	99.66	Average	Very high
542641	Waipapa Stream Sample 2	97.9	Average	Very high
542640	Domain Stream Sample 1	93.28	Average	Very high
542642	Domain Stream Sample 2	94.95	Average	Very high
545473	Waiparuru Stream Sample 1	97.04	Average	Very high
545472	Waiparuru Stream Sample 2	96.96	Average	Very high

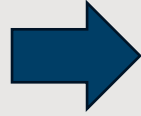


# Waipapa Stream Restoration Programme

29 June public planting

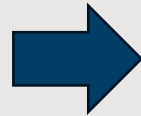






# Waiparuru Stream Restoration Progress


December 2018 –  
May 2024



# Queens Wharf Bike Update

2 reviews · 1 photo  
★★★★★ 2 months ago

Huge shout out to the Bike Hub volunteers today. Got a staple through the front tyre and luckily we were close to Queen's Wharf Bike Hub. Great service and fixed in no time. !!



Like

1 review  
★★★★★ 2 months ago


Juma has been so amazing! My son's bike got badly crashed. The chain was somehow badly tangled like a mess! Juma took the time to take off the wheel, untwist the chain back to one circle, put the chain back on. There were a lot of work! He had been helping everyone tirelessly and professionally. Big thank to you Juma! Without you, my son's bike will become a useless junk. Thank you!

Like

**Response from the owner** 2 months ago  
Very happy to help! Thank you for coming by Koon Lo, and for your fantastic review.

Local Guide · 2 reviews · 88 photos  
★★★★★ 2 months ago

A quick and easy fix for my broken tyre with a small cost of parts. Great help.



## Stats for 2023/2024

- open for 191 days,
- had 190 hours contributed by volunteers,
- repaired 1,000 bikes,
- Had 2,720 visitors
- gifted or sold at low cost 90 bikes to locals

The City Centre Targeted Rate continues to co-fund the Bike Hub (\$25k) with AT and the Local Board

The e-bike loan programme funded by Waka Kotahi further activated the site in 2023/2024 and will continue through to 2025.



# Waititiko / Meola Creek restoration

## Western Springs College

- 165 plants planted
- titoki, toetoe, ti kouka, karamu, upokotangata, kohekohe, puriri
- 63 students and four teachers
- Students learnt about planting and pest animal trapping
- Majority of plants they planted in 2022 and 2023 are doing well and will outgrow the weeds in the next year or so



## Point Chevalier Air Scouts

- 803 plants planted
- manuka, karamu, ti kouka, upokotangata, puriri
- 22 scouts and 18 adults
- Planted the steep bank above the Waititiko Stream
- There are some weed species that need constant monitoring and kikuyu must be managed to reduce regrowth.
- Plant survival rate is high at around 90%.

## Bluegreens group

- 59 plants planted
- toetoe, ti kouka, upokotangata, kohekohe, puriri, taraire, rewarewa, tawapou. Mahoe
- 8 volunteers
- Infill planting conducted, plants very successful in their area



	Local Environmental Programme projects	2024/2025 budgets
Environmental Restoration, supporting Local biodiversity, pest animal and plant control, Environmental education and community building	Urban Ark strategic plan implementation	\$50,000
	Te Wai Ōrea lake and wetland restoration	\$13,500
	Schools treasuring Waiōrea	\$15,000
Water quality and stream health outcomes	Waipāruru stream restoration	\$5,000
	Waipapa Stream restoration	\$20,000
	Newmarket / Middleton stream restoration	\$6,300
	Waitītiko / Meola Creek restoration	\$21,500
Climate change mitigation and adaptation outcomes	Climate Action Activator	\$30,000
	Climate Action Network	\$11,500
	Bike hub - Queens Wharf	\$25,000
	Kia rite kia mau - Climate preparedness and resilience for school communities	\$12,000
Waste Minimisation and Sustainability outcomes	Waiōrea Community Recycling Centre Pū Mātauranga / Education Hub activations	\$10,000 
	Construction Waste Revolution Project	\$35,000 

## What else is coming up

- The engagement period for the Waitematā Harbour West Shoreline Adaptation Plan will go from 2 August – 25 September.
- Meeting with the Cox’s Bay community regarding water quality in the creek on 13 August at 7PM. Staff from Watercare and Healthy Waters will present.



22 July 2024

## Memorandum

**To:** Waitematā Local Board

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

**From:** Reg Phillips, Senior Community Planning and Readiness Advisor,  
Auckland Emergency Management

**Contact information:** [reg.phillips@aucklandcouncil.govt.nz](mailto:reg.phillips@aucklandcouncil.govt.nz)

### 1 Purpose

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

### 2 Summary

- 2.1 The Waitematā Local Board provided support for the development of a Waitematā Local Board Emergency Readiness and Response Plan at a workshop on 4 June 2024.
- 2.2 The purpose of the plan is to provide information for people living and working in Waitematā to prepare for emergencies, provide information on what to do and where to go during an emergency response, and identify localised hazards and procedures specific to this local board area.
- 2.3 Amongst others, the hazards identified to most likely impact the Waitematā Local Board are flooding, coastal inundation, including tsunamis, and severe thunderstorms.
- 2.4 There are three provisional Civil Defence Centres identified in the Waitematā Local Board area. These centres are Grey Lynn Library Hall, Freemans Bay Community Hall and the Ellen Melville Centre.
- 2.4 A number of community groups within the Waitematā Local Board provided support during the severe north island weather events of 2023. These groups are at varying stages of their readiness planning with some having identified venues for Community Emergency Hubs.

### 3 Context

#### Waitematā Local Board Readiness and Response Plan

- 3.1 Auckland Emergency Management is assisting 20 local boards to develop an Emergency Readiness and Response Plan (ER&R) for their local area, noting Aotea/Great Barrier Island Local Board already has an existing emergency plan.
- 3.2 At the 4 June workshop (Workshop One - Introduction) the Waitematā Local Board had supported the proposed approach to developing the Waitematā ER&R Plan. The approach is to establish an internal working group of council officers and Local Board representatives, who will input and provide feedback into the development of the plan. The draft plan is being

shared with the Waitematā Local Board at Workshop Two to receive feedback, and a third workshop is planned to agree on the final draft plan before the plan is adopted at a Business Meeting in Q2 FY24/25. The Local Board Emergency Readiness & Response Leads were appointed at the Business Meeting on 23 May 2024. The leads comprise the internal Working Group and are Chair Genevieve Sage, Deputy Chair Greg Moyle and Local Board Member Alex Bonham. Feedback so far has included the importance of including specific advice for apartment dwellers (and body corporates) and businesses.

- 3.3 The Waitematā Local Board ER&R Plan has been designed to follow the 4Rs Emergency Management Framework: reduction, readiness, response and recovery. This framework is the New Zealand integrated approach to emergency management and aligns with the approved Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.
- 3.4 Figure 1 explains the 4Rs of emergency management and how they are applied across Auckland Council.

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



- 3.5 The ER&R Plan will contain important information about:
- hazards likely to impact the Waitematā community

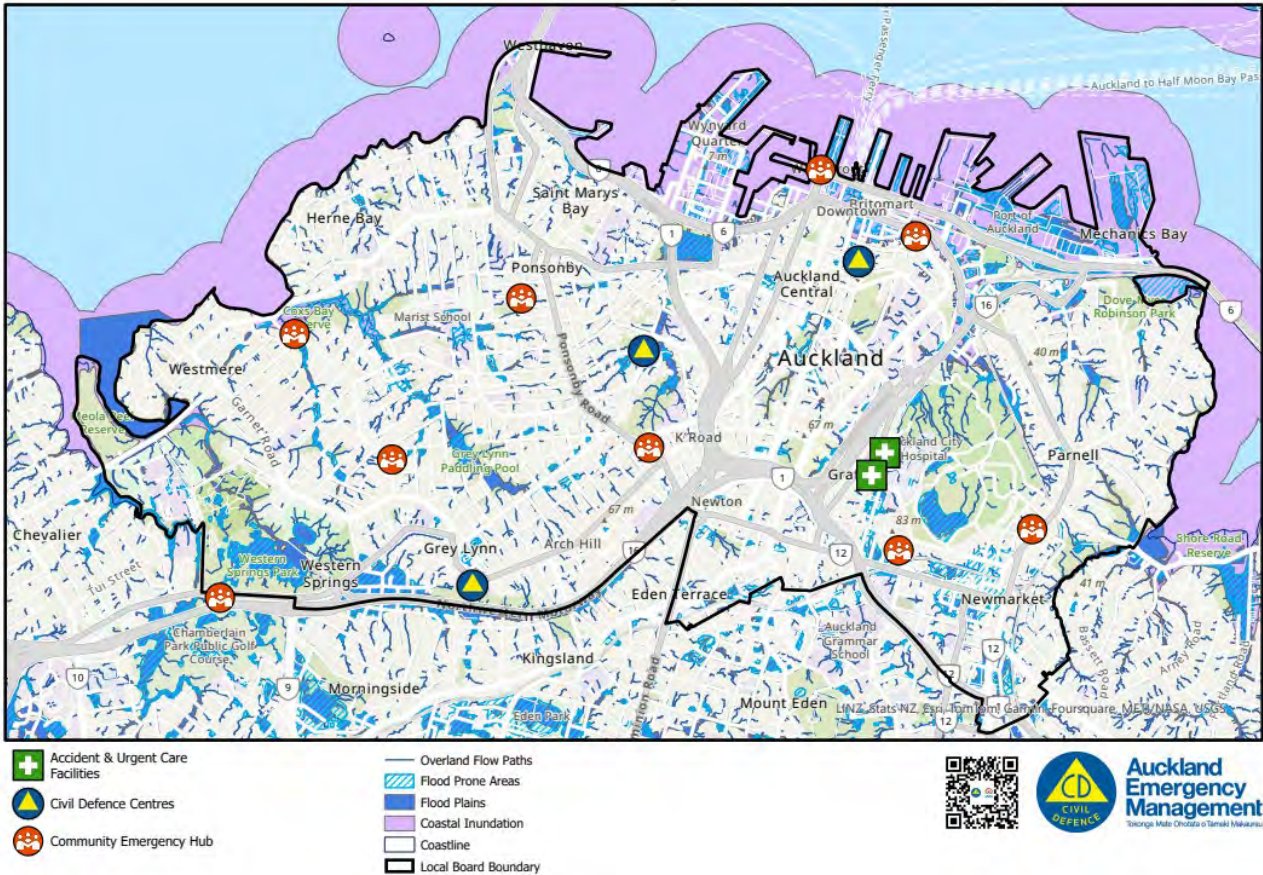
- where to seek information during an emergency event
  - Civil Defence Centre and possible Community Emergency Hub locations
  - how businesses, community groups and individuals can prepare themselves for an emergency.
- 3.6 Under each section (reduction, readiness, response and recovery), information is provided about the roles and responsibilities of the Auckland Council Group, Auckland Emergency Management and the Waitemātā Local Board. For example, Auckland Emergency Management leads in the readiness and response phases, while the wider Auckland Council Group has responsibility in the reduction space. The lead in the recovery phase is dependent on the scale of the recovery required. There are a range of areas where we take collaborative action across council. For further information about the role of local board members refer to the [Emergency Management Elected Members' Guide](#) (July 2023). There is the opportunity for the Waitemātā Local Board to provide a foreword or preface for the ER&R Plan.
- 3.7 In a community, the 4Rs are the foundations for developing resilience. Aucklanders are encouraged to develop emergency plans for their home and business using the information in the Waitemātā Local Board ER&R Plan.

## 4 Discussion

### Hazards and risks

- 4.1 The Hazard Risk Rating Tool from the Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024–2029 introduces Auckland's hazardscape which consists of 27 hazards. The risk scores for the 27 identified hazards were calculated and their risk rated (refer Attachment 2). Seven of the 27 hazards are identified as high risk. They include earthquakes, tsunami, river flooding (catchment), widespread severe storm, human pandemic, severe thunderstorm / tornado and electricity supply failure. Being the country's main commercial hub with critical transport links, there may be impacts from major transport incidents or outages, including marine or rail incidents. During the day, the high number of workers from outside the Waitemātā area, and during the summer months from cruise ships, contribute unique challenges in an emergency. Apartment dwellers, and in particular students, experience a different set of challenges in an emergency and we recognise the Waitemātā Local Board's desire for specific advice for this group.
- 4.2 Impacts from climate change were assessed recently as part of Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan with the waterfront from Point Erin to Judges Bay, Fort Street, Beach Road, Stanley Street and The Strand found to be vulnerable to coastal inundation. Victoria Park and Coxs Creek catchments including Grey Lynn Park and Hakanoa Reserve are assessed to be vulnerable to flooding. The waterfront area is identified as exposed to coastal hazards, catchment flooding and the impacts of climate change.
- 4.3 Auckland Council's [Flood Viewer](#) tool provides valuable information to understand what areas are within the flood plains, flood prone areas, overland flow paths, and coastal inundation areas.

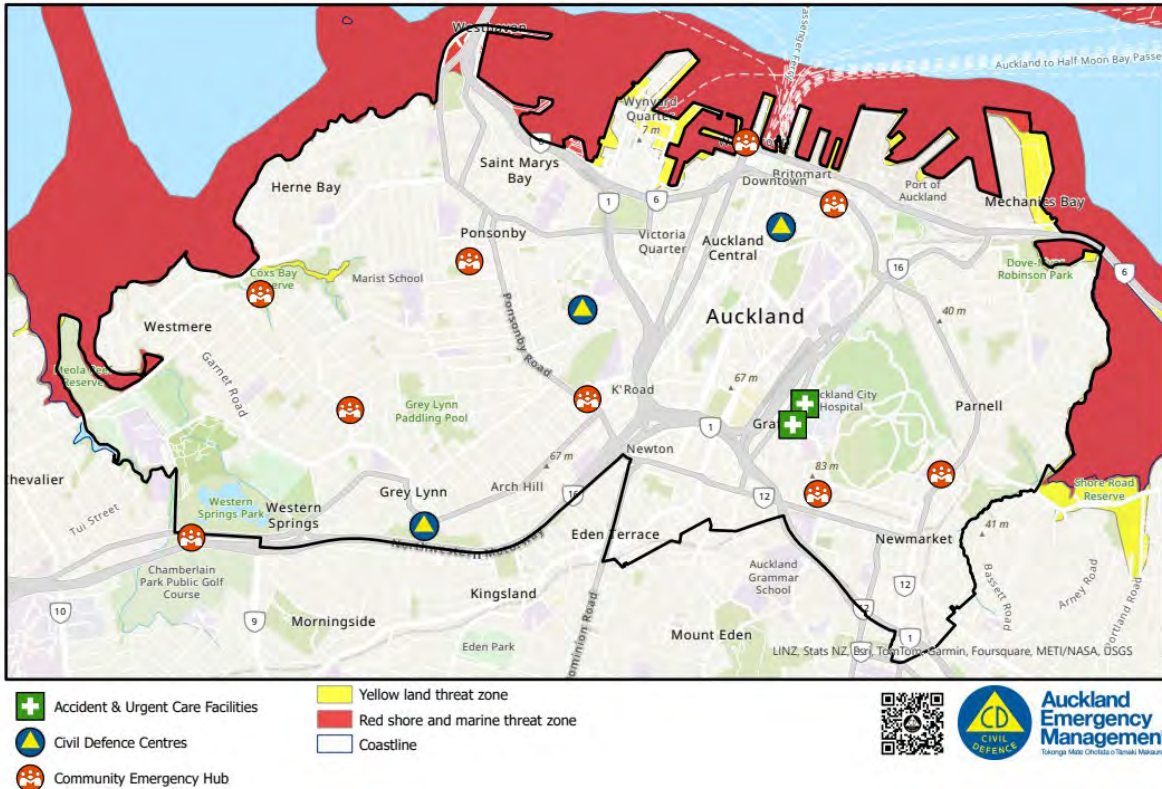
**Figure 2** Snapshot of the flood viewer tool for Waitematā Local Board area.



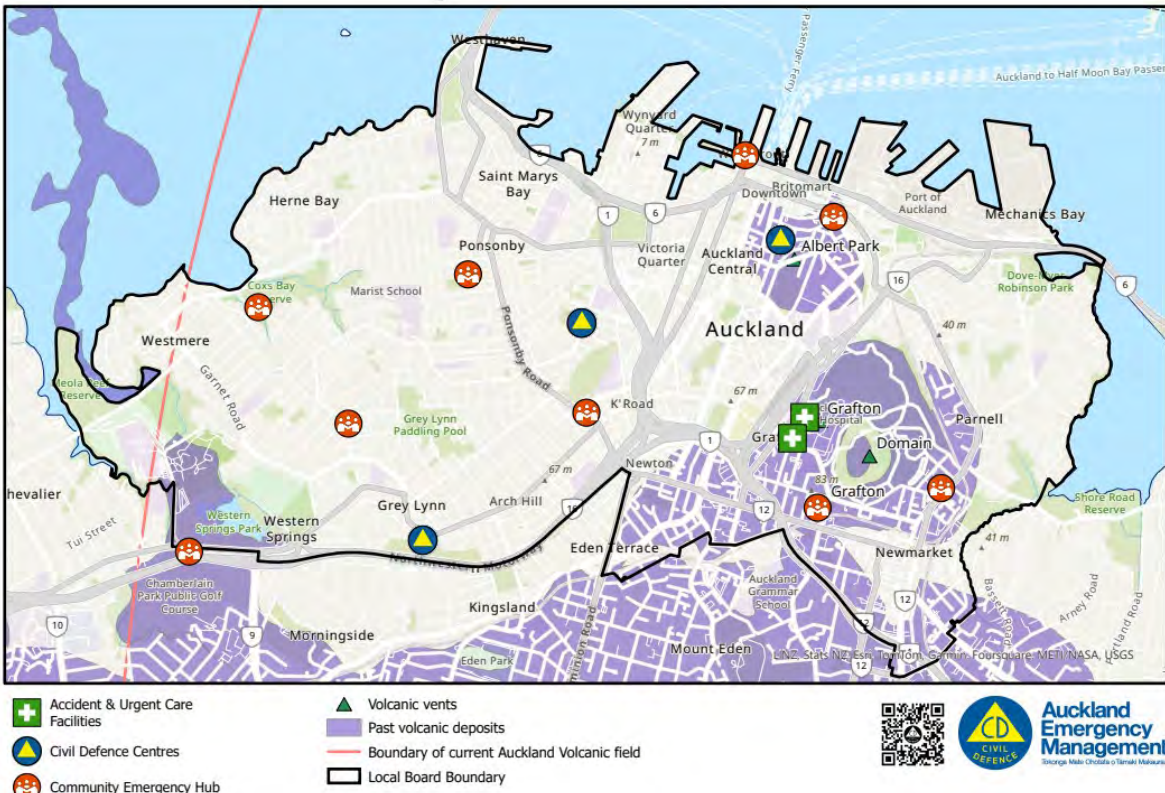
4.5 Figure 3 shows the new tsunami modelling, which was released on 1 February 2024. The new maps comprise two zones: a shore and marine threat zone (in red) and a land threat zone (in yellow). These zones reflect the National Warning Messages issued by the National Emergency Management Agency during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



**Figure 3** Tsunami Evacuation Map Waitematā Local Board area



**Figure 4** Volcanic Hazard Map, Waitematā Local Board area



**Civil Defence Centres**

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

Provisional Civil Defence Centre	Address
Ellen Melville Centre	2 Freyberg Place, Auckland Central
Freemans Bay Community Hall	52 Hepburn Street, Freemans Bay
Grey Lynn Library Hall	474 Great North Road, Grey Lynn

- 4.8 Further discussions will be required with the Business and Welfare Unit within Auckland Emergency Management along with Parks, Communities and Facilities to better understand the appropriateness of the facilities.

### Community Emergency Hubs

- 4.10 During the 2023 weather events a number of Waitematā community hubs and community groups came together to provide support and assist with the needs within the various communities of the Waitematā Local Board area. Work is underway to support these groups and establish Community Emergency Hubs across the local board areas for the main community locations of:
- Parnell – Parnell Community Hall
  - Newmarket – Outhwaite Hall
  - Grafton
  - Newton
  - Arch Hill – Studio One Toi Tu
  - Grey Lynn – Grey Lynn Community Centre
  - Western Springs – Western Springs Garden Community Hall
  - Westmere – Cox’s Bay Pavillion
  - Herne Bay
  - St Marys Bay
  - Freemans Bay
  - Ponsonby – Ponsonby Community Centre
  - City Centre - Aaiotanga Community Centre, The Maritime Room

**Figure 4:** Provisional Civil Defence Centres (CDC), Community Emergency Hubs (CEHs) & potential venues



## Community and key stakeholder feedback

4.11 As a part of developing the Waitematā ER&R Plan, there is an opportunity to engage with key community groups and entities (some of whom may have facilities), with an interest in emergency readiness and response. The following groups have been identified to provide feedback on the ER&R Plan and opportunities to support Community Emergency Hubs:

- The Village Square Trust Parnell
- Arch Hill Residents
- Grey Lynn Residents Association \ Grey Lynn 2030
- Western Bays Community Group
- Freemans Bay Residents Association
- St Marys Bay Association
- Grey Lynn and Westmere Residents Society Inc
- Auckland Central City Residents Group
- Grafton Residents' Association
- City Centre Community Network.

4.12 Feedback is similarly being sought from religious & faith-based communities including:

- St Stephen's Presbyterian Church
- Holy Trinity Parnell
- PIC Newton
- The Mahatma Gandhi Centre
- Ponsonby Mosque
- Cathedral of St Pauls and St Josephs
- St Patricks
- St Mathews In the City
- Elim Christian Centre
- Church Unlimited, and
- Auckland Chinese Presbyterian Church.

4.13. Work to support apartment dwellers, particularly around advice specific to their circumstances, is being led by the Principal Business & Partnerships, as is engagement with small to medium businesses. These opportunities were raised by the Waitemātā Local Board at Workshop One and we understand that apartment dwellers are an important part of the community of Waitemātā. Future work is planned around university students accommodated in apartments.

#### **Disaster Preparedness, Response and Recovery for Older People**

- 4.14 On 26 June 2024 the Auckland Council Community and Social Policy team tabled a report to the Planning, Environment and Parks Committee on Disaster Preparedness, Response and Recovery for Older People (Attachment C). This report was also circulated to Local Board Chairs and more recently Auckland Emergency Management. The recommendations are broad and cut across several different workstreams across both Auckland Emergency Management and Auckland Council more generally. Over the next period, the Auckland Emergency Management Planning Unit will consider the report recommendations, to see whether there is any additional information that should be included in the draft Local Board Emergency Readiness and Response Plan to provide for Seniors.
- 4.15 It should be noted that during June 2024 the Planning Unit presented to the Auckland Council Seniors Panel and the other five Demographic Advisory Panels (Ethnic, Pasifika, Youth, Disability and Rainbow). At these Panel meetings the draft Local Board Emergency Readiness and Response Plan was tabled for feedback. A discussion was also had with each Panel to seek advice on how we best assist each of these communities with emergency readiness. The feedback received will be used to refine the draft Local Board Emergency Readiness and Response Plan and will also be used to develop an emergency readiness programme specifically for seniors. This work programme is being scoped and developed by the Auckland Emergency Management Principal Business & Partnerships, and delivery will occur over FY25.

## **5 Next steps**

- 5.1 The Senior Community Planning and Readiness Advisor will request feedback from community groups on the draft ER&R Plan:
- The Village Square Trust Parnell

- Arch Hill Residents
- Grey Lynn Residents Association / Grey Lynn 2030
- Western Bays Community Group
- Freemans Bay Residents Association
- St Marys Bay Association
- Grey Lynn and Westmere Residents Society Inc
- Auckland Central City Residents Group
- Grafton Residents' Association
- City Centre Community Network
- St Stephen's Presbyterian Church,
- Holy Trinity Parnell,
- PIC Newton,
- The Mahatma Gandhi Centre,
- Ponsonby Mosque,
- Cathedral of St Pauls and St Josephs,
- St Patricks,
- St Mathews In the City,
- Elim Christian Centre,
- Church Unlimited and,
- Auckland Chinese Presbyterian Church.

5.2 The Waitemata Local Board to advise the Senior Community Planning and Readiness Advisor if they wish to prepare a Preface statement to include in the Waitematā Local Board Readiness and Response Plan.

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

## Attachments

**Attachment 1** DRAFT Local Board Readiness and Response Plan

**Attachment 2** Auckland Hazard Risk Ratings

**Attachment 3** Disaster Preparedness, Response and Recovery for Older People (26 June 2024) – A report to the Planning, Environment and Parks Committee from Auckland Council Community and Social Policy Department

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



# Waitematā Local Board Emergency Readiness and Response Plan

## Workshop 2

**Reg Phillips**

**Senior Community Planning & Readiness Advisor**

July 2024



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



# Workshop purpose

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



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# Proposed timeline for Plan development



June

## Workshop 1

Introductory workshop with Local Board

### **Purpose**

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

Jul

## Workshop 2

### **Purpose**

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

September

## Workshop 3

### **Purpose**

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

October

## Business meeting

### **Purpose**

- To adopt Readiness & Response plan.
- Commence launch and communication activities.

## Drafting of Readiness & Response Plan

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



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# Draft content – Local Board Readiness & Response Plan



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# Local Board Emergency Readiness & Response Plans - Purpose

A publicly available, community facing document that provides information on:

- how people living and working in the Local Board rohe can prepare for emergencies.
- localised procedures and advice to prepare and respond to specific hazards faced by this local board.
- what to do and where to go in an emergency response.



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

**The 4 Rs across Auckland Council**

**REDUCTION**

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

Tools, including:

- Legislative
- Non-statutory
- Communication

**RECOVERY**

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



**READINESS**

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

**RESPONSE**

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



Collaborative research forums

Consultation in related plans and strategies

Communication and public education

CDEM induction and CIMS training as required

Auckland Council Emergency Support

Recovery planning and coordination of small scale recovery

Community and business resilience

Risk assessment

Operational maintenance

Asset remediation

— mana whenua and mātāwaka — the community —

# The 4 Rs of Emergency Management



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



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Volcano Ready .....	
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# DRAFT Emergency Readiness & Response Plan - contents



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# The hierarchy of plans



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# Unique challenges of Waitematā

- Student population
- Apartment dwellers
- Hospitality centre
- Day visitors through the cruise ship terminal
- City Rail Link
- Highly urbanised – flash flooding



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# Local Board preface to ER&R Plan

- Opportunity for local board to provide a preface to the ER&R Plan
- Ownership and credibility
- Call to action
- Partnership approach with AEM



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# Hazards



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

# Hazards and risks in Tāmaki Makaurau

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



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# Specific hazards in Waitematā Local Board area



**Flooding**



**Coastal inundation  
including Tsunami**



**Thunderstorms  
Severe weather**



**Lifelines  
Infrastructure  
failures**



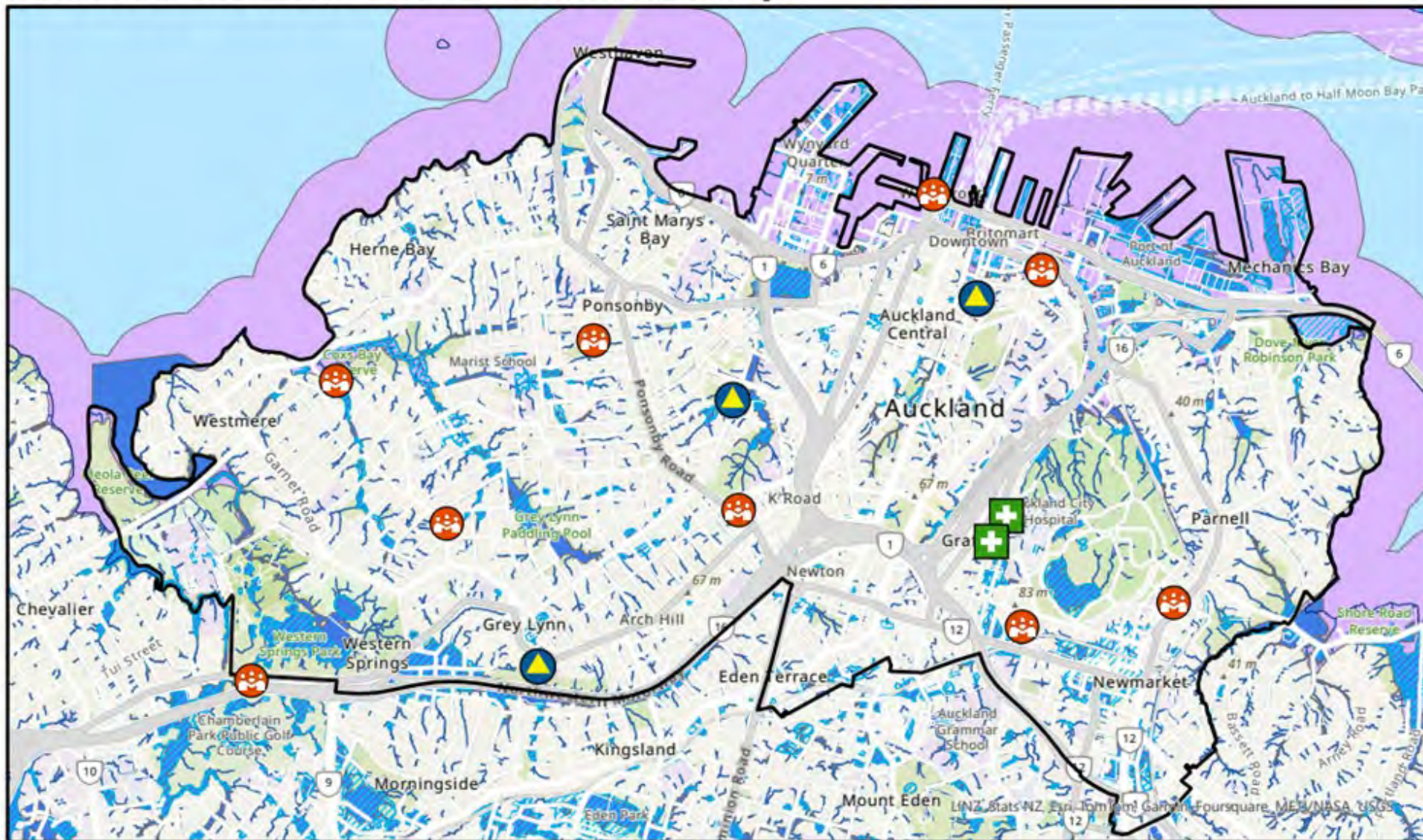
**Pandemic**






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# Waitematā Flood and Coastal Inundation Map



-  Accident & Urgent Care Facilities
-  Civil Defence Centres
-  Community Emergency Hub

-  Overland Flow Paths
-  Flood Prone Areas
-  Flood Plains
-  Coastal Inundation
-  Coastline
-  Local Board Boundary

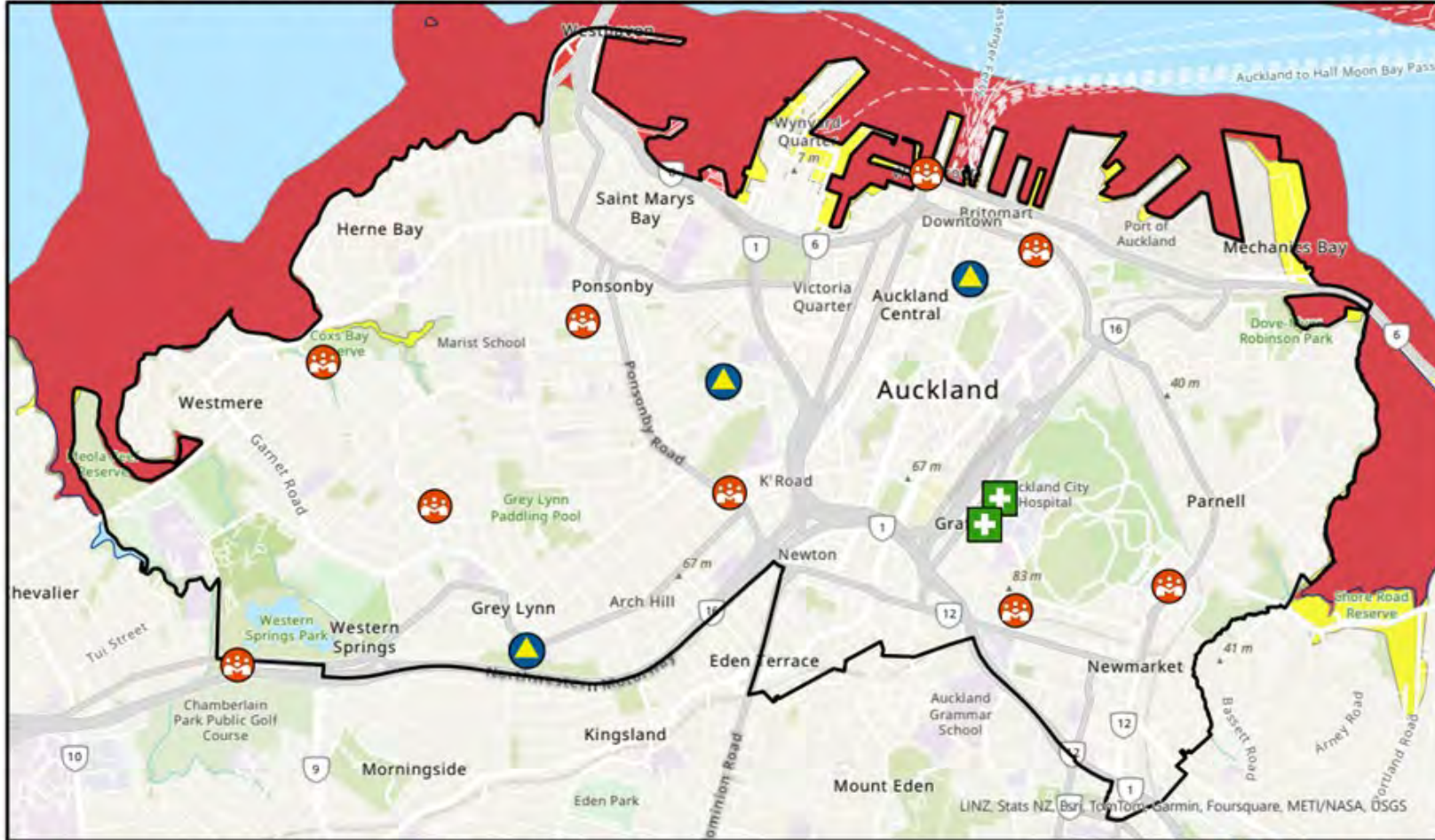


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 Whakahaere Whakaheke o Te Taupū o Auckland



# Updated tsunami modelling - Waitematā

## Waitematā Tsunami Evacuation Zone Map



- Accident & Urgent Care Facilities
- Civil Defence Centres
- Community Emergency Hub
- Yellow land threat zone
- Red shore and marine threat zone
- Coastline



Updated on 1 February 2024

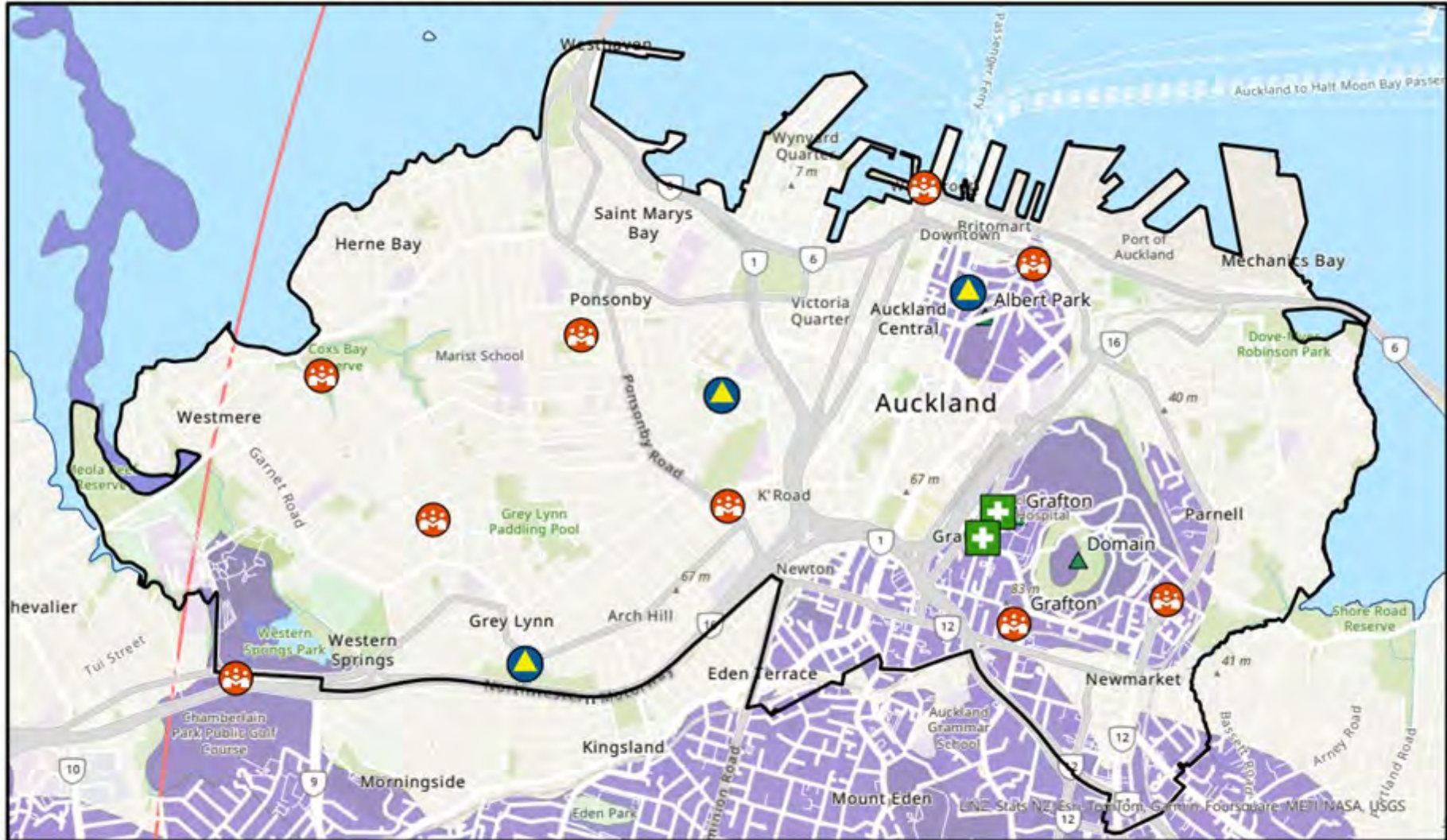
Two zones:




- Red shore and marine threat
- Yellow land threat zone





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

The new models show the area of Auckland at risk from damaging tsunami waves is less than previously expected but there are still locally identified impact areas.

# Waitematā Volcanic Hazard Map



-  Accident & Urgent Care Facilities
-  Civil Defence Centres
-  Community Emergency Hub

-  Volcanic vents
-  Past volcanic deposits
-  Boundary of current Auckland Volcanic field
-  Local Board Boundary



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# Civil Defence Centres & Community Emergency Hubs



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# Civil Defence Centres

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

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



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# Community Emergency Hubs

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



# Waitematā Local Board area

## Potential Civil Defence Centres and Community

Civil Defence Centre
Ellen Melville Centre
Freemans Bay Community Hall
Grey Lynn Library Hall

Community Emergency Hubs (* Potential)
AC Grey Lynn Community Centre
AC Ponsonby Community Centre
Aaiotanga Community Centre *
AC Studio One - Toi Tū *
AC Coxs Bay Pavilion *
Parnell Community Centre
AC Outhwaite Hall
AC Western Springs Garden Community Hall *
The Maritime Room *



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# Waitematā Local Board Civil Defence Centres and Community Emergency Hubs



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# Engagement with community resilience groups



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# Engagement on Local Board ER&R Plan

- Senior Community and Readiness Advisor will seek feedback from the following targeted, key community groups through the development of the Local Board Emergency Readiness & Response Plan.
  - The Village Square Trust Parnell
  - Arch Hill Residents
  - Grey Lynn Residents Association \ Grey Lynn 2030
  - Western Bays Community Group
  - Freemans Bay Residents Association
  - St Marys Bay Association
  - Grey Lynn and Westmere Residents Society Inc
  - Auckland Central City Residents Group
  - Grafton Residents' Association
  - City Centre Community Network
  - Other suggestions from Local Board
  - St Stephen's Presbyterian Church
  - Holy Trinity Parnell
  - PIC Newton
  - The Mahatma Gandhi Centre
  - Ponsonby Mosque
  - Cathedral of St Pauls and St Josephs
  - St Patricks
  - St Mathews In the City
  - Elim Christian Centre
  - Church Unlimited and
  - Auckland Chinese Presbyterian Church.
- Community feedback will be presented at workshop in September.
- Auckland Emergency Management have presented the ER&R Plan template to the Auckland Council Ethnic, Pacific, Disability, Youth, Senior and Rainbow diversity panels; feedback is now being collated



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# Disaster Preparedness, Response and Recovery for Older People

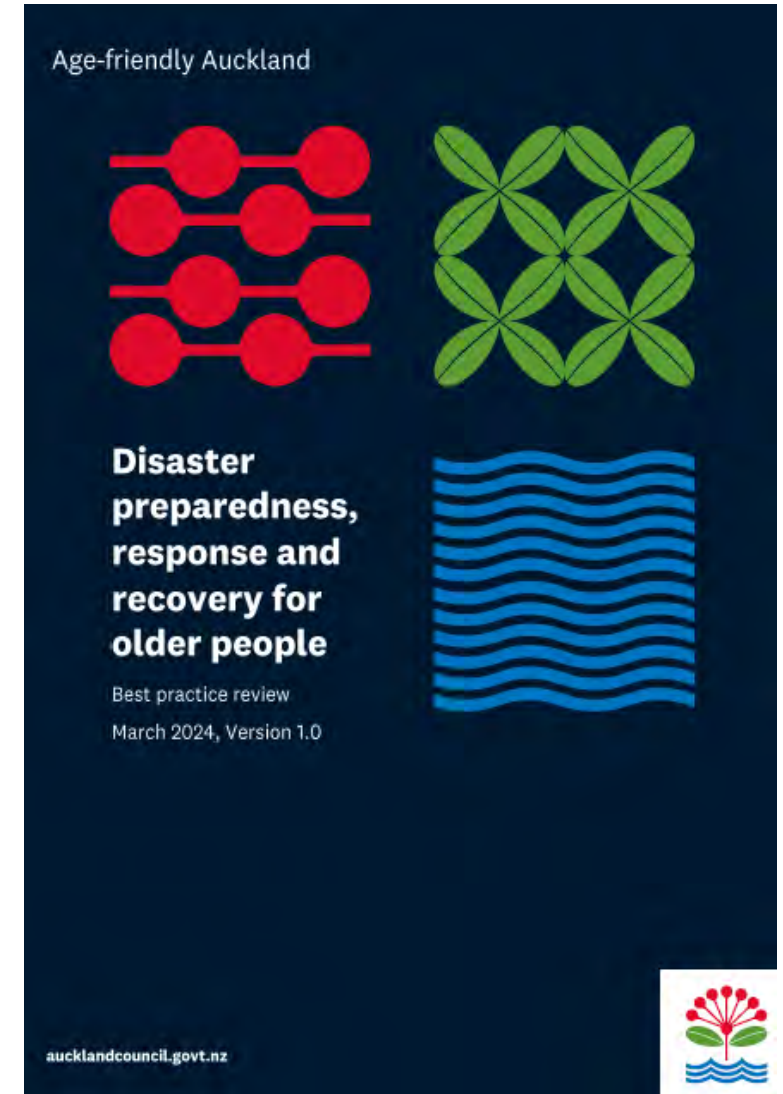


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# Disaster Preparedness, Response and Recovery for Older People

- On 26 June, the Planning, Environment and Parks Committee received a report on Disaster Preparedness, Response and Recovery for Older People.
- Relevant information from this report to be considered by AEM for Local Board Emergency Readiness and Response Plans.
- Feedback being sought from Demographic Advisory Panels (including Seniors) on the Local Board Emergency Readiness and Response Plans.





# Next steps



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# Next steps:

Senior Community Planning and Readiness Advisor to:

- Seek feedback from key nominated community resilience groups on the DRAFT Emergency Readiness & Response Plan.
- Waitematā Local Board to confirm if they want to write a preface for the front of the document
- Present the final draft Waitematā Emergency Readiness and Response Plan at a workshop three in August, together with feedback from nominated community resilience groups and Auckland Council diversity panels.



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# Patai \ Questions?



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# DRAFT Waitematā Local Board Emergency Readiness and Response Plan

He Tāpui Tāngata Hei Āhuru Mōwai Mo Tāmaki Makaurau

**Working Together To Build A Resilient Auckland**

June 2024, Version 3.0



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# Key contacts & emergency information

**Dial 111 for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.**

**\*If you have difficulty hearing or talking on the phone, register to use '111 TXT', the emergency texting service at <https://www.police.govt.nz/111-txt/how-register-111-txt>.**

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

## Auckland Emergency Management

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

## Kāinga Ora Contact

Dial 0800 801 601	Kāinga Ora <a href="https://kaingaora.govt.nz/en/NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/">https://kaingaora.govt.nz/en/NZ/tenants-and-communities/our-tenants-health-and-safety/emergency-and-disaster-preparedness/</a>
-------------------	---

## Radio Stations (for emergency information)

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

### For older persons or people with disabilities

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

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

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

## Other Non-Mainstream Radios List for Information

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



## Accident and urgent care clinics in the area

Waitematā Local Board:

- \*to be populated

Neighboring Urgent Care Clinics to Waitematā

- \*to be populated

## To report a problem

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

### Electricity and gas

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

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

### Flooding

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

### Water supply and wastewater

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

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

### Roads

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

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

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

## If you need to evacuate

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

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

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

Name	Address	Services Provided & Accessibility
Ellen Melville Centre	2 Freyberg Place, Auckland Central	Shelter, food, accessible toilet, wheelchair friendly
Freemans Bay Community Hall	52 Hepburn Street, Freemans Bay	Shelter, food, accessible toilet, wheelchair friendly
Grey Lynn Library Hall	474 Great North Road, Grey Lynn	Shelter, food, accessible toilet, wheelchair friendly

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

Before you go to a Community Emergency Hub centre, please call them or check their social media to see if they are open.

Name	Location/Social Media

\*image placeholder

## Summary

Some of the hazards that have been identified most likely to impact the Waitemata Local Board based on past events and data modelling are urban flash and surface flooding, coastal inundation and storm surge, severe thunderstorms/tornadoes, and transport accidents including at the port. Waitemata Local Board has many urbanized overland flow paths and flood prone areas that are sensitive to intense rainfall events. The Viaduct Harbour and Ports of Auckland areas are also vulnerable to storm surge events and, to a lesser extent, tsunamis. Like most of central Auckland, our communities lie within the Auckland Volcanic Field and are at risk of future volcanic eruptions. Being the country's main commercial hub with critical transport links, we may also be impacted by major transport incidents or outages, including marine incidents or other lifelines infrastructure outages, including those originating from outside our area.

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

Click on the below photo to 'Get Ready' and the caption for 'Hazard Factsheet' information:



[Hazard Factsheet:  
Flooding](#)



[Hazard Factsheet:  
Volcano Eruption](#)



[Hazard Factsheet:  
Tsunami](#)



[Hazard Factsheet:  
Earthquakes](#)



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

[Hazard Factsheet:  
Severe Storms](#)

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





## Know your neighbours

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

### Volunteering – Community Emergency Hubs






#### Interested in volunteering during an emergency?

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



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## Top tips to get ready for an emergency

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

\*mini diagrams to be added for each top tip

## Steps to take in an emergency

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

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

### If you are safe at home

→ Stay at home.

→ Use your emergency supplies.

→ Stay informed through official sources:

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

→ Check in on neighbours and others nearby.

→ Stay connected to your whānau/family and friends.

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

### If you are unsafe at home

→ Take your Grab Bag.

→ Use your evacuation routes.

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



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

# MAKE A PLAN



**GET READY**

.govt.nz

## MY HOUSEHOLD PLAN

### Your household members details

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

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

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

### IF WE CAN'T GET HOME

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

Add an address and instructions:

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

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

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

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

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

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

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

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

Radio station/websites/social media:

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

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

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

---

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

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

Emergency Services

111

Name:

Telephone Number:

---

### IF WE ARE STUCK AT HOME

Do we have emergency supplies? Food and drink for three days or more (for everyone including babies and pets)? Torches and radio with batteries?

First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark. Do we know how to turn off water, power and gas.

Make detailed notes on where these items are stored:

Details on how to turn the water and gas off:

---

### IF WE HAVE NO POWER

How will we cook, stay warm, see at night? Do we have spare cash in case ATMs are not working? Do we have enough fuel in case petrol pumps are not working?

Make notes on what you and your family need to do:

---

### IF WE HAVE NO WATER

Do we have enough drinking water (3 litres per person per day for 3 days or more), change every 12 months. What will we cook and clean with? What will we use for a toilet?

What will you do? How have you prepared?

---

### IF WE HAVE TO LEAVE IN A HURRY

Do we have Getaway Kits\* for everyone? At home, at work, in the car?

\* A small bag with warm clothes, torch, radio, first aid kit, snack food and water, to get you to your safe place.

Detail where you have stored your getaway kits:

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# Introduction

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

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

As elsewhere in New Zealand, Tāmaki Makaurau is exposed to numerous potential hazards. A hazard is something that may cause, or contribute substantially, to an emergency. A hazard has the potential to adversely affect people, property, the economy, the environment, or other assets that we value with the risk assessed based on the likelihood of occurrence and the resulting impact.

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

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

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

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

## The Waitematā area / community

Waitematā Local Board includes the city centre and fringe retail and commercial areas (including Newmarket) and the inner-city residential suburbs. Waitematā Local Board includes Westmere, Grey Lynn, Herne Bay, Ponsonby, Arch Hill, St Marys Bay, Freemans Bay, Newton, Eden Terrace, City Centre, Grafton, Newmarket and Parnell.

Te pokapū tāone o Tāmaki, Auckland's city centre, is the geographic and economic centre of the region. It is home to some of the densest residential neighbourhoods, two of New Zealand's biggest universities and a number of significant cultural and arts institutions. Contributing, over seven per cent of the country's GDP, the city centre plays a critical role in the success of both Tāmaki Makaurau and Aotearoa. The city centre covers an extensive area between the motorway ring of the Central Motorway junction and the waterfront between Westhaven in the west and Ports of Auckland in the east and falls within the Waitematā Local Board area.

Midtown is the heart of Auckland's city centre and is home to some of Auckland's most important cultural institutions and landmarks. It's home to a growing residential neighbourhood, where performing arts, civic, cultural, education and commercial activities meet.

Compared to Auckland as a whole, the high proportion of apartment dwellers and day visitors from the cruise ship terminal, mean Waitematā faces unique challenges in an emergency.

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

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



- 82,866 residents
- 10.2 per cent are under 15 years of age (compared to 20 per cent of the Auckland region population)
- 6.4 per cent 65 years or older (compared to 12 per cent of the Auckland region population)
- 60.3 per cent identify as European (compared to 53 per cent of the Auckland region population)
- 6.1 per cent identify as Māori (compared to 11 per cent of the Auckland region population)
- 6.9 per cent identify as Pacific Peoples (compared to 15 per cent of the Auckland region population)
- 20.6 per cent identify as Asian (compared to 28 per cent of the Auckland region population)<sup>2</sup>
- 10.1 per cent identify as Middle Eastern/Latin American/African and 'Other' (compared to 5 percent of the Auckland Region)
- Around 46,000 of residents work in Waitemātā, while about 100,000 people from around Auckland travel into Waitemātā every day to work.

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

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

- Urban flash flooding
- severe storms, thunderstorms and tornadoes
- coastal inundation
- tsunami
- marine and transportation accidents and or outages.

As well as being much loved spaces for both our residents and visitors, Pukekawa / Auckland Domain and Albert Park are volcanoes and evidence of our board area's volcanic past. Another old volcanic cone in Grafton is now covered by urbanisation. Being home to the largest commercial centre in the country, the Waitemātā local board area also contains critical transportation hubs as well as the Ports of Auckland. It is the gateway for thousands of annual visitors arriving by cruise ship. This makes the area more vulnerable than other parts of the region to marine and transportation accidents, and events such as power or other lifeline service outages that might occur outside of the local board area. We have also seen the impact that national events such as pandemics have had on our business community and residents.

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

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

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

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

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



## The role of Auckland Emergency Management (AEM)

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

The aim of Auckland Emergency Management is to:

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

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



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

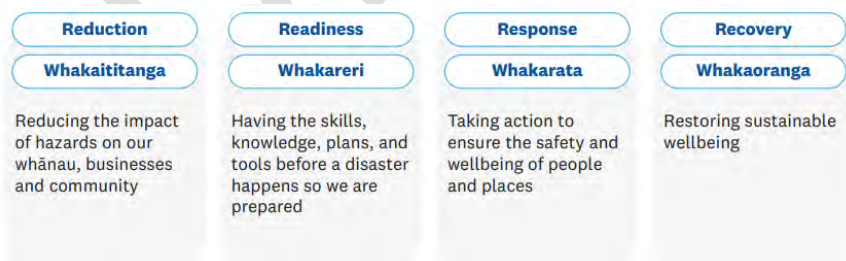


Figure 1 - Diagram of 4R's of the emergency management framework

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

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

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



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

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

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

## The role of mana whenua and marae

An emergency situation occurs in a geographical area and sometimes in a specific location or place. Mana whenua hold mātauranga mai rā anō or the traditional and historical lived-experience and knowledge of an area, place or space.

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

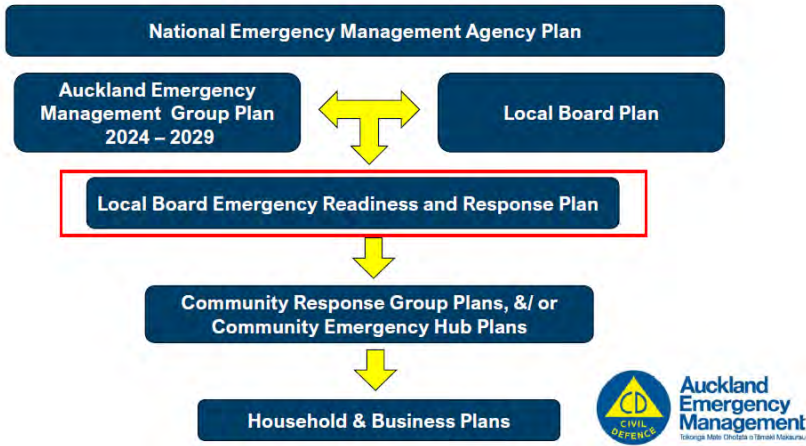
Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi focused on building community resilience and their contribution to emergency management.

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

## Emergency management plans

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

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



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

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



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

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

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

### The Local Board Plan

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

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

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

### The Local Board Emergency Readiness and Response Plan

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

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the local board, individuals and communities across the four R’s of emergency management (e.g. Reduction, Readiness, Response and Recovery).

## Community Response Group Plan and Community Hub Plans

The purpose of a Community Response Plan is to:

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



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

## Household (or Business) Plan

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



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

[\\*insert photo of family making a plan](#)

DRAFT

# 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?

Commented [AW1]: Reference to D-T

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

# Readiness

## What is readiness?

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

Being emergency ready includes:

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

## Why is readiness important?

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

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

## Roles in readiness – Who does what?

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

## How to be ready for an emergency

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

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

### Know your hazards



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

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

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



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

### Create a Household Plan



**Develop a Household Plan for your whānau using a template**



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

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



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

Having a plan helps make the actual emergency situation much less stressful for everyone and is particularly beneficial for children and family members as it encourages talking in an honest, practical and calm way about:

- what might happen in an emergency
- what you can do to keep safe
- what your plan is if you can't get to your whare/home.

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

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



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

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

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



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

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

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



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



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

Consider an early evacuation of pets and other animals. Waiting to evacuate animals until the last minute can be fatal for them and dangerous for you.

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



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

**Plan your evacuation routes**



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

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

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



### Practise your tsunami hikoi

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

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



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

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



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

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



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

#### Keep emergency supplies



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

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



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

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

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

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

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

insert photo of emergency supply kits

### How to store water for emergencies



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

### Keep spare cash



**Have cash available**

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

## Check your insurance



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

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

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

## Prepare a Grab Bag in case you have to evacuate



**Make a Grab Bag**



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

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

Items recommended for including in the Grab Bag are:

**\*Insert grab bag photo**

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

**\*If you have asthma or a respiratory disorder, make sure your Grab Bag has masks and any medication required (emergencies like a volcanic eruption and an earthquake can make it harder to breathe).**

Grab bags can and should be tailored to you and your whānau/family's needs, for children – you might want to pack a toy, book or something to keep them entertained. But remember you might need to evacuate on foot and carry your grab bag for a distance, so don't make it too heavy. Torch, battery radio and first aid kit could be per household, rather than for each grab bag. Remember, you don't need extra supplies of each item... we understand it can be expensive, so let's get creative:

- When you evacuate, put on your trainers or walking shoes.
- Old warm clothes or blankets you are bringing to the charity shop or putting in the bin – chuck them in your grab bag or in the back of your car.
- Some items you may still need to buy, but we don't need to buy it all at once. How about putting aside \$10 a week for a few weeks to build up your spare cash? Or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in the grab bag.
- Use your car radio or check if your neighbours have a radio where you can get key updates.



### Keep some essential supplies in your car

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

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

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

## Know your neighbours

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

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

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



Figure 3 Rowan Reserve, Three Kings

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

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

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

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

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



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

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

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

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations).
- what hazards are a biggest risks for the community, and what areas are particularly vulnerable.

- how you can support your community for three days without government help (food and shelter).
- how will you communicate with each other (remembering that there may be power outages).
- who in your community may need more support in an emergency (e.g. culturally and linguistically diverse (CALD), tourists, babies/children, older people, people with disabilities).

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

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



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

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

## How to be ready for specific hazards / emergencies

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

### Being ready for a major storm and flood



- ✓ Go to [Flood Viewer](#) to understand how flooding might impact your area and how to stay safe during floods.
- ✓ Take photos of your rooms and outdoor areas, for insurance purposes.
- ✓ Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Use watertight containers to store important items.

- ✓ Lift curtains, rugs and bedding off the floor.
- ✓ Bring inside or tie down anything that can be broken or picked up by strong winds or floods, such as outdoor furniture. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- ✓ Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- ✓ Remove any debris or loose items from around your property. Branches, firewood and loose items may become dangerous in strong winds or cause blockages if your property may flood.
- ✓ Move vehicles to higher ground.
- ✓ Moor boats securely or move to a designated safe location.
- ✓ Use rope or chain to secure boat trailers. Use tie-downs to anchor a trailer to the ground or to a building.
- ✓ If choosing to use sandbags to keep water away from your house or other buildings. Sandbags can be used to divert water away from your house, place of work or other buildings. Sandbags and fill material are available from retail hardware stores such as Bunnings or Mitre 10. They can be used to block doorways, drains, and other

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

## Sandbags



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

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

### Filling the bags

- Fill bags with sand or any other fine material. Don't use gravel or rocky soils as they will let the water through.
- It's easiest if two people are involved - one to hold the bag and the

other to shovel the sand in.

- Only fill bags to half or two-thirds full. This gives the sand room to expand as it absorbs the water.
- Don't tie or seal the bag when you put it in place, fold the flap into a triangle and tuck it under the bag.

### Placing the bags

- Clear any debris from the area where the bags will be placed.
- If you can, put a large sheet of heavy-duty waterproof plastic between the sandbags and the building or surface.
- Place your first row of sandbags lengthwise and flat to the ground, butting each end to the next, folding the open end of the sandbag underneath.
- Place bags in layers like a brick wall overlapping each row. Place the second row of sandbags on top of staggering the joints.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- Sandbags can be placed to a height of three layers. If further height is required, place sandbags behind to add strength to building the wall of sandbags.

### Disposing of the bags

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



## Being ready for an earthquake

Get your home ready for an earthquake by:

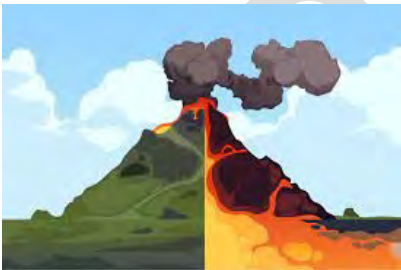
- ✓ sticking items onto shelves with museum wax or BlueTack
- ✓ strengthening materials used for hanging pictures/photo frames
- ✓ putting restraints on TVs and heavy furniture.



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

- somewhere close to you of no more than a few steps away to avoid injury from flying debris
  - under a strong table with legs that you can hold on to (so it doesn't move)
  - away from windows that can shatter causing injury
  - away from tall furniture that can fall on you
  - not in a doorway noting that most doorways are not stronger than any other parts of a building and swinging doors can cause injury.
- ✓ Practise the Drop, Cover and Hold exercise at least twice a year so you know what to do when an earthquake happens. A good time to do this practice is when the clocks change and by taking part in the national Aotearoa New Zealand ShakeOut exercise/event.

## Being ready for a volcano eruption



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

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

## Being ready for a wildfire

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

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

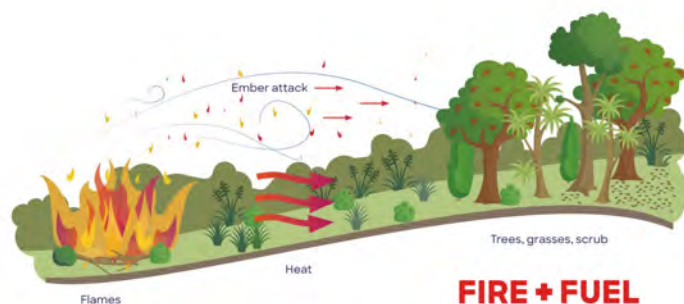


Figure 4 - Diagram demonstrating how fires grow and spread

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

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

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

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

- ✓ Make a plan with whānau/family and friends that includes:
  - who will help with food and supplies if you and your household are ill
  - who will look after your extended whānau/family if they don't live nearby (for example, who could deliver groceries or meals to sick whānau/family members)
  - who would look after your children/dependents if they need to stay at your home/whare and you must go to work
  - how to check on friends, family and neighbours who might need help.
- ✓ Think about whether you could work from your home/whare and what you would need to do this.
- ✓ Have key contact numbers in a place that is easy to find (such as on the fridge door) including:
  - the people living nearby who you could call if you needed help
  - your local doctor or health clinic/provider
  - HealthLine (freephone: 0800 611 116)
  - your workplace.
- ✓ Keep first aid kits up to date.

- ✓ Have a supply of food and drinks to last for at least a week including long-lasting foods in cans, packets, and dried foods.
- ✓ Have a supply of masks to help stop the spread of germs.
- ✓ Have tissues and plastic bags available for used tissues.
- ✓ Think about things to do, if you and your whānau/family have to stay at your home/whare for more than a week (e.g. books, games and streaming services).

Insert a readiness photo

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# Response

## What is response?

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

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

## Why is response important?

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

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

## Roles in response – Who does what?

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

## Steps to take in an emergency

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

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

## If you are safe at home

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

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

## If you are unsafe at home

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

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



## Stay informed before, during and after an emergency

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

Local radio stations to listen to during an emergency include:

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



## Online sites for information

### Auckland Emergency Management official channels

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



## National updates

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

## Other channels

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

## Emergency Mobile Alerts (EMAs)

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

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

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

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

## Weather information - Met Service / Te Ratonga Tiorangi

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

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



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

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

### Yellow Watch



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

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

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

#### Orange Warning - take action



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

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



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

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

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

## How to evacuate and where to go

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

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

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

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

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

**Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whānau.**

**Otherwise, go to your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open.**

\*Insert CDC/CEH Map

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

**Community Emergency Hubs (CEH)**

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

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

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

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



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

**Community Emergency Hubs in and around the Waitematā area**

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

Location	Services provided	Accessibility

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

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

**\*XXX – to be populated**



## Marae

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

## Civil Defence Centres (CDCs)

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

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

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

### Civil Defence Centres in and around the Waitematā area

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

Location	Services provided	Services provided and accessibility
Ellen Melville Centre	<ul style="list-style-type: none"><li>• 2 Freyberg Place, Auckland Central</li></ul>	Shelter, food, accessible toilet, wheelchair friendly
Freemans Bay Community Hall	<ul style="list-style-type: none"><li>• 52 Hepburn Street, Freemans Bay</li></ul>	Shelter, food, accessible toilet, wheelchair friendly
Grey Lynn Library Hall	<ul style="list-style-type: none"><li>• 474 Great North Road, Grey Lynn</li></ul>	Shelter, food, accessible toilet, wheelchair friendly

\*insert photo of family going to CDC

## Interested in volunteering in an emergency?

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

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

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

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

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

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

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

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

**Student Volunteer Army volunteers** shift between local need and global outlook and make tangible differences in the world every day – whether it's simply mowing a neighbour's lawn or taking action to reverse the effects of climate change. Through our work in crises across Aotearoa over the last decade, they have evolved to become leaders of second wave crisis response, helping communities recover after disaster.

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



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

# Recovery

## What is recovery?

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

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

Recovery should:

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

## Why is recovery important?

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

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

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

## Roles in recovery – Who does what?

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

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

## Stay Informed

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

## Medical help and advice

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

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

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

Looking after your mental wellbeing is important - it's normal for you and your whānau to be upset and to feel drained during and after emergencies.

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

## Housing assistance

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

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

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

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

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

## Financial assistance

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

## Insurance

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

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

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

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

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

## To report a problem

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

### Electricity and gas

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

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

You can also report outages to your own electricity provider.

### Flooding

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

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

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

### Water and wastewater

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

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

\*insert emergency toilet image

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

### Roads

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

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

### Security and crime

**DO NOT put yourself in harm's way**

Unfortunately, emergency situations can also prompt criminal activity.

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

## Disposal of waste

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

Debris and damaged items from an emergency event that needs to be disposed of can be taken to the closest waste transfer station in Auckland. For the Waitemata area, this is the Pikes Point Transfer Station at 81 Captain Springs Road, Onehunga, and Waitakere Refuse and Recycling Transfer Station at 50 The Concourse, Henderson.

\*insert community resilience photo

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# Appendix 1 - Useful Links

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

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

## Reduction

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

## Readiness

### Home Ready (Grab Bags, household plans, essential supplies)

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

## Community Ready



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

#### **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.ivhnh.org/ash-protection>
- Protect yourself from breathing volcanic ash <https://www.ivhnh.org/ash-protection>

#### **Response**

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

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

### Volunteer Organisations

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

### Recovery

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

- Toka Tū Ake EQC Factsheets <https://www.eqc.govt.nz/our-publications/information-about-egcover-claims-for-storm-flood-and-landslip-damage/>
- Localised <https://localised.nz/our-enterprises/wairau-zero-waste-hub>

### Emergency Services

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

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

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# MAKE A PLAN



**GET READY**  
.govt.nz

## MY HOUSEHOLD PLAN

### Your household members details

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

### IF WE CAN'T GET HOME

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

Add an address and instructions:

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

Name:	Telephone Number:
Name:	Telephone Number:

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

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

Name:	Telephone Number:
Name:	Telephone Number:

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

Radio station/websites/social media:

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

Name:	Telephone Number:
Name:	Telephone Number:

---

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

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

Emergency Services

111

Name:

Telephone Number:

---

### IF WE ARE STUCK AT HOME

Do we have emergency supplies? Food and drink for three days or more (for everyone including babies and pets)? Torches and radio with batteries? First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark. Do we know how to turn off water, power and gas.

Make detailed notes on where these items are stored:

Details on how to turn the water and gas off:

---

### IF WE HAVE NO POWER

How will we cook, stay warm, see at night? Do we have spare cash in case ATMs are not working? Do we have enough fuel in case petrol pumps are not working?

Make notes on what you and your family need to do:

---

### IF WE HAVE NO WATER

Do we have enough drinking water (3 litres per person per day for 3 days or more), change every 12 months. What will we cook and clean with? What will we use for a toilet?

What will you do? How have you prepared?

---

### IF WE HAVE TO LEAVE IN A HURRY

Do we have Getaway Kits\* for everyone? At home, at work, in the car?  
\* A small bag with warm clothes, torch, radio, first aid kit, snack food and water, to get you to your safe place.

Detail where you have stored your getaway kits:

## Appendix 3 - Hazard Factsheets

### Hazard Factsheet: Electricity Outage

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

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

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

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

#### Food illness and prevention

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

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

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

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

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

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

#### Heating, lighting and cooking

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

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

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

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

#### Electric Hot Water

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

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## Hazard Factsheet: Flooding

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

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

Flash floods and floods in general are dangerous when:

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

Go to Auckland Council  
Flood Viewer to see  
impacts near you



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

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



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

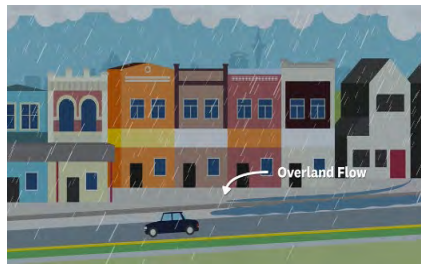
Flood prone areas can occur naturally in the landscape or be created by man-made features (such as roads and railway embankments).

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

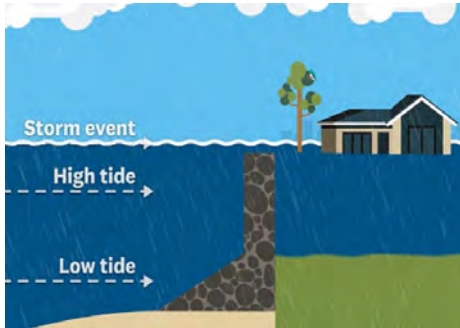
**Overland flow** paths are where the route water will naturally take across the ground during heavy rain when the stormwater network is at capacity (or where there is no stormwater network).

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

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







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

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

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

High tides can cause flood waters to encroach further inland.

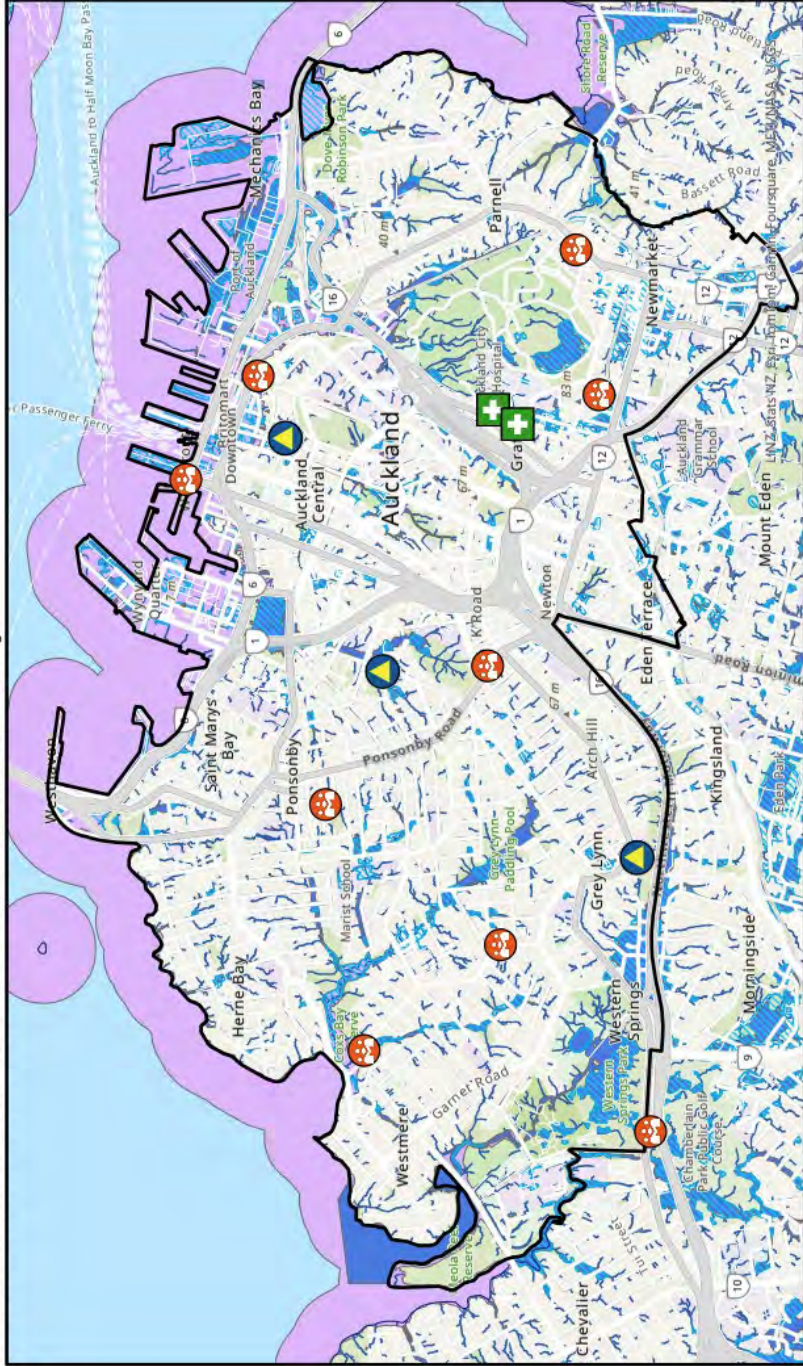
Coastal inundation and storm surge can cause scouring and erosion of landforms at the coast. Tāmaki Makaurau's coastal cliffs are especially susceptible to erosion by both coastal inundation and severe storms. This in turn can lead to landslides and instability.

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

### During a flood

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

# Waitematā Flood and Coastal Inundation Map



-  Accident & Urgent Care Facilities
-  Civil Defence Centres
-  Community Emergency Hub
-  Overland Flow Paths
-  Flood Prone Areas
-  Flood Plains
-  Coastal Inundation
-  Coastline
-  Local Board Boundary



**Auckland Emergency Management**  
 Through Mutual Support, We Make a Difference

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## Hazard Factsheet: Severe Storms

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

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

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

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

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

### During a storm

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

inset photo of storm

## Hazard Factsheet: Thunderstorms and Tornadoes

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Hazard Factsheet: Landslides

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

Investigate the risk of a landslide by doing the following:

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

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

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

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

### If a landslide does occur:

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

inset photo of landslide

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## Hazard Factsheet: Volcano Eruption

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

The Auckland Volcanic Field contains 53 known volcanic centres.

In the Waitemātā area there are the following volcanoes as shown on the map below: Pukekawa / Auckland Domain, Albert Park and Grafton volcano.

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

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

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

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

### If ash fall is forecasted

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

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

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

### During ash fall

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

### Protecting your health

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

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



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

### **Protecting vehicles**

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

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

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

**Insert volcano map**

Volcanic vents show the known locations centres of currently identified Auckland Volcanic Field eruptions .

Existing volcanic deposits show the current mapped extent of the rocks, thick ash and lava flows associated with the vents of the Auckland Volcanic Field.

Current Auckland Volcanic Field boundary shows the current extent of eruption sites, and marks the area where scientists believe the next eruption within the Auckland Volcanic Field is most likely to occur.

5 km buffer of Auckland Volcanic Field boundary takes into account the uncertainty around the extent of the Auckland Volcanic Field.

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## Hazard Factsheet: Earthquakes

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

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

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



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

### During an earthquake

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

**Do not stand in a doorway.**

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

### Drop, Cover, Hold:

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

When in bed, stay, cover and hold.

When in a car, pull over and wait.

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

### After an earthquake

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

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

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## Hazard Factsheet: Tsunami

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

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

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

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

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

**FEEL** a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more.

**SEE** a sudden rise or fall in water level.

**HEAR** loud and unusual noises from the water.

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

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

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

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

**Tsunami dangers for boats include:**

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

**Know your tsunami evacuation zones**

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

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

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

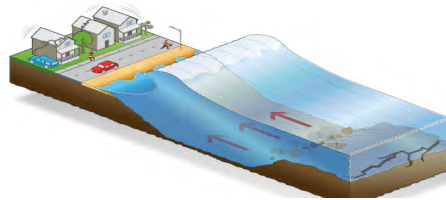


Figure 9 - Diagram showing as a tsunami wave travels into shallower ocean it grows in height

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

**Red** is a shore and marine threat zone: This includes the shore and adjacent low-lying areas most likely to be affected by a tsunami. You should avoid this area following any tsunami alert for the Auckland region until you are told it is safe to return.

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

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

[Insert tsunami map](#)

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## Hazard Factsheet: Wildfires

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

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

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

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

If a wildfire is in the area of your property:

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

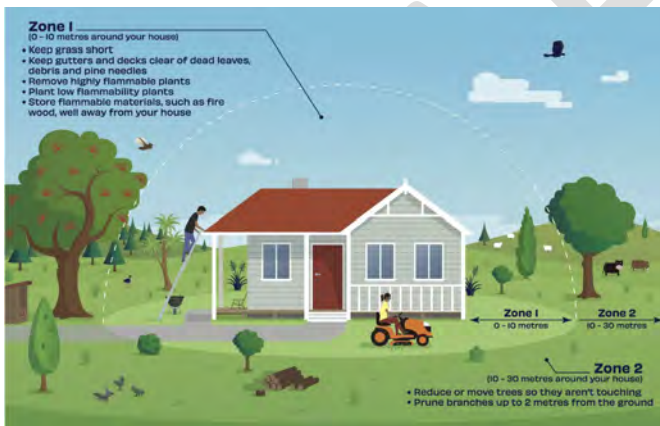


Figure 10 - Diagram shows how to manage vegetation and fuel sources in Zone 2 (10-30m) around your house and other structures.

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

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

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



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

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

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

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

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

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

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

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

### During an outbreak, epidemic or pandemic

Hygiene – keeping clean:

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

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



## Memorandum

26 June 2024

**To:** Planning, Environment and Parks Committee  
Local Board Chairs

**Subject:** Disaster preparedness, response and recovery for older people

**From:** Liz Civil, Senior Policy Manager, Community and Social Policy

**Contact information:** Joanna Maskell, Principal Policy Advisor, Community and Social Policy  
[joanna.maskell@aucklandcouncil.govt.nz](mailto:joanna.maskell@aucklandcouncil.govt.nz)

## Purpose

1. To provide key findings from a literature review of best practice guidance on disaster preparedness, response and recovery for older people

## Summary

2. In 2023/2024 staff reviewed best practice literature on disaster preparedness, response and recovery for older people and interviewed emergency management and age-friendly experts from local government across New Zealand.
3. The review was in response to a resolution of the Planning, Environment and Parks Committee in October 2023 that staff investigate best practice regarding flood preparedness for older people.
4. The review found that emergency management responses must address the needs of older people as they can be disproportionately impacted by disaster events.
5. The review identified seven best practice-informed opportunities for how Auckland Council, aged sector organisations and community groups can better support older people to prepare for, respond to and recover from disasters.
6. The review will be shared with Auckland Emergency Management, the Recovery Office, Office for Seniors and other interested stakeholders.

## Context

7. The Age-friendly Auckland Action Plan is a region-wide cross sector plan to improve the wellbeing of older Aucklanders.
8. In view of the severe weather events of 2023, as part of the Age-friendly Auckland Annual Report 2023 Te Rōpū Whakamana ki te Ao (Age-friendly Auckland implementation group) recommended a best practice review of flood preparedness and response for older people.
9. In October 2023, the Planning, Environment and Parks Committee passed resolution PEPCC/2023/129 endorsing the Age-friendly Auckland Annual Report's recommendation that staff investigate best practice regarding flood preparedness for older people.

## Discussion

### Emergency management responses must address the needs of older people

10. Older people are more vulnerable to the impacts of natural disasters and experience increased risk factors like health and mobility issues, social isolation and financial insecurity that make responding to and recovering from disasters challenging.
11. The best practice review revealed three key findings for supporting older people to prepare for, respond to and recover from disasters:
  - Older peoples' voices should be included in emergency management plans and initiatives to ensure their needs are met in emergency settings.
  - Emergency management agencies should partner with aged sector organisations and community groups to deliver successful outcomes for older people.
  - Emergency management agencies should connect older people with disaster preparedness, response and recovery resources that address their specific needs.

### Opportunities exist to improve support for older people before, during and after disasters

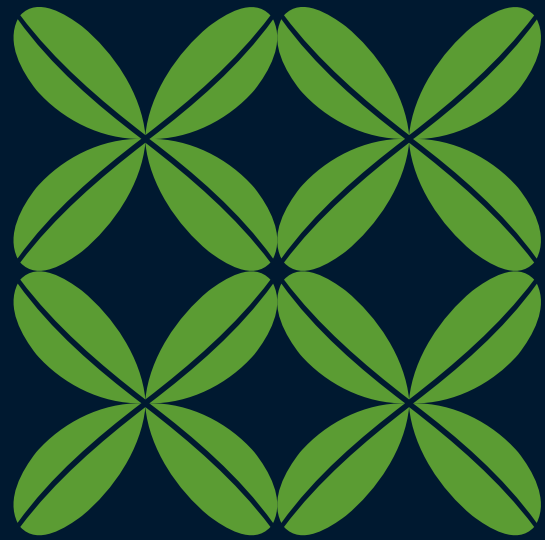
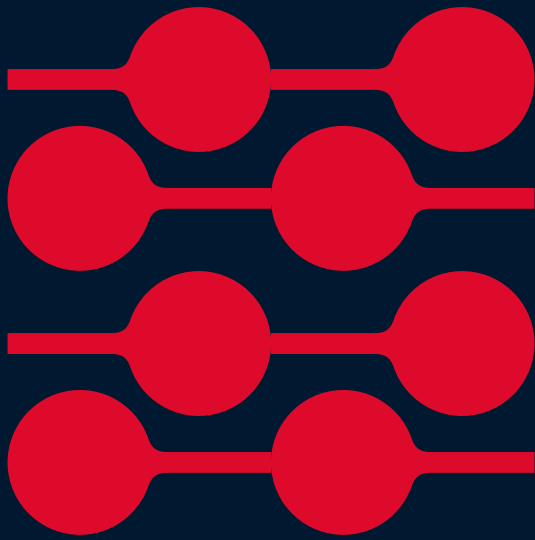
12. The review identified seven best-practice informed opportunities for how Auckland Council, aged sector organisations and community groups can improve disaster preparedness, response and recovery for older people:
  - Include specific actions to support older people in the Auckland CDEM Group Plan and the Welfare in Emergencies Plan.
  - Encourage aged sector organisations to become partners of the Auckland Welfare Coordination Group.
  - Design disaster preparedness resources for older people.
  - Utilise the networks available through Te Rōpū Whakamana ki te Ao, the Age-friendly Implementation Rōpū to connect with Auckland's diverse older communities.
  - Partner with aged sector organisations to deliver disaster preparedness sessions for older people.
  - Introduce a training module for civil defence staff on supporting older people during disasters.
  - Explore ways to expand the Storm Recovery Navigator initiative.

## Next steps

13. Staff have shared the report with the Seniors Advisory Panel on 24 June 2024. It will also be circulated to Auckland Emergency Management, the Recovery Office and other interested stakeholders.
14. Staff will work with AEM and council's age-friendly partners to progress the opportunities for improvement identified in the review.
15. The Office for Seniors also plans to share the report across its network, recognising it will be useful to others working in emergency management and the aged sector.

## Attachments

Attached – Disaster preparedness, response and recovery for older people best practice review.



**Disaster  
preparedness,  
response and  
recovery for  
older people**

Best practice review

March 2024, Version 1.0







Emergency rescue in Ranui during the Auckland Anniversary Floods (Howie, 2023).

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## 1.0 Introduction

### 1.1 Executive summary

- Staff conducted a targeted literature review of best practice guidance on disaster preparedness, response and recovery for older people. Three key findings were drawn from the best practice literature:
  - Older peoples' voices should be included in emergency management plans and initiatives. Including older people will help to ensure their needs are met in emergency settings.
  - Emergency management agencies should partner with aged sector organisations and community groups to deliver successful outcomes for older people.
  - Emergency management agencies should connect older people with disaster preparedness, response and recovery resources that address their needs.
- The report identifies best practice-informed opportunities for how Auckland Council, aged sector organisations and community groups can improve disaster preparedness, response and recovery for older people. It is noted that some of these may be subject to funding:
  1. Include specific actions to support older people in the Auckland CDEM Group Plan and the Welfare in Emergencies Plan.
  2. Encourage aged sector organisations to become partners of the Auckland Welfare Coordination Group.
  3. Design disaster preparedness resources for older people.
  4. Utilise the networks available through Te Rōpū Whakamana ki te Ao, the Age-friendly Implementation Rōpū to connect with Auckland's diverse older communities.
  5. Partner with aged sector organisations to deliver disaster preparedness sessions for older people.
  6. Introduce a training module for civil defence staff on supporting older people during disasters.
  7. Explore ways to expand the Storm Recovery Navigator initiative.

### 1.2 Purpose

This report presents the findings of a targeted literature review of best practice on disaster preparedness, response and recovery for older people. The review also includes findings from key informant interviews with local government experts throughout New Zealand.

# Age-friendly Auckland

The findings of this review will contribute knowledge to Age-friendly Auckland, a cross-sector programme of work focused on making Auckland an age-friendly city. Findings will also be shared with Auckland Council and Auckland Emergency Management to enable them to better support older people to prepare for future flooding events.

This report aims to:

- identify how Auckland Council currently supports older people to prepare for and recover from disasters
- provide an overview of national and international best practice on disaster preparedness, response and recovery for older people
- identify best practice-informed opportunities for how Auckland Council, aged sector organisations and community groups can better support older people to prepare for, respond to and recover from disasters.

## 1.3 Context

### Auckland's changing climate and ageing population

The January 2023 flooding events in Auckland had significant impacts on older people in the region. Widespread flooding caused destruction to retirement villages and left many older people displaced.

Climate change is expected to increase the frequency and severity of flooding events in Auckland (NIWA, 2018). This will likely increase the number of older Aucklanders exposed to flooding.

Auckland's ageing population will also place more older people at risk from the impacts of disasters. Around 12.0 per cent of Aucklanders were over 65 in 2018 and this figure is rapidly increasing (Roberts, 2018).

As more older Aucklanders will be exposed to flooding and other natural disasters in the future, it is important for Auckland Council to understand how best to support older people to prepare and recover from disasters.

### Support for a best practice review of flood preparedness, response and recovery for older people

A best practice review of flood preparedness and response for older people was recommended by Te Rōpū Whakamana ki te Ao (Te Rōpū), the interagency group responsible for overseeing progress on the Age-friendly Auckland Action Plan.

Te Rōpū members supported older people during the extreme weather events in 2023 and provided information to Auckland Council's Age-friendly Auckland Annual Report 2023 on how the floods significantly impacted older Aucklanders.

Information provided by Te Rōpū informed the Annual Report's recommendation that Auckland Council staff investigate best practice regarding flood preparedness for older people.

In October 2023, Auckland Council's Planning, Environment and Parks Committee endorsed the Annual Report's recommendation that staff investigate best practice regarding flood preparedness for older people. This report was completed to fulfil the Committee's recommendation.

# Disaster preparedness, response and recovery for older people

## 1.4 Scope

This report uses the New Zealand Government’s definition of older people as those aged 65 and over. While a specific focus is given to flood events, this review includes literature on other types of natural disasters.

Table 1 details the scope criteria for this review.

Table 1: Scope criteria.

In scope	Out of scope
Summary of key themes in the national and international literature on disaster preparedness, response and recovery best practice for older people.	In-depth analysis of the impacts of natural disasters on older people.
Auckland Civil Defence Emergency Management (CDEM) plans and strategies.	Central government plans, strategies and legislation related to natural disasters.
Key informant interviews with age-friendly and disaster experts from local government across New Zealand.	Wide stakeholder engagement with internal or external stakeholders.

## 1.5 Methodology

Auckland Council staff conducted a targeted desktop literature review of national and international best practice on disaster preparedness, response and recovery for older people. Staff analysed key themes and identified a selection of best practice case studies from New Zealand, Australia and the United States.

Auckland Council staff conducted interviews with a selection of emergency management and age-friendly experts from local government across New Zealand.

Five interview participants were sourced from Auckland Emergency Management and the Age-friendly Aotearoa Network:

1. Kylie Aitken – Ready for Living, Gore District Council
2. Martin Pugh – Waimakariri District Council
3. Kristen Spooner and Zoe Marr – Auckland Emergency Management
4. Taipu Haunui-Tawhiao – Senior Advisor Iwi/Māori Community Resilience, Auckland Emergency Management
5. Michelle Wilson – Te Kotahi a Tāmaki

Interview transcripts were coded and themed to identify the main messages. Key findings from the interviews are included throughout the report.

## 2.0 Older people and natural disasters

### 2.1 Older people can be vulnerable during disasters

Older people are disproportionately vulnerable to the physical, emotional, social and economic impacts of natural disasters (Brasher, 2020). Globally, older people have higher rates of death and injury from natural disasters than other demographic groups (World Health Organization, 2008).

Inadequate disaster responses are one explanation for this disparity. Older people are often absent from emergency management plans and tend not to be considered a priority group (HelpAge international, n.d.). The failure to plan for older peoples' needs makes it harder for older people to access the support they require during disasters.

Individual health, social and economic risk factors further explain some older peoples' vulnerability during disasters. Key risk factors that may make an older person vulnerable during a disaster include:



Figure 1: Vulnerability factors for older people.

# Disaster preparedness, response and recovery for older people

## 2.2 Older people play important roles in disaster management

Older people make vital contributions to local disaster preparedness, response and recovery initiatives (HelpAge International, 2019; Davey & Neale, 2013; AARP, 2006; World Health Organization, 2008).

Older people have the skills, knowledge and experience to support emergency management agencies and community groups (AARP, 2006). Older people are often trusted members of the community and active participants in community volunteering groups (HelpAge International, 2019). Their local credibility and wisdom make older people well placed to hold local leadership roles during disasters (HelpAge International, 2019).

While the realities of ageing may increase older peoples' vulnerabilities to disasters, the strengths and contributions of older people in disaster settings must be acknowledged (World Health Organization, 2008). Stereotyping older people as solely vulnerable undervalues their contributions to disaster management (Davey & Neale, 2013).

## 2.3 Older Aucklanders were impacted by the 2023 Auckland Anniversary floods

Older people were significantly impacted by Auckland's extreme weather events in 2023.

Aged care facilities, retirement villages and Haumarū Housing units were flooded on the North Shore, Hibiscus Coast and in Pukekohe (Auckland Council, 2023).

Many older people were evacuated and sent to emergency centres or rehoused in other facilities. In one instance, 50 older people were evacuated from a Pukekohe rest home and taken to a hospital as no evacuation centre was available (Bush International Consulting, 2023).



Image 1: Flooding at Evelyn Village Orewa in 2023 (Ryman Healthcare, 2023).

Reports surfaced of older Aucklanders with mobility issues and disabilities being trapped in flooded houses awaiting rescue from family or emergency responders (Ham, 2023; Arora, 2023).

Community groups were central to the disaster response for older people. Churches and community organisations provided food parcels, conducted welfare checks, provided translation services and housed vulnerable older people during the extreme weather events (Auckland Council, 2023). Marae across Auckland provided food and shelter for impacted kaumātua and their families.

# 3.0 Emergency management in Auckland

## 3.1 Auckland’s emergency management structure

Auckland Council is the lead organisation responsible for emergency management in Auckland. Auckland Council is the only member of the Auckland Civil Defence Emergency Management (CDEM) Group as it is a unitary authority (Auckland Emergency Management, 2023). Auckland Emergency Management is the Auckland CDEM Emergency Management Office and is responsible for the day to day operations of the Auckland CDEM Group.

Auckland CDEM is responsible for overseeing the Auckland CDEM Group Plan. The Group Plan sets out the strategic direction for Auckland’s civil defence system over a five year period. The Group Plan identifies key actions to be achieved under the ‘4Rs’ of emergency management: reduction, readiness, response and recovery. An Auckland Council department is assigned to each action within the Group Plan (Auckland Emergency Management, 2023).

As shown in Figure 2, Auckland Emergency Management is responsible for actions under the readiness and response categories (Auckland Emergency Management, 2023). The wider Auckland Council group leads in disaster reduction and recovery. Several actions are managed collaboratively, as identified in the centre of Figure 2.



Figure 2: Auckland CDEM structure (Auckland Emergency Management, 2023).



# Disaster preparedness, response and recovery for older people

## 3.2 Auckland Council supports older people through plans and strategies

Auckland Council currently supports older people directly and indirectly through the following key plans and initiatives:

### The Auckland CDEM Group Plan 2023

Auckland Emergency Management currently discusses the needs of Auckland's vulnerable and diverse communities in the Auckland CDEM Group Plan. While older people are not identified in specific actions under the Group Plan, the following actions may support older people:

- **Action 1:** Expand delivery of Whakaoranga Marae, Whakaoranga Whānau to support mana whenua and mātāwaka disaster resilience.
- **Action 10:** Provide emergency management training appropriate to roles and levels, including training on disability responsiveness.
- **Action 16:** Encourage and support communities to develop their own community resilience plans.
- **Action 17:** Develop an evidence based communications plan to support community awareness, engagement and preparedness that is tailored to Auckland's diverse communities.
- **Action 18:** Partner with community organisations supporting those communities that may be disproportionately impacted by disasters, to support their preparedness for emergencies.
- **Action 21:** Maintain a schedule of accessible Civil Defence Centres and shelters for local and regional emergency events that can be activated in response as required to support Auckland's diverse communities.
- **Action 25:** Maintain a broad range of communication channels and languages that are accessible to Auckland's diverse population. Utilise third parties to share response communications through their existing channels, including Māori, Culturally and Linguistically Diverse, rural and disability community networks.

### The Auckland Welfare Coordination Group.

Auckland Emergency Management is responsible for the overall coordination of welfare services in an emergency. This is delivered in partnership with the Auckland Welfare Coordination Group (AWCG) (Auckland Emergency Management, 2019).

The AWCG is comprised of interagency partners including Auckland Emergency Management, Auckland Council, central government, health providers, non-profit organisations and emergency services (Auckland Emergency Management, 2019). No aged sector organisations are listed as partners of the AWCG.

Partners in the AWCG collaborated to produce the Welfare Coordination in Emergencies Plan in 2019 to guide the delivery of emergency welfare services during disasters. The Plan identifies a key functions and actions for emergency preparedness and response. Each action is assigned to an AWCG partner organisation (Auckland Emergency Management, 2019).

While the Welfare Coordination in Emergencies Plan does not explicitly mention older people, key actions within the Plan may support older people. These actions include conducting needs assessments, reuniting families, offering psychological support, providing accessible shelter options and delivering financial assistance.

# Age-friendly Auckland

There is an opportunity for aged sector organisations to become partners of the AWCG to ensure older peoples' needs are met during emergency welfare responses.

## **Community Resilience Plans**

Auckland Emergency Management supports community disaster preparedness through Community Resilience Plans (Auckland Emergency Management, interview, December 2023).

Community Resilience Plans are localised emergency response plans designed by and for communities. Auckland Emergency Management provides the tools for communities to develop Community Resilience Plans, including a plan [overview](#), [template](#), [checklist](#) and [facilitator guide](#).

Community Resilience Plans are developed and maintained by a voluntary working group of community members. There is an opportunity for communities to include older people in these working groups to ensure that community resilience planning addresses older peoples' needs (Auckland Emergency Management, interview, December 2023).

Community Resilience Plans can include special provisions to support older people. The contact details of local aged care organisations and community groups can be listed in Community Resilience Plans and accessed by older people during emergencies (Auckland Emergency Management, interview, December 2023). Community Resilience Plans can include instructions for how the community will support older people to prepare for and respond to emergency events (Auckland Emergency Management, 2023). Specific advice can be included for people with physical, cognitive and sensory disabilities (Auckland Emergency Management, interview, December 2023).

Auckland Emergency Management are also piloting a programme to support local boards to develop Local Board Readiness and Response Plans (Auckland Emergency Management, interview, December 2023). The programme is being piloted with the Devonport-Takapuna Local Board and may be expanded regionally (Auckland Emergency Management, interview, December 2023).

## **Individual preparedness plans**

Auckland Emergency Management provides a [Make a Plan](#) template to support individuals and households to develop disaster preparedness plans.

Older people can use the template to identify their needs, list key contacts and establish plans for responding to different disaster events. The Make a Plan template prompts individuals to make special provisions if they need evacuation assistance, use medical devices, or rely on prescription medicine.

## **Storm Recovery Navigators for older people**

Auckland Council and Age Concern have partnered to introduce two Storm Recovery Navigators to support older people impacted by the severe weather events in 2023.

The Recovery Navigators are based within Age Concern and use their networks and expertise to connect older people with disaster recovery resources, services and information (Auckland Council, 2024a).

Recovery Navigators were introduced in January 2024 as part of Auckland Council's Storm Recovery Navigation Service. The Recovery Navigator initiative is designed to help Auckland Council better support under-served groups and increase awareness of disaster recovery services among Auckland's diverse communities (Auckland Council, 2024a).

The Storm Recovery Navigation Service is funded by Auckland Council and the Ministry of Social Development (Auckland Council, 2024a).

## 4.0 Best practice for Age-friendly disaster preparedness

The disaster preparedness phase involves policies, strategies and programmes developed to prevent or minimise the adverse impacts of a disaster event (World Health Organization, 2008).

Key elements in the preparedness phase include (World Health Organization, 2008):

- identifying the most vulnerable populations and areas in the community
- adopting risk reduction strategies and plans
- increasing infrastructure resilience
- developing response plans.

### 4.1 Include older people in emergency plans and policies

Older people are often invisible in emergency management planning and policy development (Phraknoi et al., 2023; HelpAge International, 2019; AARP, 2006). Many emergency management plans do not include reference to older people and are not designed with older peoples' needs in mind (AARP, 2006). The failure to plan for older people may lead to emergency response situations that inadequately support older people and their wellbeing.

#### Identify older peoples' needs in emergency plans

Emergency management plans and policies should explicitly reference older people and their needs (World Health Organization, 2015; HelpAge International, 2014). Older peoples' needs should be integrated into existing plans and policies so that older people are adequately supported in mainstream disaster responses (Hutton, 2008, HelpAge International, 2014).

Disaster response plans should make provisions for older people with mobility, cognitive and health issues (World Health Organization, 2008; Hutton, 2008). Emergency management agencies should ensure shelters are accessible and that older people have continued access to medical care, social support and language translation services (World Health Organization, 2008; HelpAge International, n.d.). Pre-emptively planning for older peoples' needs will ensure that emergency responders have the resources and training to support older people during disasters.

Auckland Council currently acknowledges the needs of Auckland's vulnerable and diverse communities in the Auckland CDEM Group Plan and the Welfare Coordination in Emergencies Plan. Key groups mentioned in Auckland CDEM Group Plan include disabled people, children and youth, culturally and linguistically diverse communities, Māori and rural communities.

There is an opportunity to expand actions under the Auckland CDEM Group Plan and the Welfare Coordination in Emergencies Plan to explicitly reference older people and their needs.

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## Include older people in policy development

Older people should be involved in natural disaster planning and policy development (HelpAge International, 2019; World Health Organization, 2015; Phraknoi et al, 2023). Emergency management agencies should engage older people and aged sector organisations to identify the challenges they face in emergency settings and understand the support they require to effectively prepare and respond (World Health Organization, 2008; AARP, 2006; Tuohy, 2010).

Older Māori should be consulted to identify their needs in emergency settings. Michelle Wilson from Te Kotahi a Tāmaki recommends that Auckland Emergency Management should engage kaumatua and kuia to understand what support they require during disaster events (Michelle Wilson, interview, December 2023). Michelle advises that in person hui are the most effective tool to engage older Māori.

Involving older people in the policy development process will ensure that policies address older peoples' unique needs and challenges in disaster events (World Health Organization, 2008). Encouraging older peoples' participation in emergency planning may help them to feel heard and encourage wider community conversations around emergency preparedness.

## 4.2 Encourage older people to self-prepare

Best practice suggests that emergency management agencies should prioritise encouraging older people to self-prepare for disasters (Tuohy, 2010; Davey & Neale, 2013; American Red Cross, 2020). Individual disaster preparedness plans are vital as emergency responders may not be able to access older people during the initial stages of a disaster.

Emergency management agencies should support older people to self-prepare by providing emergency preparedness information and engaging older people in the community.

Auckland Emergency Management currently provides a free Make a Plan template for individuals to develop disaster preparedness plans. Older people can access these templates to create individualised disaster preparedness and response plans that address their unique needs.

Auckland Emergency Management has additional disaster preparedness information available on its website and audio information available through Blind Low Vision's Telephone Information Service.

### Develop emergency preparedness information for older people

Emergency management agencies should develop disaster preparedness checklists and educational material designed specifically for older people (Tuohy, 2010).

Emergency preparedness resources for older people should use plain language be available in multiple languages (Auckland Council, 2023). Larger text should be used to accommodate older people with limited vision (AARP, 2006).

Information should be available in multiple formats to accommodate older peoples' diverse needs. Print versions should be available for older people with limited access to technology (Brasher, 2020; Davey & Neale, 2013).

**Gore District Council** has developed an [Emergency Planning Guide for older people.](#)

The guide includes **practical tips** for older people on disaster reduction, readiness and recovery.

# Disaster preparedness, response and recovery for older people

Emergency preparedness material for older people should include information on:

## **1. Understanding natural disasters**

Older people should know about the main hazards in their communities and the impacts that they can have (Gore District Council, 2022).

## **2. Developing an emergency plan**

Older people should be encouraged to develop an individual emergency plan that notes where they will go during a disaster, how they will get there, what they will bring and who they will contact (American Red Cross, 2020; CDC, n.d.). Strategies for transporting or accessing mobility or medical devices during disasters should also be included.

Older peoples' individual emergency plans should be shared with their support networks (Gore District Council, 2022).

## **3. Creating an emergency supply kit and grab bag**

Older people should keep at least three days' worth of supplies as emergency services may not be able to respond immediately (Gore District Council, 2022). Emergency supply kits should include drinking water, food, medications, spare eyeglasses, hearing aids with extra batteries, torches, warm clothes and a radio (Gore District Council, 2022; American Red Cross, 2020; CDC, n.d.). Emergency kits should contain a list of medications, doctors, medical devices and key contacts in a waterproof bag (CDC, n.d.).

## **4. Forming a local support network**

Older people should establish support networks that can help them to prepare for and respond to disaster events (American Red Cross, 2020; Gore District Council, 2022). Support networks can include family, friends, caregivers and trusted neighbours.

HelpAge International (2019) recommends establishing a Buddy system where at risk older people partner with a trusted member of their community who can assist them in a disaster event. Older people should share their contact details, health information and emergency plans with their Buddy or support network.

## **Promote disaster preparedness for older people**

Emergency management agencies should actively promote disaster preparedness for older people through multiple channels, including:

### **1. Local radio and print media**

Emergency management should share emergency preparedness information through local radio and newspapers as they are well frequented and trusted by older people (Brasher, 2020).

Newspaper columns written by well-known aged care organisations may be effective methods to share disaster preparedness information as older people may trust and respect the authors (Martin Pugh, interview, December 2023).

### **2. In person sessions**

Community-based disaster preparedness sessions are effective methods of sharing disaster preparedness information with older people (American Red Cross, 2020).

Kylie Aitken with Ready for Living Gore found that in person emergency preparedness sessions were effective methods of engaging older people. Kylie saw a rapid uptake of disaster preparedness planning

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among older people following in person preparedness sessions ran by Ready for Living Gore and Emergency Management Southland.

### 3. Older peoples' networks

Emergency management agencies should leverage relationships with aged sector organisations and community groups to share preparedness information among their networks (Volunteering Queensland, 2018a; Davey & Neale, 2013).

Partnering with aged care organisations to delivery preparedness information is effective as older people are more likely to trust information from organisations they are familiar with (Brasher, 2020; Martin Pugh, interview, December 2023).

## 4.3 Provide training for emergency management staff

Emergency management staff should receive training on the needs and challenges of older people during disaster events (HelpAge International, 2014; AARP, 2006). Staff training is recommended as older people have more complex needs than younger people and require more time and resources to evacuate (Phraknoi et al., 2023).

Emergency management training should focus on supporting older people with evacuating and communicating with people with hearing, speech, visual or physical disabilities (AARP, 2006).

HelpAge International recommends that older people are included in training activities with front line staff so that they can explain what assistance older people require during disaster events (HelpAge International, 2014).

Auckland Emergency Management plans to provide disability responsiveness training for certain emergency management roles (Auckland Emergency Management, 2023). Staff training could be expanded to include a module on supporting older people during disaster events.

## 4.4 Create and maintain interagency relationships

Emergency management agencies should create and maintain pre-disaster networking groups with aged care organisations, health service providers, central government organisations, marae and older peoples' groups (Brasher, 2020; Volunteering Queensland, 2018a; Tuohy 2010). Interagency networks can be used to share information and resources, gather data and promote disaster preparedness for older people.

Emergency management agencies should conduct disaster planning in partnership with interagency groups. Interagency groups can collaborate to identify older peoples' needs, coordinate resources and designate roles and responsibilities for supporting older people during disaster events (AARP, 2006).

Auckland Council has close existing relationships with aged sector organisations through Te Rōpū Whakamana ki Te Ao, the Age-friendly Implementation Rōpū (Te Rōpū). Te Rōpū is an interagency group responsible for overseeing progress on the Age-friendly Auckland Action Plan.



Image 2: The 2023 Age-friendly Auckland Symposium run by Te Rōpū.

# Disaster preparedness, response and recovery for older people

Members of Te Rōpū include Auckland Council, Age Concern, Haumarū Housing, Te Kōtahi a Tāmaki, Toa Pacific Inc., CNSST Foundation, Bhartiya Samaj Charitable Trust, Te Hā Oranga and members of the Seniors Advisory Panel. Auckland Council's existing relationships through Te Rōpū provide an opportunity to share disaster preparedness information among aged sector networks.

Auckland Council also has an existing interagency working group with welfare service providers in Auckland. Auckland Emergency Management's Auckland Welfare Coordination Group (AWCG) partners with central government, health providers, non-governmental organisations and emergency services to plan for and respond to Aucklanders' welfare needs during emergencies.

There is an opportunity for the AWCG to partner with aged sector organisations to increase the focus on older people in emergency plans and responses.

## **Case study: Forums on Disaster Preparedness for Older People – Queensland, Australia**

### **Initiative**

Volunteering Queensland partnered with local governments, the Council on the Ageing (COTA) Queensland and aged sector organisations to facilitate forums throughout Queensland on disaster preparedness for older people (Volunteering Queensland, 2018a).

The forums aimed to inform aged care organisations about local disaster risks, encourage the development of disaster preparedness plans, promote collaboration between agencies and integrate aged sector services into local emergency management arrangements (Volunteering Queensland, 2018a). Guest speakers and panellists shared knowledge, experience and resources on disaster management (Volunteering Queensland, 2018a).

An action plan was developed after each forum to address key issues raised (Volunteering Queensland, 2018a). The action plans included recommended actions for key stakeholders and outlined how progress would be monitored. Action plans were shared with local governments for their consideration.

### **Outcomes**

The forums informed aged sector organisations about local emergency management and how to support older people to prepare for and recover from disaster events (Volunteering Queensland, 2018a).

The forums provided local governments with a greater understanding of the aged sector organisations in their communities. Local governments can use the information to inform future engagement with the aged sector (Volunteering Queensland, 2018a).

### **Key lessons for local government**

1. Interagency collaboration can facilitate knowledge transfer and promote disaster preparedness for older people. Key relationships formed through interagency collaboration can be used for future projects.
2. In person interagency forums are effective methods to conduct collaborative disaster planning. Key issues raised during forums can be addressed in disaster plans.



Image 3: Disaster preparedness forum run by Volunteering Queensland (Volunteering Queensland, 2018b).

## 4.5 Identify vulnerable older people in the community

There is consensus in the literature that emergency management agencies should identify older people who may be vulnerable during a disaster event. Identifying vulnerable older people can help to prioritise emergency management resources and direct support to older people during disaster events (Davey & Neale, 2013; American Red Cross, 2020).

There is debate about how and when emergency management agencies should access and record the details of vulnerable older people. The literature disagrees about whether emergency management agencies should maintain a pre-disaster emergency register or access external data sources during disaster events.

### Emergency registers are one method of identifying vulnerable older people

Some aged sector and health organisations recommend that emergency management agencies should create a register of vulnerable older people in their region prior to a disaster event (World Health Organization, 2008; American Red Cross, 2020; AARP, 2006; Davey & Neale, 2013, Tuohy, 2010).

Registers can include the location and contact details of older people who live alone, have disabilities, require evacuation assistance or need specialist medical care during disasters (World Health Organization, 2015).

Older peoples' details can be obtained through voluntary registration or from client lists of service providers and government databases (AARP, 2006). Potential data sources for a register in New Zealand include (Davey & Neale, 2013):

- The Ministry of Social Development's database of Superannuation recipients. Identifiable sub-groups include Disability Allowance recipients or those living alone
- Primary Health Organisations' patient lists
- Recipients of Te Whatu Ora services like home support and Meals on Wheels
- Life-support equipment users identified by electricity providers
- Self-referral records from Emergency Management help lines
- Client lists of voluntary agencies like Age Concern and the New Zealand Red Cross.

Emergency management agencies can use registers to deliver emergency information to older people and prioritise rescue and response efforts (Davey & Neale, 2013; American Red Cross, 2020). Staff can use registers after a disaster to conduct wellbeing checks or connect vulnerable older people to recovery services (Davey & Neale, 2013).

Auckland Council staff surveyed attendees at the 2023 Age-friendly Auckland Symposium about creating an emergency register for older people. Attendees included representatives from aged sector organisations, academics, community groups and older people.

Attendees were asked if older people, or people needing extra support, should have their details kept on a Civil Defence register for support during natural disasters. Attendees completed the survey using the website Mentimeter.

A total of 28 out of 29 respondents agreed with the statement. The findings of this survey revealed that there was interest among the aged sector in Auckland about creating an emergency register for older people.



# Disaster preparedness, response and recovery for older people

## Concerns exist around the use of emergency registers

The American Red Cross recommends that emergency registers should not be the primary source of assistance for older people as they may instil the incorrect assumption that registered people will be provided with priority assistance during a disaster (American Red Cross, 2020).

Registries may also fail to account for all vulnerable older people. At risk older people may not consider themselves vulnerable or may not register out of fear of being labelled a 'vulnerable person' (American Red Cross, 2020).

Kylie Aitken warned against the creation of emergency registers as they are too resource intensive for civil defence to maintain (Kylie Aitken, interview, December 2023). The information in emergency registers may quickly become out of date and would require continual updating to be effective.

Privacy issues also exist around the maintenance of emergency registers. Access to the registers would need to be controlled and monitored to prevent privacy breaches. Some older people may not register out of privacy concerns.

## Accessing external data sources during a disaster may be a more efficient method of identifying vulnerable older people

Martin Pugh suggests that it may be more effective for emergency management agencies to access existing client lists from health and utility providers than maintain separate regional registers (Martin Pugh, interview, December 2023). Health and utility providers are required to keep lists of medically dependant older people and emergency management agencies can access these during local or national state of emergencies.

Vulnerable older people can also be identified through client lists of community and aged sector organisations. Aged sector organisations and support services keep up to date lists of clients who live alone or have chronic illnesses or disabilities (Kailes, 2018). Collaborating with aged sector organisations to identify vulnerable older people during a disaster event may be more effective than maintaining a separate emergency register with out of date and inexact information (Kailes, 2018).

## 4.6 Encourage disaster preparedness in communities

Emergency management agencies should work with communities to develop disaster resilience plans. Community disaster plans can include provisions to support older people during disasters, including contact details of vulnerable older people and plans to support older people requiring evacuation assistance (HelpAge International, 2014).

Emergency management agencies should work with community leaders to conduct disaster preparedness activities and identify the support that their communities need (AARP, 2006). Engaging community leaders who work with vulnerable groups will help to ensure that community disaster plans meet the needs of local older people (AARP, 2006).

Older people should be included in the development of community disaster resilience plans (World Health Organization, 2008; HelpAge International, 2014). Older people have experience, knowledge and skills that can be used to identify local hazards and learn from past disaster events. Many older people have more time to participate in disaster preparedness activities (HelpAge International, 2014). Including older people in disaster planning will help to ensure that their needs are met in community disaster responses.

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Auckland Emergency Management already provides the tools and resources for communities to develop Community Resilience Plans. Community Resilience Plans are localised disaster response plans that are developed and maintained by voluntary working groups of local leaders. There is an opportunity for older people to be specifically referenced in these plans. Encouraging older people and their representatives to join local working groups could help ensure that Community Resilience Plans address the needs of older people in the community.

## 4.7 Assist aged care organisations with preparedness planning

Local governments and emergency management agencies should support aged care providers to develop disaster preparedness plans for their residents and facilities (Volunteering Queensland, 2018a, American Red Cross, 2020).

Emergency management agencies should identify aged care facilities and assist them to ensure they can support older people during natural disasters (Volunteering Queensland, 2018a). Emergency management staff should share information with aged care organisations about local hazard risk, the role of civil defence during disasters and tools available for disaster preparedness to support the development of preparedness plans (Volunteering Queensland, 2018a).

Auckland Emergency Management provides businesses with tools to create an [Emergency Response Plan](#) and a [Business Continuity Plan](#). Businesses can also obtain information on local flood risk through the [Auckland Flood Viewer](#).

Aged care organisations can use these resources to develop tailored disaster preparedness plans for their facilities.

There is an opportunity for Auckland Emergency Management to work with aged care organisations directly to help them create Emergency Response and Business Continuity Plans.

**Wellington Region Civil Defence Emergency Management** has developed a [CDEM Practitioner Guide on Working with Social Agencies to Support Vulnerable Communities](#).

The guide includes **tips and recommendations** for supporting community organisations to prepare

## 4.8 Work with marae on disaster preparedness

Marae are a central part of the disaster response for kaumātua. Marae rapidly mobilise resources following disaster events and provide shelter and food for kaumātua affected (Michelle Wilson, interview, December 2023). Marae often reach out to local kaumātua to assess their health and wellbeing and offer support during disasters (Michelle Wilson, interview, December 2023). Many marae send food to kaumātua sheltering at home and connect them with medical or social services. Some marae have papakāinga housing for kaumātua.

Marae should be included in regional emergency management preparedness planning as they are central to community disaster responses (Hudson & Hughes, 2007). Emergency management agencies should establish and maintain pre-disaster relationships with marae so that they can be easily activated during an emergency (Hudson & Hughes, 2007; Taipu Haunui-Tawhiao, interview, December 2023). Meaningful and genuine collaboration with marae is required to help them prepare for disasters and increase their resilience to disaster events (Taipu Haunui-Tawhiao, interview, December 2023).

Auckland Emergency Management works closely with marae on disaster preparedness through the Whakaoranga Maraе, Whakaoranga Whānau project. Information on this project is discussed in the case study below.

# Disaster preparedness, response and recovery for older people

## **Case study: Whakaoranga Marae, Whakaoranga Whānau – Auckland Emergency Management**

### **Initiative**

Auckland Emergency Management developed Whakaoranga Marae, Whakaoranga Whānau to ensure greater integration of mana whenua and mātāwaka perspectives and tikanga in emergency management (Auckland Emergency Management, 2023).

The programme involves partnering with marae to share knowledge around natural hazards, develop bespoke disaster preparedness strategies and build disaster resilience (Auckland Emergency Management, 2023). Auckland Emergency Management are working closely with Te Kotahi a Tāmaki to build connections with marae (Taipu Haunui-Tawhiao, personal communication, February 2024).

Whakaoranga Marae, Whakaoranga Whānau uses the Ngā Pou framework to structure engagement with marae. The Ngā Pou Model involves four key steps to build relationships and support marae:

1. **Whakawhanaungatanga: Establishing Relationships.** Auckland Emergency Management should establish links, make connections and form relationships with marae by following tikanga.
2. **Mātauranga: Sharing Knowledge of Hazards and Risks.** Auckland Emergency Management should share hazard information and lessons from past disasters with marae.
3. **Manawaroa: Building Resilience.** Auckland Emergency Management should provide marae with knowledge and experience in risk reduction, disaster preparedness and building resilience.
4. **Whakapakari: Identifying Strengths and Assets.** Marae and Auckland Emergency Management should assess the strengths of the marae and identify areas for improvement. Results of the assessment will determine which of the six Pou the partnership should focus on. The six Pou are identified in Figure 4 below.

### **Outcomes**

The programme is in its initial stages but Auckland Emergency Management has received expressions of interest from many marae about partnering on disaster resilience building projects (Taipu Haunui-Tawhiao, interview, December 2023).

Auckland Emergency Management intends to expand delivery of Whakaoranga Marae, Whakaoranga Whānau over the next five years (Auckland Emergency Management, 2023).

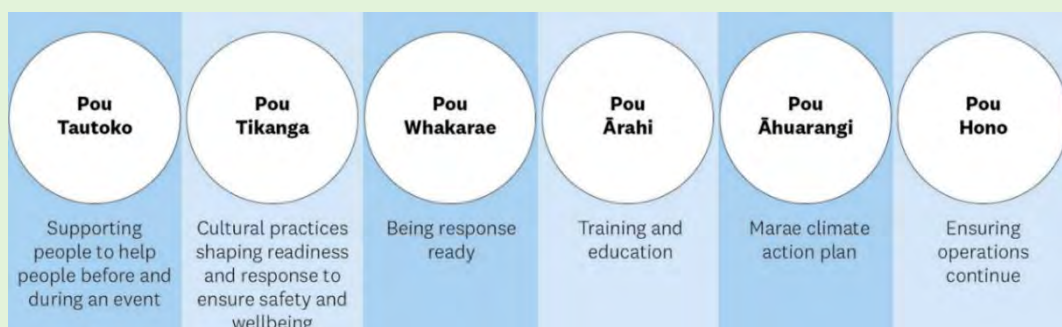


Figure 4: The six pou of the Ngā Pou Model (Auckland Emergency Management, 2023).

## 5.0 Best practice for an Age-friendly disaster response

The response phase includes activities and procedures designed to minimise the immediate impacts of a disaster. Plans and procedures developed during the preparedness phase should be implemented (World Health Organization, 2008).

Key elements of the disaster response phase include (World Health Organization, 2008).

- evacuation
- treatment of injuries
- provision of shelter, food and water
- protection against illness.

### 5.1 Use multiple methods of communication

Emergency information should be communicated through multiple channels during a disaster to reach a larger population of older people (Brasher, 2020; Phraknoi et al., 2023; Davey & Neale, 2013, Auckland Council, 2023).

Age-friendly modes of communication include local radio advertising, television news broadcasts and telephone calls (Phraknoi et al., 2023.). It should not be assumed that older people access to internet or smart phones to receive emergency warnings (Phraknoi et al., 2023; Davey & Neale, 2013)..

A combination of audio and visual communication methods should be used to support older peoples' needs (Phraknoi et al., 2023). Closed captioning should be used during live television updates to ensure information is accessible to older people with hearing difficulties (U.S. Department of Justice, n.d.). Large text should be used when communicating written information (Kylie Aitken, interview, December 2023).

Emergency information should be translated into multiple languages and communicated through culturally appropriate channels (Marlowe et al., 2018). Older people are more likely to acknowledge the seriousness of emergency warnings when they are communicated in their first language (Marlowe et al., 2018).

### 5.2 Activate interagency relationships

Pre-disaster relationships with aged sector organisations, community groups, health providers, marae, and government organisations should be activated during a disaster to share information and coordinate resources (AARP, 2006; Tuohy, 2010; Davey & Neale, 2013; World Health Organization, 2008).

Aged care and community organisations have extensive networks that emergency management can use to access older people (Tuohy, 2010; brasher, 2020). Older people may be more likely to trust and listen to emergency information from organisations that they trust and are familiar with (Brasher, 2020).

Martin Pugh from Waimakariri District Council finds relationships with aged sector organisations vital during disaster responses (Martin Pugh, interview, December 2023). Waimakariri's Civil Defence Emergency Operations Centre activates established relationships with aged care organisations, service providers and community groups during disasters to distribute information to older people.

# Disaster preparedness, response and recovery for older people

Auckland Emergency Management's Auckland Welfare Coordination Group (AWCG) activates interagency relationships to deliver a coordinated welfare response during disasters. The AWCG focuses on the protection of children, psychosocial support, household goods and services, shelter and accommodation, financial assistance and animal welfare. There is an opportunity for the AWCG to work with aged sector organisations to ensure older people are receiving the specialised support they need.

## **Case study: Hawke's Bay Older Persons Network COVID-19 Response – Hawke's Bay, New Zealand**

### **Initiative**

Hawke's Bay Civil Defence Emergency Management (HBCDEM) partnered with local community organisations during the 2020 COVID-19 response to create a network to support older people (Hawke's Bay Emergency Management, 2020a).

The Older Persons Network had 45 members from local emergency services, aged sector organisations, iwi, the Hawke's Bay District Health Board, church groups and the Ministry of Social Development (MSD) (Hawke's Bay Emergency Management, 2020b).

The Hawke's Bay Older Persons Network collaborated to help older people isolating at home without internet banking to pay for groceries (Hawke's Bay Emergency Management, 2020a).

Network members partnered to purchase supermarket vouchers that volunteers used to pay for older peoples' groceries. A portable eftpos machine was purchased to allow older people to pay the volunteers back upon delivery (Hawke's Bay Emergency Management, 2020a).

### **Outcomes**

The grocery payment and delivery service was highly popular among older people isolating at home. Network members noticed a rapid uptake following its initial establishment (Hawke's Bay Emergency Management, 2020a).

The network's COVID-19 response reduced demand on the HBCDEM and prevented HBCDEM food parcels going to older people who had the means to pay for food themselves (Hawke's Bay Emergency Management, 2020a).

Key relationships with community groups and aged sector organisations were strengthened. Network members suggested relationships formed will be enduring and support future disaster responses (Hawke's Bay Emergency Management, 2020a).

### **Key lessons for local government**

1. Partnering with community organisations to support older people can reduce demand on emergency management agencies.
2. Interagency collaboration can strengthen strategic relationships. Network connections can be drawn on during future projects or disaster responses.



Image 4: Food delivery by the Hawke's Bay Older Persons Network (Hawke's Bay Emergency Management, 2020a).

### **5.3 Accommodate older peoples' needs in disaster responses**

#### **Emergency evacuation centres should be accessible**

Emergency evacuation centres should be accessible to older people with disabilities or mobility issues (World Health Organization, 2008; HelpAge International, 2014). Evacuation centres should have clear signage, wheelchair ramps, handrails, disabled toilets and audio and visual instructions available (HelpAge International, 2014).

Where possible, transportation services should be available to support older people to evacuate and access emergency evacuation centres (Phraknoi et al., 2023; HelpAge International, 2014).

#### **Provide physical and mental health support at evacuation centres**

Older people should be prioritised for medical checks and triage when arriving at evacuation centres (HelpAge International, 2014). Medical checks should continue at regular intervals throughout their stay. Access to medical care for older people should be maintained throughout disaster events (HelpAge International, 2014).

Psychosocial support should be provided to older people after disaster events. Emergency evacuation centres should have staff trained to listen, assess older peoples' needs and connect them to support services (Davey & Neale, 2013; American Red Cross, 2020). Older people should be monitored for signs of physical, emotional and financial abuse and provided with protection where necessary (HelpAge International, n.d.).

#### **Offer language translation and culturally appropriate services**

Emergency evacuation centres should accommodate older people who do not speak English. All emergency information should be available in multiple languages (Marlowe et al., 2018).

Emergency centres should offer culturally appropriate support. Separate changing and washing spaces should be available to men and women to protect privacy and dignity (HelpAge International, 2014). Culturally acceptable food options should be provided to accommodate older people with specific dietary requirements (HelpAge International, n.d.).

# Disaster preparedness, response and recovery for older people

## **Case study: SWiFT Hurricane Katrina Response- Houston, United States**

### **Initiative**

Gerontologists working at Houston's Astrodome shelter during Hurricane Katrina in 2005 formed a Seniors Without Families Team (SWiFT) to identify and support older evacuees with no family present (Dyer et al., 2008). The SWiFT response was established as vulnerable older peoples' needs were not being met through the standard emergency response (Dyer et al., 2008).

SWiFT members piloted a rapid needs assessment tool to connect older people with medical, mental health, housing, financial and social services. A questionnaire was used to assign older people with a designation of SWiFT level 1, 2 or 3 based on their needs (Dyer et al., 2008).

Older people requiring medical assistance were treated at the onsite medical clinic or transported to hospitals, nursing facilities or other service providers (Dyer et al., 2008).

### **Outcomes**

The SWiFT tool provided a standardised framework for emergency staff to assess older peoples' needs. The tool's universal language allowed for a more uniform approach to supporting older people (Dyer et al., 2008).

The simplicity of the tool helped to streamline administrative processes and ensure the rapid delivery of care (Dyer et al., 2008).

### **Key lessons for local government**

1. Older people should be identified as a priority group during disaster planning and response. Emergency centres should have resources available to address the specific needs of older people.
2. Standardised needs assessment tools for older people allow for rapid and coordinated care.

Image 5: Houston's Astrodome Shelter during Hurricane Katrina (Martin, 2015).



### **5.4 Conduct welfare assessments of older people**

Emergency management staff should identify and contact older people who may be at risk during disaster events (American Red Cross, 2020; Davey & Neale, 2013; Kailes, 2018). At risk older people include those with health conditions, disabilities, caregiving responsibilities, mental health issues or those living alone as they may struggle to evacuate and access emergency centres (AARP, 2006).

At risk older people can be identified through regional emergency registers or through client lists of aged care organisations or health service providers (Kailes, 2018).

Staff should conduct welfare assessments through phone calls or door-knocking campaigns (Davey & Neale, 2013). Staff may need to take a proactive approach to reaching older people as many older people will not access help due to pride or stoicism (Davey & Neale, 2013).

Welfare checks should identify older peoples' physical and mental health needs, living conditions, social connections and ability to evacuate or access support services (Hutton, 2008). Emergency management staff should establish referral mechanisms to connect older people to social, financial, legal and health support services (Hutton, 2008; HelpAge International, 2014).

### **5.5 Involve older people in disaster response activities**

Emergency management agencies should identify and recruit older people to participate in disaster recovery initiatives as staff or volunteers (World Health Organization, 2015). Older people often have the time to participate and the knowledge, skills and experience to inform disaster responses. Older people with ties to the local area are well positioned to act as community leaders during disaster responses (HelpAge International, 2019).

Older people can help emergency management agencies by identifying vulnerable people in their communities, sharing information, participating in direct disaster relief and helping to manage and coordinate services in evacuation centres (AARP, 2006). Older people who are willing and able can also provide peer support to others impacted by the disaster event (HelpAge International, 2014).



## 6.0 Best practice for an Age-friendly disaster recovery

The disaster recovery phase involves the development of medium and long term disaster recovery plans, policies and structures (World Health Organization, 2008). Recovery efforts are designed to build resilience, support wellbeing and foster the long term regeneration and enhancement of communities (National Emergency Management Agency, 2024).

Key elements in the disaster recovery phase include (World Health Organization, 2008):

- addressing health care needs
- restoring housing
- re-settling displaced people
- re-establishing social and economic roles and activities.

### 6.1 Maintain community connections

Older people should remain within family and community groups following disaster events. Research has indicated that older people had lower rates of mental illness and cognitive impairment when whole neighbourhoods were relocated together after disasters (Hikichi et al., 2020). Remaining with family and friends is one of the greatest needs that older people have during disaster recovery (Brasher, 2020).

Disaster recovery for older people should prioritise the repairing and rebuilding of community connections. Local governments should provide suitable community transport options for older people to encourage social connection and reduce isolation post-disaster (Brasher, 2020). Local governments should support communities to create local social events to encourage community reunification (Brasher, 2020).

Older people who are displaced should be supported to re-establish connections with aged sector organisations and community groups they previously relied on.

### 6.2 Connect older people to disaster recovery services

Local governments and emergency management agencies should support older people to access financial, legal, housing and transport services following disaster events (HelpAge International, n.d.). Emergency management should proactively reach out to impacted older people some may lack awareness of available services or be unwilling to ask for help (Davey & Neale, 2013).

Emergency management should integrate disaster recovery services into existing local aged care and community services (HelpAge International, n.d.; Brasher, 2020). Partnerships with aged care organisations and community groups should be drawn on to distribute disaster recovery resources. Integrating disaster recovery services into existing support systems may raise awareness of the services available and increase their uptake among older people (Brasher, 2020).

Social events are effective methods for connecting older people to disaster recovery services. Emergency management staff should attend events hosted by aged care and community organisations to distribute information about disaster recovery (Brasher, 2020; Martin Pugh, interview, December 2023).

# Age-friendly Auckland

Local government and emergency management agencies should establish community hubs after disasters to provide in person advice about accessing financial, legal, health and housing support services (Brasher, 2020).

Following the severe weather events of 2023, Auckland Council has been supporting older people to access recovery services through the Storm Recovery Navigator Programme. Two Recovery Navigators for older people are based within Age Concern and connect older people who were impacted by Auckland’s extreme weather events with financial, legal, housing, and health support services (Auckland Council, 2024a).

Auckland Council also runs free drop-in sessions with Storm Recovery Navigators at libraries and community centres (Auckland Council, 2024b). Older people can attend in person to access information and support services.

There is an opportunity for Auckland Council to expand the Recovery Navigator programme to include more Recovery Navigators for older people during the next disaster event. There is also a potential for Recovery Navigators to use their connections to share disaster preparedness information and encourage older people to self-prepare for the next disaster event.



Image 6: Drop-in session with Storm Recovery Navigators at an Auckland library (Auckland Council, 2024b).

## 6.3 Involve older people in recovery planning and decision-making

Older people should be encouraged to participate in community-based disaster rehabilitation programmes (HelpAge International, n.d.). Older people typically form the backbone of local community organisations and are well placed to coordinate and provide essential volunteer services for disaster recovery (Brasher, 2020). Many older people demonstrate strong motivation for social connection in the recovery period and may be willing to lead community-based health and social activities (Brasher, 2020).

Older people and aged care organisations should be involved in disaster recovery planning. Working groups tasked with community recovery design should include older people and their representatives, including older people with functional limitations and those directly impacted by disaster events (Brasher, 2020).

Involving older people in community recovery planning will allow communities to re-imagine the age-friendliness of the community through the rebuilding process (Brasher, 2020). Empowering communities to determine their own destiny will support the creation of communities that meet the built, social and community needs of all residents (Davey & Neale, 2013).

## **6.4 Protect older peoples' physical and psychological health**

Natural disasters can significantly impact older peoples' physical and mental health. Disruption to medical care can worsen chronic health conditions and the impacts of natural disasters can create new health issues (American Red Cross, 2020). Community destruction, displacement, property damage and insurance issues can increase rates of anxiety, depression, PTSD and psychological distress among older people (Parker et al., 2016).

Older people should be supported to access mental health services after disaster events (American Red Cross, 2020). Long term support should be available as mental health impacts of disasters can continue for months to years after a disaster event (Mulchandani et al., 2020). Emergency management agencies should educate older people about common mental health reactions to disaster events and provide information on accessing community resources (Brown, 2007).

Central government, health organisations and aged sector services should raise awareness about elder abuse in the disaster recovery phase (HelpAge International, n.d.). Protection must be available to older people as physical, emotional, financial and sexual abuse of older people is likely to increase after disaster events (Brasher, 2020)

Local governments should support older peoples' physical health needs by encouraging older people to return to normal daily activities like walking and attending exercise classes when safe to do so (Brasher, 2020).

## **Case study: Look Over the Farm Gate – Victoria, Australia**

### **Initiative**

Look Over the Farm Gate is a mental health and wellbeing initiative for farmers established by the Victorian Government, the Victorian Farmers Federation and other community organisations in 2016 (Victorian Farmers Federation, 2018). Look Over the Farm Gate was designed to support rural Victorians – many of whom are older people – to build resilience and connection after droughts and natural disasters.

Look Over the Farm Gate delivers health and wellbeing workshops and provides grants of up to \$1,500 to support communities to run local events for community wellbeing and disaster resilience (Kennedy, n.d.; Victorian Farmers Federation, 2018).

Local mental health professionals, rural financial counsellors and other support service staff attend events to share information and connect locals to resources (Brasher, 2020).

### **Outcomes**

Look Over the Farm Gate initiatives allow farmers to reconnect with their community, access professional support and participate in mental health training (Victorian Farmers Federation, 2018).

Community events have fostered new community connections and raised awareness about the need to prioritise mental health in disaster recovery (Royal Flying Doctor Service Victoria, n.d.).

### **Key lessons for local governments**

1. Community run social events are an effective way to connect hard to reach people with resources and support services.
2. Empowering communities to deliver their own disaster resilience events can foster social connection and ensure that initiatives meet the communities' needs.



Image 7: Community wellbeing workshop in Donald, Victoria (Kennedy, 2018).

## 7.0 Key findings for best practice

Older people play important roles in local emergency management but can be disproportionately impacted by disaster events. Mobility, cognitive, health and social factors mean that some older people have special requirements during disaster preparedness, response and recovery. It is vital that emergency management responses address the needs of older people who may be vulnerable during disasters.

This best practice review revealed three key findings that Auckland Council, aged sector organisations and Auckland communities can use to support older people to prepare for, respond to and recover from disaster events.

### **Include older peoples' voices in emergency management plans and initiatives**

The literature advises that older peoples' needs should be incorporated into emergency preparedness plans and policies. Older people should be involved in the development of emergency plans and policies to ensure emergency responses accommodate their needs. Emergency responses must consider the mobility, health, social and linguistic requirements of older people.

Older people and aged sector organisations should also be involved in disaster recovery planning and initiatives. Involving older people in community recovery planning will foster the creation of age-friendly communities following disaster events (Brasher, 2020).

Auckland Emergency Management currently acknowledges the needs of Auckland's vulnerable and diverse communities in the Auckland CDEM Group Plan and the Welfare Coordination in Emergencies Plan. Key groups mentioned in Auckland CDEM Group Plan include disabled people, children and youth, culturally and linguistically diverse communities, Māori and rural communities.

There is an opportunity to expand actions under the Auckland CDEM Group Plan and the Welfare Coordination in Emergencies Plan to explicitly reference older people and their needs.

### **Partner with aged sector organisations and community groups to deliver successful outcomes for older people**

Best practice indicates that emergency management agencies should maintain relationships with aged sector organisations, health service providers, central government, community groups and marae before disasters occur (Brasher, 2020; Volunteering Queensland, 2018a; Tuohy 2010).

Interagency networks can be used to share information, conduct disaster planning and encourage disaster preparedness for older people. Interagency relationships can be activated during disasters to share emergency information and coordinate resources (AARP, 2006; Tuohy, 2010; Davey & Neale, 2013; World Health Organization, 2008).

Auckland Council has close existing relationships with aged sector organisations through Te Rōpū Whakamana ki Te Ao, the Age-friendly Implementation Rōpū (Te Rōpū). Te Rōpū is a potential platform for Auckland Emergency Management to share disaster preparedness information among aged sector networks.

Auckland Emergency Management also partners with welfare and emergency service providers through the Auckland Welfare Coordination Group (AWCG) to respond to Aucklanders' welfare needs during emergencies. There is an opportunity for the AWCG to partner with aged sector organisations to ensure older peoples' needs are met in emergency plans and responses.

# Age-friendly Auckland

## **Connect older people with disaster preparedness, response and recovery resources**

The best practice literature recommends that older people should have access to tools and resources to develop individualised disaster preparedness plans. Information should be available in multiple formats and languages to accommodate older peoples' diverse needs. Print versions should be available for older people with limited access to technology (Brasher, 2020; Davey & Neale, 2013).

Best practice suggests that local government, emergency management agencies and non-governmental organisations should support older people to access mental health, financial, legal and social support during and after disaster events. In-person sessions and welfare check ups are effective methods to reach older people who may not have access to the internet (Davey & Neale, 2013; Brasher, 2020).

Auckland Council meets best practice standards through the Storm Recovery Navigator programme with Age Concern. Recovery Navigators for older people work to connect older Aucklanders impacted by the extreme weather events in 2023 with financial, legal, housing and health services.

The Recovery Navigator programme is subject to ongoing resourcing from the Ministry of Social Development.

## 8.0 Opportunities for improvement

Auckland Council supports older people to prepare for, respond to and recovery from disasters through several existing plans and initiatives. Programmes like the Storm Recovery Navigator service already meet many best practice standards for supporting older people in disaster settings.

There is an opportunity for Auckland Council to more intentionally include the voices and needs of older people in emergency management. The findings of this best practice review can help Auckland Council to better support older people during future disaster events.

Aged-sector organisations, community groups and individuals also play a critical role in Auckland's emergency management ecosystem. Best practice findings identified in this review can be used by non-governmental organisations to better support older people in their communities.

The following opportunities for improvement are informed by the findings of this best practice literature review and could be implemented by Auckland Council, aged sector organisations or community groups. It is acknowledged that this may be dependent on the availability of funding.

### **1. Include specific actions to support older people in the Auckland CDEM Group Plan and the Welfare in Emergencies Plan**

Best practice suggests that older people should be explicitly referenced in emergency management plans to ensure that their needs will be met during disasters (World Health Organization, 2015; HelpAge International, 2014).

The Auckland CDEM Group Plan and the Welfare Coordination in Emergencies Plan already acknowledge the importance of protecting Auckland's vulnerable groups. Including reference to older people will help to ensure that older peoples' needs are planned for.

### **2. Encourage aged sector organisations to become partners of the Auckland Welfare Coordination Group**

Auckland Emergency Management already partners with welfare and emergency service providers through the Auckland Welfare Coordination Group (AWCG).

Partnering with aged sector organisations will allow Auckland Emergency Management to expand their networks and support the delivery of welfare services to older people in disasters.

### **3. Design disaster preparedness resources for older people**

Auckland Emergency Management provides a free Make a Plan template for individuals to develop disaster preparedness plans. Older people can access these templates to create individualised disaster preparedness and response plans that address their specific needs.

There is an opportunity for Auckland Emergency Management, aged sector organisations or advocacy groups to design disaster preparedness guides for older people to support them with completing the Make a Plan template. Gore District Council has completed a similar [Emergency Planning Guide for Older People](#).

Best practice guidance advises that information for older people should be available in printed formats, multiple languages, and be accessible for older people with physical, cognitive and sensory disabilities.

# Age-friendly Auckland

## **4. Utilise the networks available through Te Rōpū Whakamana ki te Ao, the Age-friendly Implementation Rōpū**

Auckland Council has close existing relationships with aged sector organisations through Te Rōpū Whakamana ki Te Ao, the Age-friendly Implementation Rōpū (Te Rōpū). Te Rōpū is an interagency group responsible for overseeing progress on the Age-friendly Auckland Action Plan

Members of Te Rōpū include Auckland Council, Age Concern, Haumarū Housing, Te Kōtahi a Tāmaki, Toa Pacific Inc., CNSST Foundation, Bhartiya Samaj Charitable Trust, Te Hā Oranga and members of the Seniors Advisory Panel.

Te Rōpū has well established connections with the aged sector that Auckland Emergency Management could use to connect with Auckland's diverse older communities.

## **5. Partner with aged care organisations to deliver disaster preparedness sessions for older people**

Findings from the literature indicate that in person sessions are effective methods for engaging older people and sharing disaster preparedness resources (American Red Cross, 2020). Best practice indicates that emergency management agencies should connect with aged care organisations to promote disaster preparedness among their networks.

Te Rōpū provides a potential opportunity for Auckland Emergency Management to connect with aged sector organisations and deliver disaster preparedness sessions for older people.

Aged sector organisations or community groups can also hold local disaster preparedness sessions to educate and support their older community members.

## **6. Introduce a training module for civil defence staff on supporting older people during disasters**

International non-governmental organisations recommend that civil defence staff receive training on how to support older people to ensure their specific needs are met during disasters (HelpAge International, 2014; AARP, 2006).

Auckland Emergency Management already plans to provide disability responsiveness training for certain emergency management roles (Auckland Emergency Management, 2023). There is a potential to expand staff training to include a module on supporting older people during disaster events.

## **7. Explore ways to expand the Storm Recovery Navigator initiative**

Auckland Council's Storm Recovery Navigator initiative embodies best practice standards around supporting older people to access disaster recovery resources.

There is an opportunity to explore ways to fund the expansion of the Storm Recovery Navigator initiative to deliver more Recovery Navigators for older people in future disaster events. This would help to ensure that the increasing number of older Aucklanders at risk of climate change-related disasters receive the support that they need.

Recovery Navigators could also be used to promote disaster preparedness for older Aucklanders before disasters occur. Recovery Navigators with links to community groups and non-governmental organisations are well positioned to distribute disaster preparedness information among their networks.

The Recovery Navigator programme is subject to ongoing resourcing from the Ministry of Social Development. Expansion of the programme would be dependent on the availability of current funding and exploring new funding partnerships.



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# Waitematā Local Parks Management Plan

Public consultation process – first round

Steve Owens – Service and Asset Planning Specialist

Kiri Le Heron – Service and Asset Planning Team Leader

August 2024



# Purpose of the workshop

- 1) Provide a refresh of the Waitematā Local Parks Management Plan (LPMP) development process
- 2) Discuss public consultation process
- 3) Discuss proposed engagement activities for Waitematā
- 4) Discuss next steps for the project.



# Waitematā Local Parks Management Plan



# What is a management plan?

Version as at 23 December 2023



## Reserves Act 1977

Public Act 1977 No 66  
Date of assent 23 December 1977  
Commencement see section 1(2)

- Required under the Reserves Act 1977
- To guide use, management and protection of the land
- A handshake with the community (based on engagement)
- Understand mana whenua's and communities' values and expectations
- Focus is on identifying opportunities, and managing what can and cannot happen on parks
- Once completed, the LPMP will replace all existing reserve management plans in a local board area
- To be continuously reviewed.

The project is an opportunity to create an omnibus plan for approximately 102 local parks and reserves in the Waitematā Local Board area.





# Local parks management plan – land in scope

The table below outlines parkland in and out of scope of the local parks management plan.

Land in scope	Land out of scope
<ul style="list-style-type: none"><li>• Land held under the Reserves Act 1977</li><li>• Land held under the Local Government Act 2002 (LGA).</li></ul>	<ul style="list-style-type: none"><li>• Drainage reserves without park function</li><li>• Roads (managed by Auckland Transport)</li><li>• Parkland owned and managed by other entities (e.g. Auckland Domain)</li><li>• Regional parks</li><li>• Co-governed reserves</li><li>• Conservation land (owned by Department of Conservation/Crown)</li><li>• Open cemeteries.</li></ul>



# Scope of content – What will the plan do and key benefits



- Omnibus plan approach:
  - One plan for all parks in the Waitematā Local Board area
  - Cost-effective and efficient to produce
  - Ensures consistency in management across the network.
- Provides a clear framework for managing, developing and enhancing parks
- Includes a suite of 22 policies covering topics such as:
  - Climate change and natural hazards
  - Mana whenua and Māori outcomes
  - Partnering and volunteering
  - Recreational use and enjoyment
  - Community leases and licences
  - Events and activation.
- Provides key information and future direction on individual parks:
  - Classification or primary purpose for management
  - Protection and enhancement of key park values
  - Specific issues and intentions to address these.



# Contents outside of the scope



- Detailed operational or maintenance information
- Additional work relating to providing new names for reserves outside of the management plan process (e.g. Te Kete Rukuruku Programme)
- Acquisition and disposal of parkland
- Specific investment proposals not yet approved by Waitemata Local Board
- Matters outside the scope of Reserves Act (e.g. Bylaws)
- Implementation priorities and actions
- Property law issues related to easements, encumbrances, encroachments
- New research into historical, environmental and contextual information.



# Proposed plan structure

VOLUME 1		VOLUME 2	
<b>Part A – Introduction and context</b>	Statutory context and how to use this plan	<b>Individual park information</b>	This section includes general parks information, land status classification, management focus areas and individual management intentions.
<b>Part B – Waitematā Local Board Context</b>	General context, issues, opportunities, and park outcomes		
<b>Part C – Park management framework</b>	Park values and management principles, Te Ao Māori, classification, and management focus areas	<b>Appendices</b> Supporting and supplementary information for Volume 1 and 2	
<b>Part D – Park management policies</b>	General park management policies including authorisations		

## Volume 1

Includes general policies that apply to the management of all local parks in Waitematā.

## Volume 2

Specific information on each individual park, including management intentions.



# Project milestone



Note: key decisions for local board in blue; engagement with local board outside of business meetings in workshops. Local board elections may influence timings.

# Public consultation process



# Overview of first round consultation

- Two rounds of consultation required under the Reserves Act
  - First round consultation to notify the intention to prepare a management plan
  - Second round consultation to seek submissions on the draft plan.
- Aim of the first round consultation is to seek general views about the following areas:
  - The range of reasons people visit local parks in Waitematā
  - What people like about the local parks
  - Issues or problems arising in the local parks
  - Ideas and suggestions for park improvement.



# Engagement approach (online and paper submissions)

**AK Have Your Say Website and social pinpoint**

**Our Auckland article**

**Waitematā Local Board Facebook posts**

**Public notices (NZ Herald)**

**QR code signage at key local parks**

**Emails to key stakeholders using local board contacts**

**Posters and feedback forms at local library and theatre**

**Local school newsletters**





# Social Pinpoint example



Closed for Comment

## Comment

### How to comment

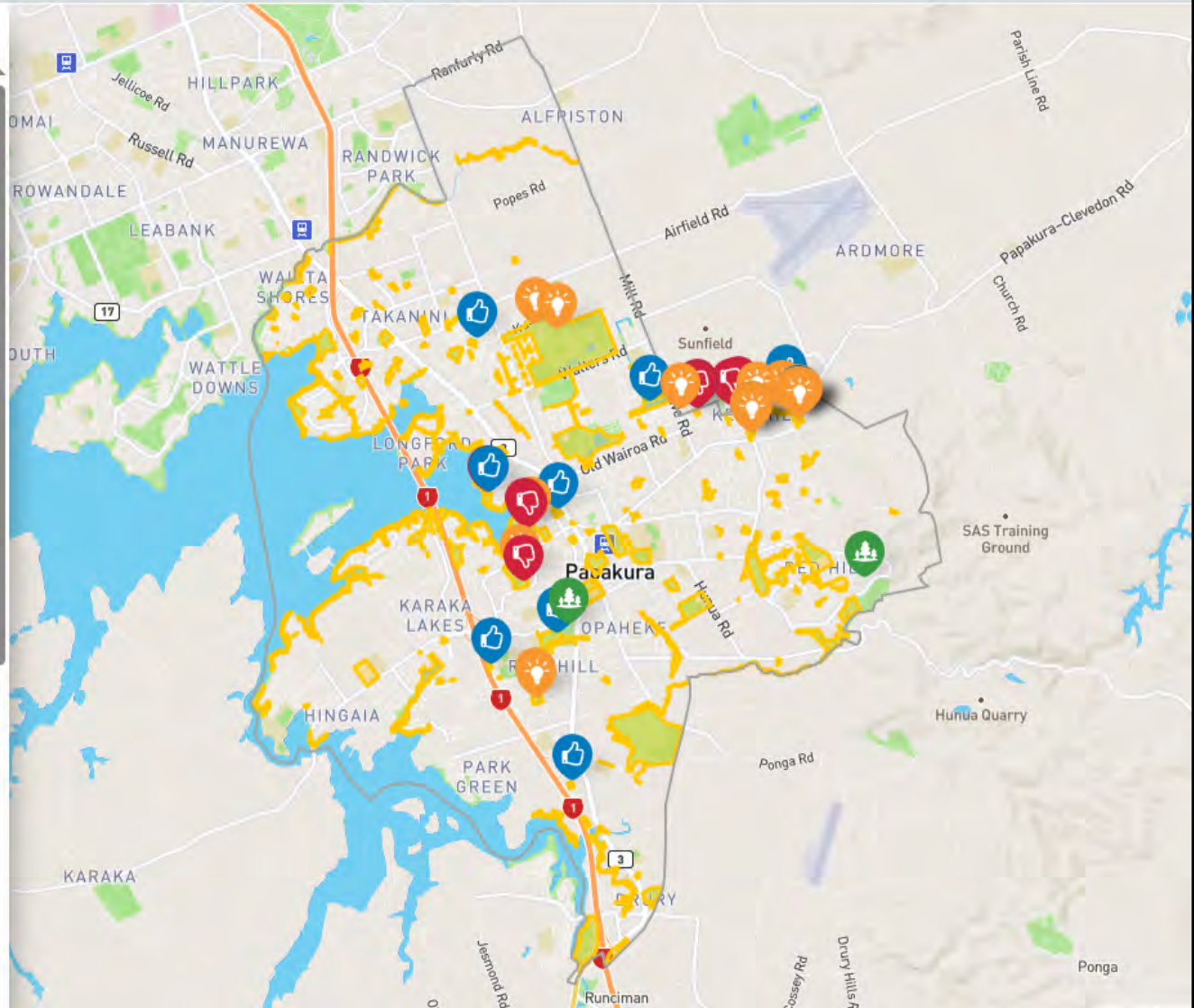
To use the engagement tool

- Zoom into the park you would like to comment on. Some are very small so make sure you have zoomed in far enough.
- Drag the pin of your choice to the park or reserve you want to comment on.

Drag to comment >  Something I Like  Ideas and Suggestions  Something I don't like

- Add your comment to the pop-up box and then press the green "Add comment" button to add your comment to the map.
- You can drop pins on as many parks and reserves as you like or drop multiple pins on the same park/reserve.
- You can also view other's comments and 'like' or start a conversation - remember to be kind! Debate the idea, don't attack the person who made it. Our site is moderated for your safety and comments that don't meet our community standards will be removed.

Parkland out of scope



# Paper feedback form example



### We are developing a local parks management plan

Papakura Local Board is developing a local parks management plan for all parks and reserves in the local board area. The plan will provide a policy framework to manage the use, protection and development of the local parks network, as well as set direction for the management of individual parks.

The plan will capture key cultural, historic, natural and recreational values associated with parks and desired activities including leases and licences. It will also identify issues and opportunities for specific parks and consider the strategic outcomes in related documents such as local greenways plans, urban ngahere / forest action plans, climate action plans, and concept and master plans.

We are following the statutory process for developing reserve management plans under the Reserves Act 1977 which includes two rounds of public consultation.

Once adopted, the plan will replace all existing reserve management plans for the local board area.

#### Why have local parks management plans?

The local parks management plan will:

- help the local board to make good decisions about how parks are used and protected
- address what needs to be considered when developing and enhancing our parks
- be a handshake with local communities to reflect their needs and aspirations for local parks are.

#### We want to hear from you

We would like to understand what you value about parks in Papakura Local Board area, what the main issues are you think the local board should address, and how you'd like to use your parks – both now and in the future. This information will help us develop a draft plan.

#### How the plan will be developed

The local parks management plan will be developed by following the consultation process outlined below.

**Phase 1- Late 2023**

Tell us what we should include in the draft plan

**Phase 2- Mid 2025**

Tell us what you think of the draft plan we have prepared

**Phase 3- Late 2025**

Have your say at the hearing to support your views

Submissions are open from 11 October 2023 – 11 November 2023 and may be made:

- online through [akhaveyoursay.nz](https://www.akhaveyoursay.nz)
- by emailing [papakuralpmp@aucklandcouncil.govt.nz](mailto:papakuralpmp@aucklandcouncil.govt.nz)
- by completing the feedback section overleaf and posting the Freepost Authority envelope
- by dropping off at Sir Edmund Hillary Library, 209 Great South Road, Papakura or Te Paataka Kooreroo Takaanini (Takaanini Library and Community Hub), 30 Walters Road, Takaanini

### Papakura Local Parks Management Plan

**Contact details**

Your name and feedback will be included in public documents. All other personal details will not be made publicly available.

First name: \_\_\_\_\_  
 Last name: \_\_\_\_\_  
 Email address: \_\_\_\_\_  
 Postal address: \_\_\_\_\_

Your local board: \_\_\_\_\_  
 Is your feedback on behalf of an organisation?  
 Yes – I have authority to submit on the organisation's behalf  
 No – these are my own personal views  
 If yes, what is the name of your organisation? \_\_\_\_\_

**Demographics (optional)**

These questions are optional but will help us understand which groups of the community are engaging with us.

What gender are you?  
 Male  Female  Another gender:

What age group do you belong to?  
 Under 15  15-17  18-24  
 25-34  35-44  45-54  
 55-64  65-74  75+

What ethnic group(s) do you feel you belong to? (Please select as many as apply)  
 Pakehā/NZ European  Māori  Chinese  
 Other European  Tongan  Other (please specify): \_\_\_\_\_  
 Cook Islands Māori  Samoan  
 South East Asian  Indian

**Important privacy information** The personal information that you provide in this form will be held and protected by Auckland Council in accordance with our privacy policy (available at [aucklandcouncil.govt.nz/privacy](https://www.aucklandcouncil.govt.nz/privacy) and at our libraries and service centres) and with the Privacy Act 2020. The privacy policy explains how we can use and share your personal information in relation to any interaction you have with the council, and how you can access and correct that information. You should familiarise yourself with this policy before submitting this form.

**1. Do you have any ideas or suggestions we should consider, as we draft the management plan for local parks in your local board area?**  
 Are there any ideas of suggestions you have for the use, enjoyment, protection, management and development for local parks in your area? Please include the name or location of the park/s, if possible.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2. Can you tell us what you like about the park(s) in your local board area?**  
 Do you use parks to connect with nature, access water or be near the coast, play casual or organised sports, walk or cycle for exercise or to connect with other areas, take the family to play spaces or barbecue areas, or just as a place to relax? Please include the name or location of the parks, if possible.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3. Can you tell us what you don't like about the park(s) in your local board area?**  
 Do they provide for the range of activities and experiences you are interested in? Do they protect values that are important to you such as the natural environment? Please include the name or location of the parks, if possible.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Need more room?**  
 You can attach extra pages, but please make sure you also include your name and contact information.



# Posters and park signs



**COMMUNITY CONSULTATION**

FRANKLIN LOCAL BOARD

## Franklin Local Parks Management Plan


Have your say until 12 November 2023

- We are planning the future of your local parks in Beachlands and Maraetai and across Franklin and we want to hear from you.
- What do you love about your favourite parks?
- What do you like to do when you visit parks?
- Have your say and help us to make parks in Franklin meet your needs.

Visit your local library or service centre to find hard copy feedback forms, visit [alhaveyoursay.nz](http://alhaveyoursay.nz), email us at [franklinpmp@aucklandcouncil.govt.nz](mailto:franklinpmp@aucklandcouncil.govt.nz) or scan the QR code for more information and to give your feedback.



# Our Auckland Article




**OUR Auckland**  
TŌ TĀTŌU TĀMAKI MAKĀURAU

HOME NEWS LOCAL EVENTS RECOVERY MAYOR

NEWS

## Franklin parks to be brought under one plan

Publish Date: 06 Jul 2023 14-24 YEAR OLDS COMMUNITY HEALTH / WELLBEING PARKS / OUTDOORS SPORTS / LEISURE FRANKLIN WARD




A Franklin Local Parks Management Plan is to be prepared, replacing individual plans for dozens of popular parks across the region.

Franklin Local Board has approved public notification of the intention to prepare the plan for all local parks and reserves, including inviting written suggestions on the proposed plan.

Board deputy chair Alan Cole says the plan is still some way off, with the board merely approving the scope of the work and an engagement approach for development of the plan.

“Our expectation is that we will get advice on any reserves where there’s local decision-making, and that advocacy-only roles apply only where that decision-making is absent.



# AK Have Your Say page example

## Franklin Local Parks Management Plan



Consultation has concluded

### About the Franklin Local Parks Management Plan

We are developing a new local parks management plan for more than 295 parks across Franklin. The plan is required under Section 41 of the [Reserves Act 1977](#) and covers the next 10 years.

The plan will outline the future direction of Franklin's local parks:

- management
- use
- protection.

### How the plan will be developed

The Franklin Local Park Management Plan will be divided into two volumes.

#### Volume 1

This will:

- set out the scope and purpose of the plan
- provide the policy framework for guiding park management.

#### Volume 2

This will provide a more detailed look at what the plan means for individual local parks within Franklin.

Please note for clarity this will mean that all existing reserve management plans for parks across Franklin, will be superseded by the Franklin Local Parks Management Plan (these are available for your reference under "Current Reserve Management Plans").

An example from the Rodney Local Parks Management Plan is [available here](#).

### First round of public consultation

Between 12 October and 12 November 2023, we sought public feedback about what we should consider as we start drafting the local parks management plan.

We received **190 submissions** from both individuals and organisations.

For further information and to read the summary of the public feedback received, please look under "Project Documents" for the summary of public feedback presentation document.

### What happens next

From early 2024-mid 2025, we will draft the plan using feedback from this public consultation and engagement with mana whenua.

In mid-late 2025, we will hold a second round of public consultation, asking for feedback on the draft plan.



[Interactive map](#)

[Feedback Form](#)



# Engagement approach (face to face engagement)

- Attend community events (i.e. local forums)
- Attend meetings with current stakeholders (located on parks and reserves)
- Hold engagement sessions at local schools.



**Discuss proposed  
engagement for  
Waitematā**

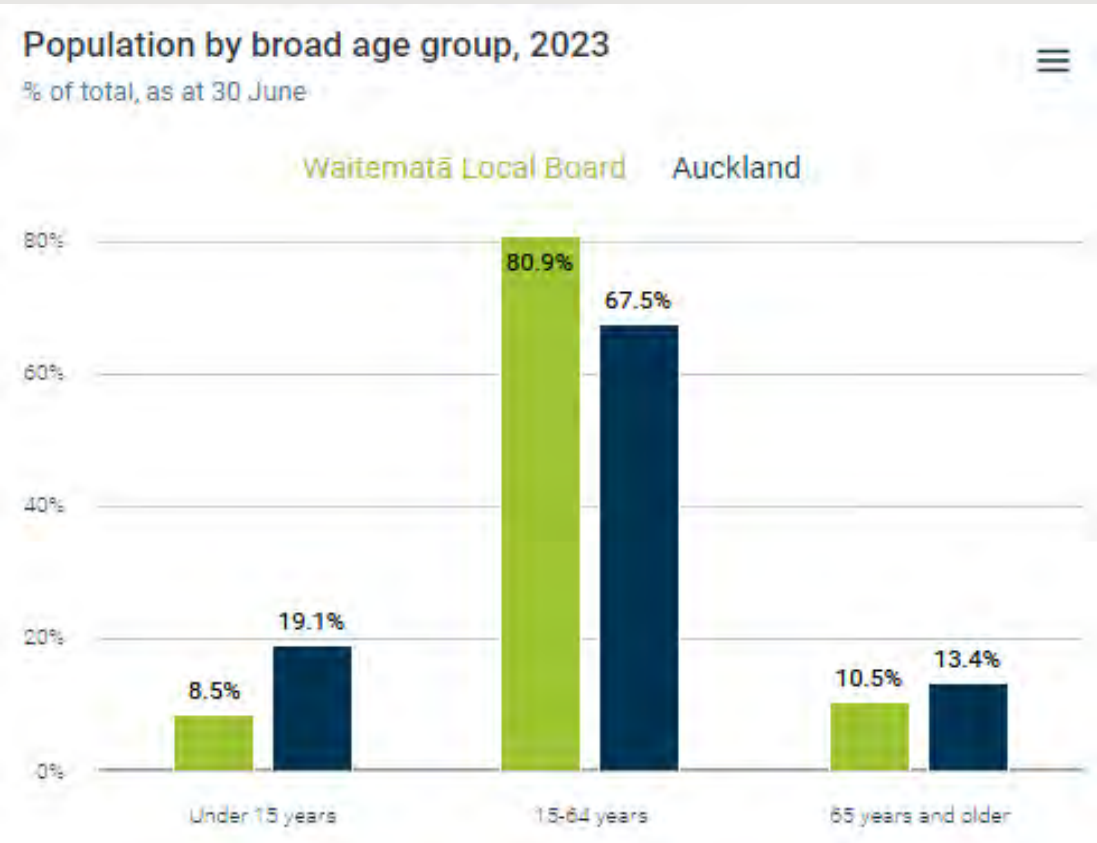


# Waitematā demographics (overview)

- The local board includes city centre, fringe retail and commercial areas, and the inner city-residential suburbs
- Approximately 86,700 people live in Waitematā
- Around 100,000 people in Auckland travel to Waitematā to work, employment is mostly concentrated in the city centre
- High number of students and young adults (about 40% of the population aged between 20 and 34)
- Employment – high portion of professional and administrative workers (consists of nearly 50% of the working population)
- More than 40% of residents live in multi-unit dwellings (e.g. apartments).



# Waitematā demographics (age groups)

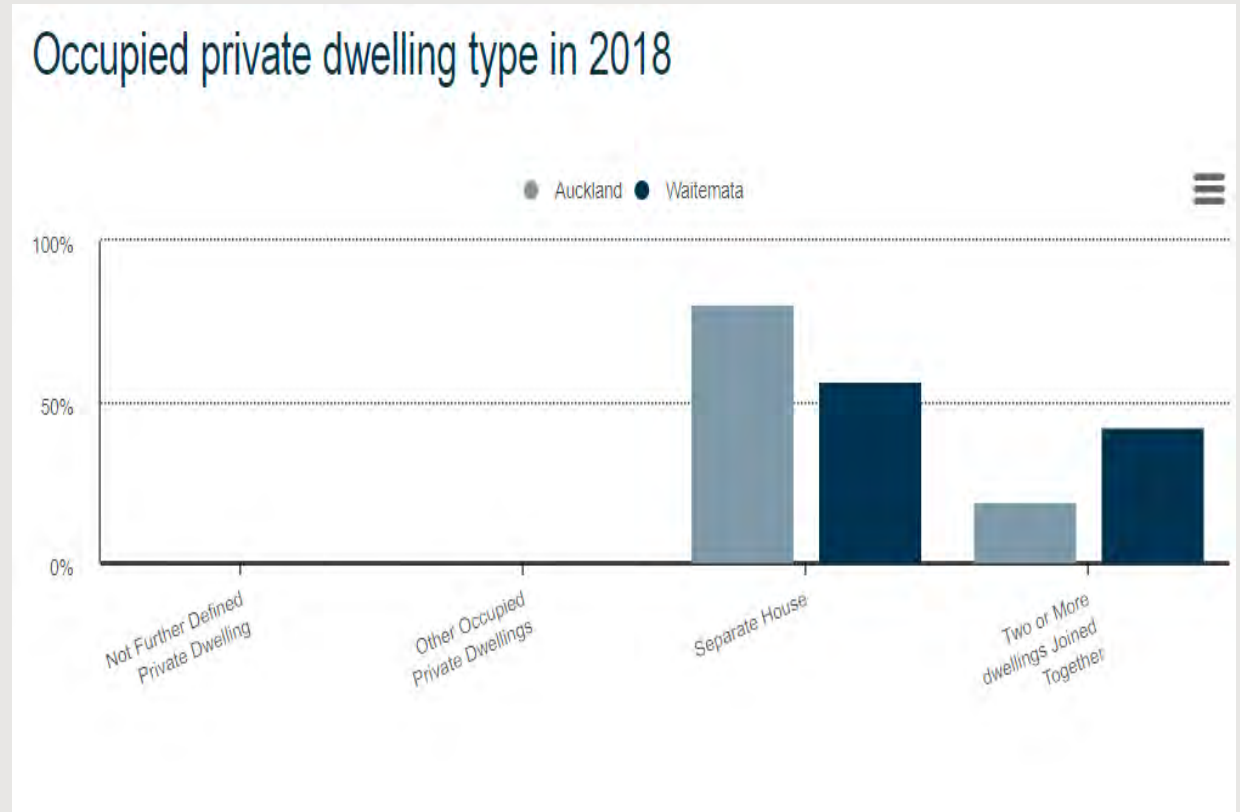
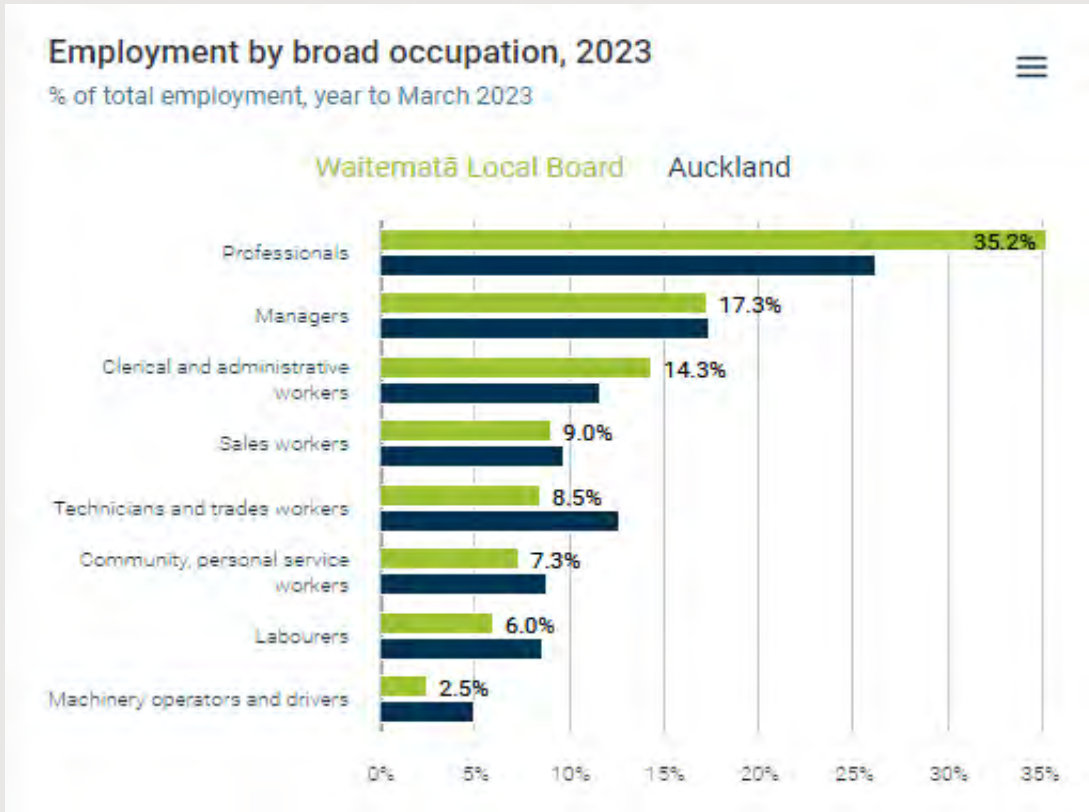


Source: Infometrics, 2023





# Waitematā demographics (employment and dwelling type)



Source: Infometrics, 2023



# Waitematā city centre engagement recommendation (initial)

- Engage with people in city centre
- Flexible time to engage with young professionals (e.g. consider online drop-in session/after working hours drop-in sessions)
- Liaise with youth network and city centre residents' association
- Inform LPMP through forum, drop-in sessions
- Potential community groups include:
  - City Centre Community Network
  - Heart of the City
  - Waitematā Youth Providers Network
  - Auckland City Centre Residents' Group.



# Identifying stakeholders in the wider Waitematā Local Board area

- Local board-held stakeholder list
- Existing leaseholders located on parks and reserves (e.g. Sports Clubs, community groups using community halls)
- Cultural groups
- Existing volunteer groups active in parks and reserves
- Education providers
- Residents' associations
- Mana whenua
- Mataawaka, Marae and Māori organisations
- Management agreement groups (e.g., QEII Trust, DOC, NZTA, Auckland Transport).



**Next steps**



## Working with the local board

- Aim to report to business meeting in September 2024 to gain approval on the plan scope, initiate first round of consultation
- Will prepare an engagement plan and share with the board in October which:
  - outlines the timeframe and methods for consultation.

## Working with mana whenua

- Hui with mana whenua to:
  - inform timeframe and methods for consultation
  - provide submission summary (early 2025)
  - identify key parks, park values and issues
  - discuss land status review and classification.

## Working with the community

- Aim to undertake public consultation between November and December 2024.



30 July 2024

## Memorandum

**To:** Waitematā Local Board

**Subject:** Summary of the 2023/2024 Activation of Parks, Places and Open Spaces Programme and proposed 2024/2025 Out and About Activation Programme

**From:** Mote Tangi – Activation Advisor

**Contact information:** [mote.tangi@aucklandcouncil.govt.nz](mailto:mote.tangi@aucklandcouncil.govt.nz) or  
[sanjeev.karan@aucklandcouncil.govt.nz](mailto:sanjeev.karan@aucklandcouncil.govt.nz) or  
[geraldine.wilson@aucklandcouncil.govt.nz](mailto:geraldine.wilson@aucklandcouncil.govt.nz) or

## Purpose

1. To provide a summary of the programme for the activation of parks, places and open spaces delivered in the 2023/2024 financial year.
2. To seek feedback on the proposed programme for the activation of parks, places and open spaces in the 2024/2025 financial year.

## Summary

3. The Waitematā Local Board approved the activation of parks, places, and open spaces programme as part of their 2023/2024 Customer and Community Services Work Programme (project ID 1010).
4. The local board allocated \$20,000 from their Locally Driven Initiative (LDI) operational budget for the project. The intention of the programme is to deliver and coordinate a range of 'free to attend' activities and events that support the local community to be physically active. This is done through the activation programme or other locally focused community or partner organisations and initiatives.
5. A total of 23 activation activities were delivered across nine locations within the local board area. The delivery of the 60 hours of physical activity took place through a combination of specialised and generic activation events (Attachment A).
6. The activation programme was attended by a total of 1179 participants.
7. Participant feedback was collected through a survey conducted across a range of activations and locations.
8. One hundred per cent of surveyed participants indicated that they are either satisfied or very satisfied with the activation programme events being delivered in the local board area. Seventy-four per cent of surveyed participants were first time attendees.
9. The Waitematā Local Board was one of the 12 local boards that provided an activation programme across Tāmaki Makaurau in 2023/2024 financial year.
10. Overall, 757 activations were delivered across Tāmaki Makaurau, which were attended by over 33,028 participants in 171 locations.

11. The local board is allocating \$20,000 from the Locally Driven Initiative (LDI) operational budget for an activation programme as part of the 2024/2025 Customer and Community Services Work Programme (Project ID 1010).
12. To build on the last financial year's success of the activation programme, it is recommended that the local board continues to deliver the 2024/2025 financial year's Out and About Activation programme, through a combination of both generic and specialised activations events (Attachment B).
13. The local board is requested to provide feedback and direction to guide the development of the draft activation programme for the 2024/2025 financial year's activation of parks, places and open spaces programme.
14. Feedback is sought from the local board on the preferred activation theme option, either at this workshop or via email by 16 August 2024 at the latest.
15. A draft activation programme for the 2024/2025 financial year will be developed and presented to the local board at a workshop in September/October 2024 for discussion.

## Context

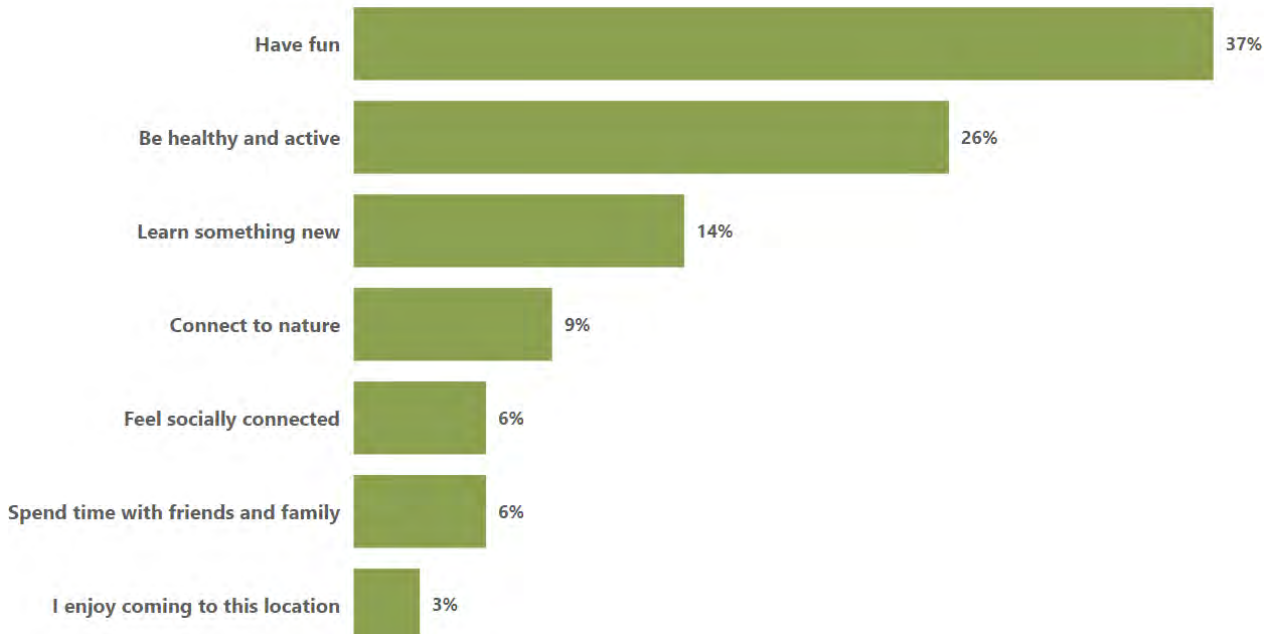
16. As a part of the Waitemātā Local Board's 2023/2024 Customer and Community Services Work Programme, the local board approved a project to activate parks, places and open spaces (project ID 1010).
17. The local board allocated \$20,000 from the Locally Driven Initiative (LDI) operational budget for the project. The project enables and coordinates a range of 'free to attend' activities and events that support the local community to be physically active. This is done through either the Out and About programme or other locally focused community or partner organisations and initiatives.
18. The allocated budget for the project has been fully spent and the activation programme was delivered in full by a range of delivery partners.
19. An outline of activations events delivered for the local board in the 2023/2024 financial year are in Attachment A of the memo.
20. The activation programme delivered on the following outcomes of the Waitemātā Local Board Plan 2020:
  - Outcome one: Māori are empowered, and their identity and culture is visible.
  - Outcome two: Connected communities that are inclusive, accessible, and equitable.
21. The activation programme also delivered on activity benefits outlined in the local board's work programme for the project:
  - more Aucklanders living healthy, active lives through play, active recreation and sport
  - more Aucklanders connecting to nature
  - more Aucklanders connecting to our unique Māori identity.

## Activation programme analysis - participant survey data for 2023/2024 financial year

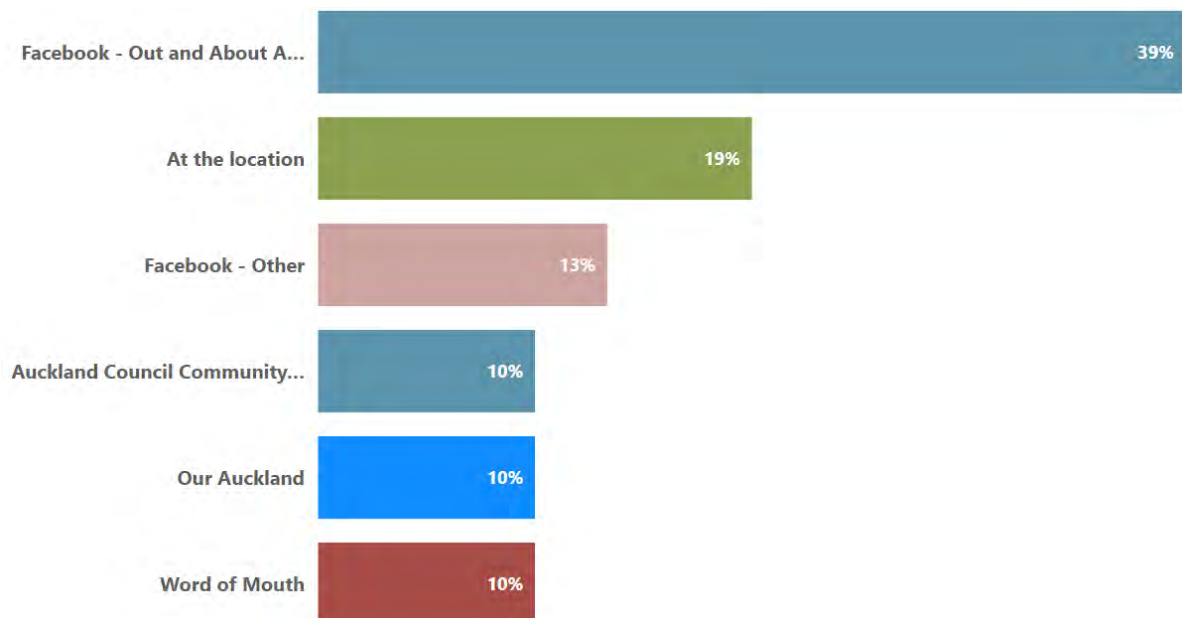
22. As a result of weather events or programming issues experienced during the year, some activation programme events were rescheduled or occasionally cancelled. Affected activations were able to be delivered later in the year.
23. The activations programme included delivery of a combination of generic and specialised events. There were 23 activation programme events delivered across nine locations within the local board area with a total of 1179 attendees.

24. Staff conducted a participant survey across various activation events and locations to gather data. Figures one to six below provide details on some of the key data that the Activation team have collected from attendees via this survey.

**Figure 1: Reasons for people attending activations**



**Figure 2: How did participants hear about the activation**

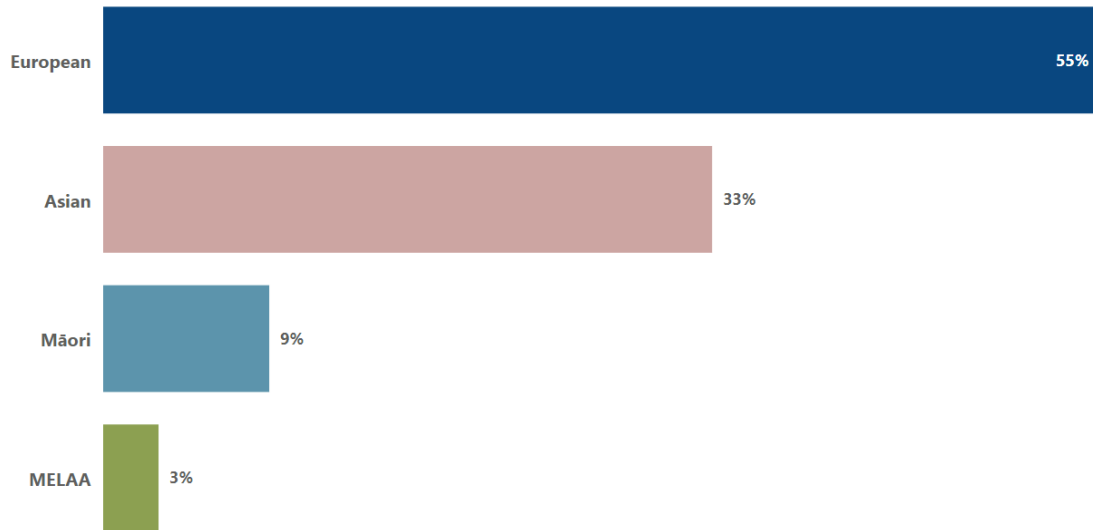


**Figure 3: Percentage of people who were first time participants vs have attended before**

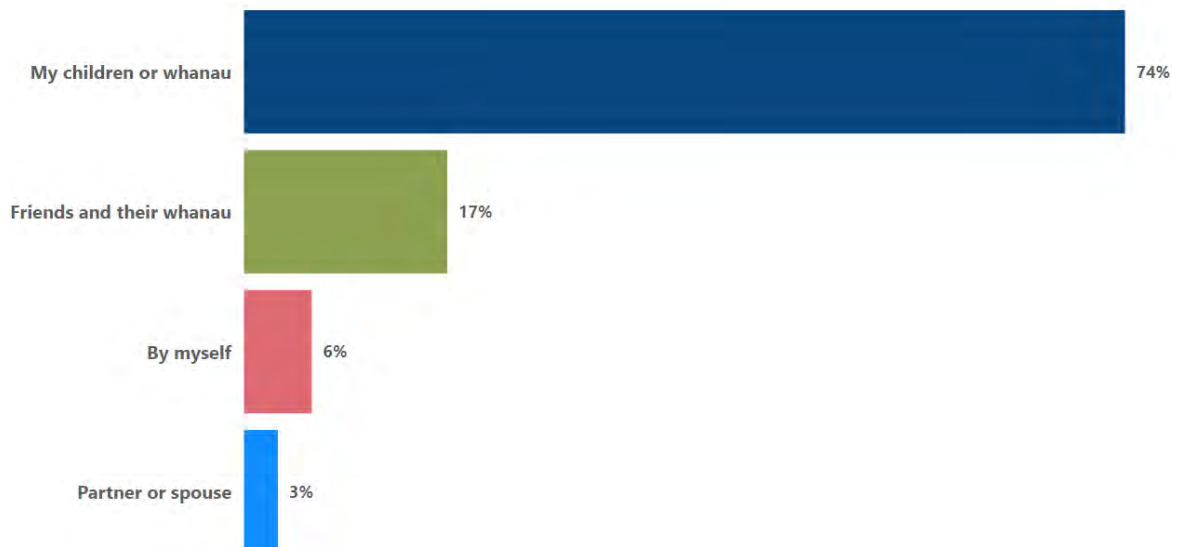




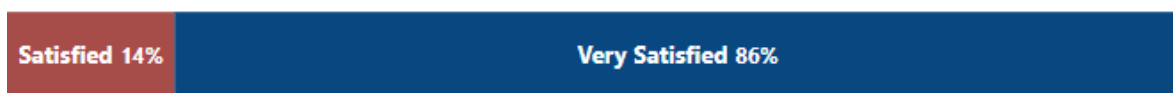
**Figure 4: Ethnicity of participants**



**Figure 5: Who participants attended with**



**Figure 6: Participant satisfaction with the activation**



25. Overall, the delivery of the local board’s activation programme was successful and well received by the community.
26. One hundred per cent of surveyed participants indicated that they were either satisfied or very satisfied with the activation programme events delivered in the local board area.

## Discussion

27. The Waitemātā local board is allocating \$20,000 from the Locally Driven Initiative (LDI) operational budget for an activation programme as part of the 2024/2025 Customer and Community Services Work Programme (Project ID 1010).
28. Staff are seeking direction from the local board on their expected outcomes from the 2024/2025 financial year activation programme.
29. For planning purposes, the Activation team categorise activations into either generic or specialised groups.
30. There are three activation theme options available for the activation programme as noted in tables one and two.

**Table 1: Activation theme options for the activation programme 2024/2025**

Options for type of activation	Activation theme characteristics
<b>Option A: Generic</b> – for example, Hungerball, Bubble soccer, Circus in the park, Pop up Play stations	<ul style="list-style-type: none"> <li>• No limit to participant numbers, high number of walk-in participants (within health and safety standards)</li> <li>• Higher participant to instructor ratios (within health and safety standards)</li> <li>• Cost effective per participant</li> <li>• Fewer barriers to participate eg, no registration required</li> <li>• Fun for the whole whanau</li> <li>• Regulatory compliance of inflatable equipment</li> </ul>
<b>Option B: Specialised</b> – for example, Learn to skate, Ako Kēmu Māori (Games), Activasian, Craft Lab (connect to nature), bootcamps	<ul style="list-style-type: none"> <li>• Registrations required and limited walk-in participants</li> <li>• Lower participant to instructor ratios for better attendee experience</li> <li>• Learn new skills eg, skating, kayaking, tree climbing</li> <li>• Sustainable activity and participant may continue to use council assets after activation has finished eg, skatepark, beach, bush areas in parks</li> <li>• Can be targeted at specific populations eg, age group, ethnicity, gender</li> </ul>
<b>Option C: Combination</b> of options A and B	<p><b>Recommended option</b> – combination of both A and B</p> <ul style="list-style-type: none"> <li>• Both high and moderate participants numbers</li> <li>• Fun for the whole whanau and learning new skills</li> <li>• Registrations and walk-in's</li> <li>• Qualified instructors and regulatory compliance</li> <li>• Ongoing use of council assets</li> <li>• Targeted at specific participants</li> </ul>

**Table 2: Activation theme options comparison**

Activation theme characteristics	Option A Generic	Option B Specialised	Option C Both Generic and Specialised
Participant numbers	High	Lower	Moderate
Walk-in participants	High	Lower	Moderate
Low cost per participant	High	Moderate	High/Moderate
Whole whanau participation	High	Moderate	High/Moderate
Qualified instructors and regulatory compliance	High	High	High
Learn new skills	Moderate	High	High/Moderate
Ongoing use of council assets after the activation e.g. skatepark, beach, parks	Lower	High	Moderate
Can be targeted to specific participants e.g. age group, ethnicity, gender	Lower	High	Moderate

31. A draft suite of activations proposed for both options A and B are outlined in Attachment B for reference.

### Specialised activations to be delivered as part of the chosen activation theme option

32. Staff recommend that specialised activations that target specific population groups, celebrate Māori cultural identity, and remove barriers to women and girls are retained. These activations can be delivered as part of any of the three activation theme options.
33. The number of specialised activations can be reviewed if supported by the local board, and can be complemented within other generic activations.

### Activations that celebrate Māori cultural identity

34. The delivery of Māori outcomes is a priority for Auckland Council. Local board funded work programmes which include the activations programme, present an opportunity to bring this priority to life.
35. Staff have actively sought to engage with delivery partners who can support delivery of Māori outcomes. This includes the delivery of the Ako Hoe Waka, and Ako Kēmu Māori programmes.
36. These activations provide tangible and accessible opportunities for whānau and the community. It allows the community to engage with te reo, tikanga, and mātauranga Māori in our local parks, spaces, and places.
37. Staff are proposing to continue to engage with delivery partners who can support the ongoing delivery of Māori outcomes. Staff welcome any feedback from the local board at the workshop when the draft activation programme options are presented.

### Activations that remove barriers for women and girls

38. Research shows that women and girls are typically less active than their male counterparts but want to participate more. The Activation team has sought to address this by finding new delivery partners who can deliver female friendly activities.

- 39. For the last financial year this included the delivery of skateboarding, gymnastics and BMX activities led by female instructors in a female-only environment to encourage participation.
- 40. It is recommended that some activities specific to women and young girls are delivered through the next year's activation programme for the local board.

**Staff recommendation**

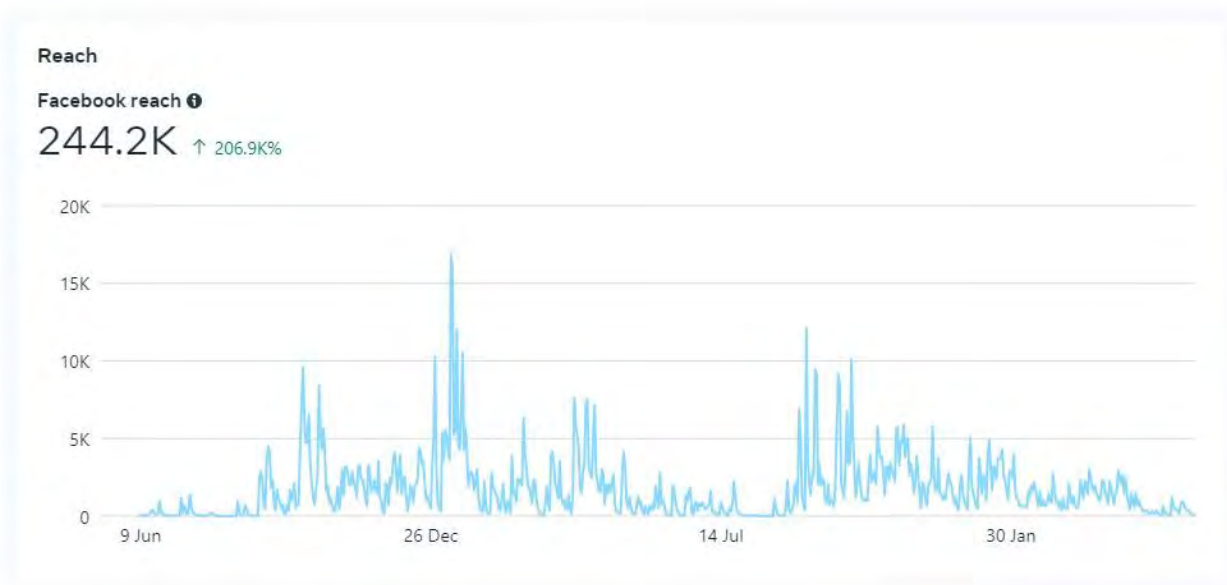
- 41. To build on last financial year's success of the activation programme, staff are recommending delivering the 2024/2025 financial year's activation programme through activation theme option C (delivery of combination of both generic and specialised activations events including specialised activations).

**Marketing and Promotion**

**Facebook and Eventbrite**

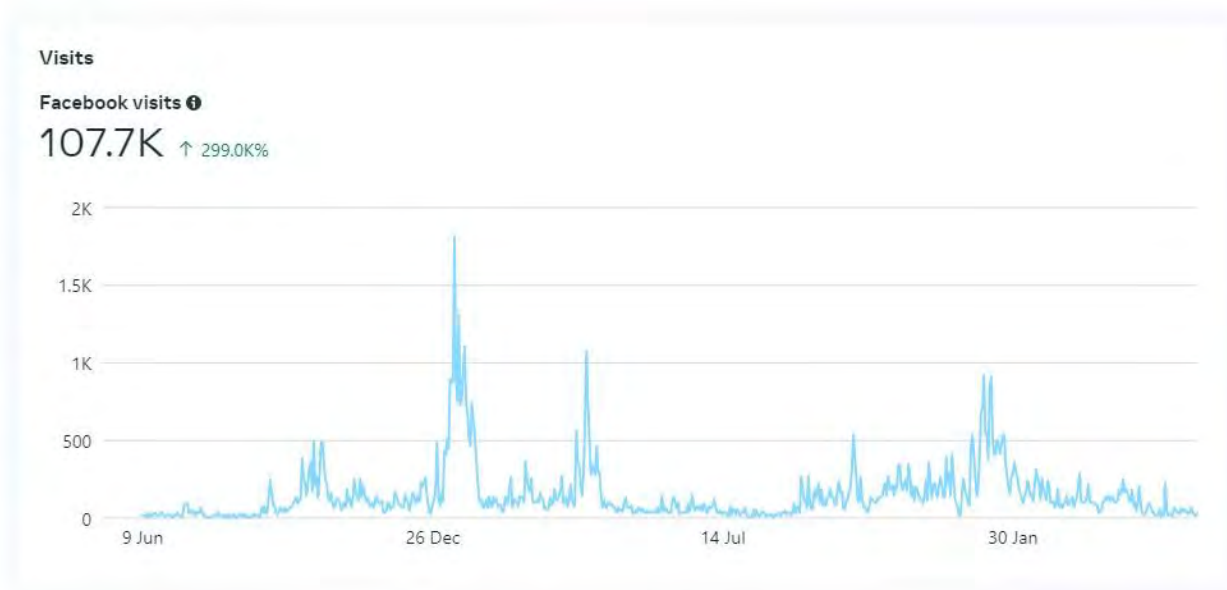
- 42. Participant survey data indicates that online advertising such as Facebook and Eventbrite continue to be the main source of information for attendees.
- 43. Table three shows the Out and About Facebook page's reach to almost 245,000 people over the past two years.

**Table 3: Out and About Facebook reach**



- 44. Table four shows there were almost 110,000 visits to the Out and About Facebook page over a two-year period.

**Table 4: Out and About Facebook visits**



45. Tables three and four show that when the Out and About team promote and post activations during the summer periods, the reach and the number of visits to the page increases.

#### Other promotion

46. Schools in the local board area were approached through regional sports trusts in the 2023/2024 financial year. Staff will endeavor to contact local schools again to support marketing and promotion of next year's activation programme.
47. Printed material such as flyers and posters are not recommended as they become outdated if there are changes to the programme.
48. Individual local board schedules appear on the Auckland Leisure Network website (<https://aucklandleisure.co.nz/out-about-auckland/>)
49. The community can download the whole activation programme for their own local board from the Auckland Leisure Network website. The website is updated regularly to account for any cancelled or rescheduled activations.

#### Next steps

50. The local board provides direction on their preferred activation theme option. This will guide the development of the draft programme for the 2024/2025 financial year.
51. A draft activation programme for the 2024/2025 financial year will be developed and presented to the local board at a workshop in September/October 2024 for discussion.
52. Staff will use any feedback received from the local board to refine the draft activation programme. A finalised activation programme schedule will be provided to the local board via a memo before delivery commences in the 2024/2025 financial year.
53. Progress updates on the delivery of the activation of parks, places, and open spaces programme will be provided to the local board as part of the quarterly reports. An annual summary of the entire programme for the 2024/2025 financial year will be provided as part of the quarter one update in 2025.

## Attachments

Attachment A: WTLB Activations delivered in 2023/2024

Attachment B: WTLB Activation themes options

Attachment C: WTLB Activation slideshow 2023/2024

## Attachment A Waitematā Local Board Activations delivered 2023-2024

<b>Date</b>	<b>Activation</b>	<b>Location</b>	<b>Delivered By</b>
Saturday 16 December 2023	Pop Up Obstacle Chase	Western Park	Community Leisure Management
Saturday, 13 January 2024	Girls Skate NZ	Victoria Park	Girls Skate NZ
Saturday, 20 January 2024	Girls Skate NZ	Victoria Park	Girls Skate NZ
Tuesday, 23 January 2024	Cardboard Pop Up	Basque Park	Creative Kids
Wednesday, 24 January 2024	Nature Play	Western Springs	Craft Lab
Wednesday, 24 January 2024	Nature Play	Western Springs	Barefooted NZ
Saturday, 27 January 2024	Girls Skate NZ	Victoria Park	Girls Skate NZ
Thursday, 1 February 2024	On Ya Wheels Treasure Hunt	Cox's Bay Reserve	Community Leisure Management
Sunday, 4 February 2024	Silent Disco_Amazon Jungle	Parnell Rose Gdn.	Papaya Stories
Thursday, 8 February 2024	Flying Fun Kite Day	Auckland Domain	Community Leisure Management
Saturday, 10 February 2024	Girls Skate NZ	Victoria Park Skate	Girls Skate NZ
Sunday, 25 February 2024	Wild Streets Festival of Play	Albert Park	Open Fort
Sunday, 17 March 2024	Junk Play	Western Park	Conscious Kids
Sunday, 17 March 2024	Kiwi Bubble Soccer	Victoria Park	Kiwi Bubble Soccer
Tuesday, 19 March 2024	Tamariki Play	Western Park	Community Leisure Management
Saturday, 6 April 2024	Circus in the Park	Western Park	Circability
Saturday, 6 April 2024	Hungerball	Western Park	Hungerball
Saturday, 13 April 2024	Girls Skate NZ	Victoria Park Skate	Girls Skate NZ
Saturday, 27 April 2024	Girls Skate NZ	Victoria Park Skate	Girls Skate NZ
Saturday, 4 May 2024	Skate Class (mixed)	Victoria Park Skate	Young Guns Skate
Saturday, 11 May 2024	Skate Class (mixed)	Victoria Park Skate	Young Guns Skate
Saturday, 18 May 2024	Skate Class (mixed)	Victoria Park Skate	Young Guns Skate
Sunday, 9 June 2024	Skate Class (mixed)	Victoria Park Skate	Young Guns Skate

## Attachment B Waitematā Local Board Activation themes options

The Activation Team are open to work with any local delivery partner(s) the Local Board identifies. We will meet with them to deem them suitable as a delivery partner with the appropriate onboarding for all delivery, reporting and monitoring requirements if all criteria can be satisfied.

Activation themes options	Activation name	Description	Location examples	Delivery partner examples
<b>Nature Play</b> <b>(Specialised Activation)</b>	Wild Families	Develop new skills to connect your family with nature and foster a sense of kaitiakitanga.		Craft Lab NZ
	Nurture in Nature	Enhance your local community's engagement with their local park- through play, exploration, and education. Attendees will learn about native flora and fauna, how to care for their natural surroundings, develop a sense of kaitiakitanga, and discover the beautiful park on their doorsteps- building your community's capability and capacity to utilise and engage with their local park.	Auckland Domain, Pt Erin Park, Basque Park, Albert Park, Western Springs  (Any park reserve with bush/trees/harakeke)	Barefooted NZ
	Adventurous Nature Play	Play is an everywhere activity! Join us for a Nature Play for Adventurers session. We can't wait to explore with whanau & find ways to play using the bush, trees, and grassy spaces at our local parks and reserves. Hey parents...remember how much you loved going outside to play in nature when you were growing up! This session is designed for adventurous families who want to have fun that they can create and control. The session is facilitated by nature play experts Om and Harry, and will support whānau to enjoy local parks while learning about how to care for Papatūānuku and the concepts of Kaitiakitanga.		Craft Lab NZ and Barefooted NZ together
<b>Te Ao Māori</b>	Ako Kēmu Māori (Games)	The Team from Mātātoa - Time 2 Train engage all ages when activating tākarō Māori (Māori		Mātātoa Time 2 Train



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Activation themes options	Activation name	Description	Location examples	Delivery partner examples
<b>(Specialised Activation)</b>		Play). participants will be lead you through a number of kēmu (games) where they will learn some basic reo (Māori language) and whakapapa (genealogy) and tikanga (customs), all delivered in Te Taiao (nature).		
<b>Marine Based (Specialised Activation)</b>	Ako Hoe Waka	Learn some basic reo, tikanga and paddling drills before hitting the moana on waka and working as a team.		Mātātoa Time to Train
	Kayaking	Community Kayaking		Sir Peter Blake Marine Education Trust/Outdoor Experience
	Kayaking, Stand-up paddle boarding, waka and sea education	Explore and learn about the coast and marine life		Sir Peter Blake Marine Education Trust/Outdoor Experience
<b>Community Group Fitness (Generic Activations)</b>	Yoga	Beach/Standard Yoga		TBC
	Bootcamps	Boxing, fitness		
<b>Loose Parts/Messy Play (Specialised Activation)</b>	Junk Play	Utilising a wide range of 'large loose parts' otherwise destined for landfill, we will design and construct our own play spaces, limited only by our imaginations.	Albert Park	Conscious Kids Ltd
	Giant Mud Pie Kitchen/Clay in the Park	Create with clay and playdough using natural resources.	Auckland Domain	Creative Kids Collective

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Activation themes options	Activation name	Description	Location examples	Delivery partner examples
		Twigs for legs on your creature, leaves for candles on your cake, natural prints with leaves.  *COLLECTED RAINWATER IS USED FOR THIS ACTIVATION*	Basque Park Myers Park Newmarket Park Newmarket Station Square	
	Cardboard Pop-up Playground	The kids are taking the lead as they discover and create, build, or deconstruct and watch their creations take shape using the resources any way they like. We will bring large cardboard boxes, cable reels, fabric, small loose parts, everyday household recycling and large junk items; all getting a new lease of life as the kids experience first-hand at rethinking rubbish.	Western Park Grey Lynn Park Victoria Park skatepark Pt Erin Park	Creative Kids Collective
<b>Free Play</b> <b>(Generic Activations)</b>	Pop up Play Stations	Find your passion for PLAY and have a go at multisports, dodgeball, tag and many more PLAY Stations for you to explore.	Western Springs Aotea Square	Pop Up Play
<b>Free Play</b> <b>(Generic Activations)</b>	Circus in the Park	Join the amazing Circus In The Parks team to play and learn circus skills like juggling, hula hoop, acrobatics, ribbons, and spinning plates. There will be something for everybody, all ages, all abilities!		Circability
	Wild Streets Festival of Play	Outdoor play, modified games, and problem solving/puzzles for all ages.		Open Fort NZ
	Hungerball	Hungerball can be played across multiple sports with battles of singles, doubles and triples played within a unique six-sided inflatable court. Hungerball games adaptations were developed for engaging groups of varying		Hungerball NZ

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Activation themes options	Activation name	Description	Location examples	Delivery partner examples
		sizes and configurations, small or large, young, or mature, skilled, or unskilled.		
<b>Girls Only/Female Friendly.</b> <b>(Specialised Activation)</b>	Wellness Riders Skate Clinic – Learn to ride, balance with a female wellness element to session.	During this introductory session for mums and daughters you will learn the basics of skateboarding i.e., how to push, skate and cruise along on your board, alongside some new friends. You will also discuss the physical and mental wellness benefits of skateboarding.	Silo Park The Pink Light path Victoria Park	Wellness Riders
	Girls Skate NZ - Skateboarding session at Skate Park	Learn to drop, ollie, develop confidence on skate parks/bowls.		Girls Skate NZ
	Gymnastics in the Park	Have a go and develop confidence using gymnastics equipment	Grey Lynn Park Pt Erin Park	Gym Kids
<b>Mixed Skate/Bike Class</b> <b>(Boys and Girls)</b> <b>(Specialised Activation)</b>	Young Guns Skate Class	For first time skaters and experienced skaters aged 5 and up. Classes are complemented by kids sized ramps and obstacles that are ideal for learning to skate on. Students will learn the correct techniques required for standing, pushing, turning and manoeuvring a skateboard. From there students learn the basic first tricks and begin to learn how to use a skatepark with proper etiquette and safety,	Victoria Park	Young Guns Skate School
	Wheels Activation	Wheels and wellbeing crew coach riders. - Live Demonstrations throughout the Activation. - Fundamentals of Bike Safety and Riding - Bike Checks, Brakes, Chain, Tyres for pre-existing bikes with public - Life Lessons with Riding, Skills and a Growth Mindset		Wheels and Wellness

## Attachment B Waitematā Local Board Activation themes options

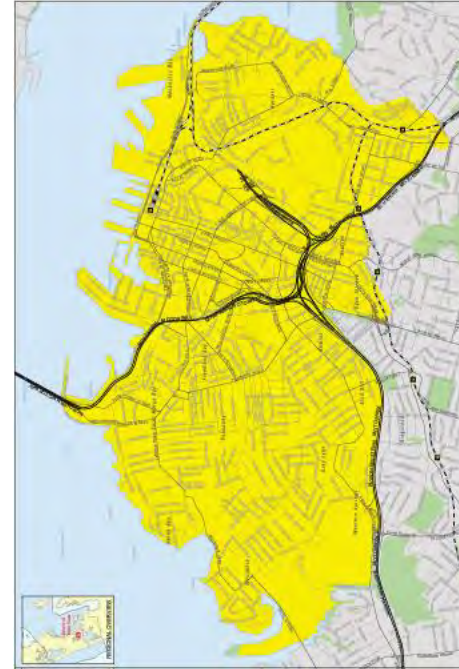
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Activation themes options	Activation name	Description	Location examples	Delivery partner examples
<b>Silent Disco</b> <b>(Specialised Activation)</b>	Silent Disco	Gear up with a pair of headphones and follow an interactive story. Get ready to play themed games, dance to a themed playlist and more importantly spot and play with one of the adventure characters. During the play session you will get immersed into the world of story that would unfold in front of your eyes. Different themes include, Christmas Special, Amazon Jungle, Minecraft Edition, Sea Odyssey plus more!	Albert Park Auckland Domain Basque Park Myers Park	Papaya Stories
<b>(Generic Activations)</b>	On Ya Wheels Treasure Hunt	Bring your scooter, bike, tricycle, pram, roller blade, wheelchair or unicycle and give our On Ya Wheels Treasure Hunt a go as a family. Follow the treasure map along the pathways, complete challenges and collect your treasure at the end.	Newmarket Park Newmarket Station Square Western Park Grey Lynn Park	Community Leisure Management (CLM)
	Flying Fun in the Park	Make your own kite to fly and take home.	Victoria Park skatepark	Community Leisure Management (CLM)
	Wacky Wheels	Try out a whole range of different 2, 3, and 4 wheels great for all ages and abilities, or bring your own and join in the fun! Mini courses, head along the pathways and enjoy all the Wacky Wheels on offer	Pt Erin Park Western Springs Aotea Square	Community Leisure Management (CLM)
	Pop Up Obstacle Course	Are you the next Ninja Warrior?  Jump, balance, crawl and throw your way through the Out and About obstacle course!!  Perfect for young and old our course is the perfect way to burn off some energy these		Community Leisure Management (CLM)

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Activation themes options	Activation name	Description	Location examples	Delivery partner examples
		school holidays! One timeslot dedicated only for under 5's.		
	Bubble Soccer	Soccer and modified games while wearing a giant zorb-like bubble		Kiwi Bubble Soccer



# WAITEMATĀ LOCAL BOARD ACTIVATIONS 2023/2024

ATTACHMENT C - ACTIVATION TEAM









