

Aotea/Great Barrier

Key contacts & emergency information



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

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

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



Auckland Emergency Management

Dial 0800 222 200

aucklandemergencymanagement.govt.nz

aeminfo@aucklandcouncil.govt.nz

Social media: [@aklcedem](https://www.facebook.com/aklcedem) [@AucklandCDEM](https://twitter.com/AucklandCDEM)

Dial (09) 301 0101 for Auckland Council

aucklandcouncil.govt.nz

Report a problem

If life is at risk dial 111.



Electricity and gas

If you smell gas, evacuate and dial 111 and ask for Fire. Properties on Aotea/Great Barrier maintain their own power generation and storage systems.



Internet

To report a problem with your broadband, contact your service provider. To view real time broadband outages go to chorus.co.nz/outages



Flooding

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



Water supply and wastewater

Each property on Aotea/Great Barrier maintains their own wastewater system and water supply as there is no reticulated water or ability to purchase water on the Island.



Fallen trees or debris

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

aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx



Roads

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

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

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



Landslides

If you suspect that a landslide is about to occur, make sure you and your family are safe and dial **111** if there is immediate risk to life or an occupied building. Call Auckland Council on **(09) 301 0101** or other geotechnical engineers to assess for potential danger.



Radio Stations

for emergency information

- Aotea FM 94.6 or 104.2FM
- [The Hits 97.4 FM](#)
- [Radio New Zealand 756 AM](#)
- [More FM 91.8 FM](#)
- [or 101.4 FM](#)
- [Radio Waatea 603 AM](#)
- [Newstalk ZB 89.4 FM](#)



Getting medical help on Aotea/Great Barrier Island

- **In an emergency, Dial 111 for ambulance** (activates both St Johns Hato and the on-call Doctor and nurse)
- **Aotea Health** (09) 429 0356 all hours
- **Port Fitzroy Nurses Clinic** 09 429 0047
- **Healthline** (24hrs helpline) 0800 611 116

Community Warnings

The Aotea/Great Barrier Island Emergency Response Team (ERT) have prioritised alternate means of contact with our community to warn of impending events that may pose significant risk to life and property.

- **Emergency Response Team**
facebook.com/profile.php?id=100090272346654
- **Community & Agencies Email List Landlines, cell phone**
- **PA systems - vehicles**
- **Local Radio Station Aotea FM**
- **VHF radio network**

Emergency actions

Put your family/whānau emergency Household Plan into action.

IF YOU ARE SAFE AT HOME











If life is at risk dial 111.

IF YOU ARE UNSAFE AT HOME

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

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

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

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

Take your grab bag.

Use your evacuation routes.

If possible, stay with whānau/family or friends who are safe or go to your closest Welfare Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. Emergency Response Team Facebook Page [facebook.com/profile.php?id=100090272346654](https://www.facebook.com/profile.php?id=100090272346654)



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



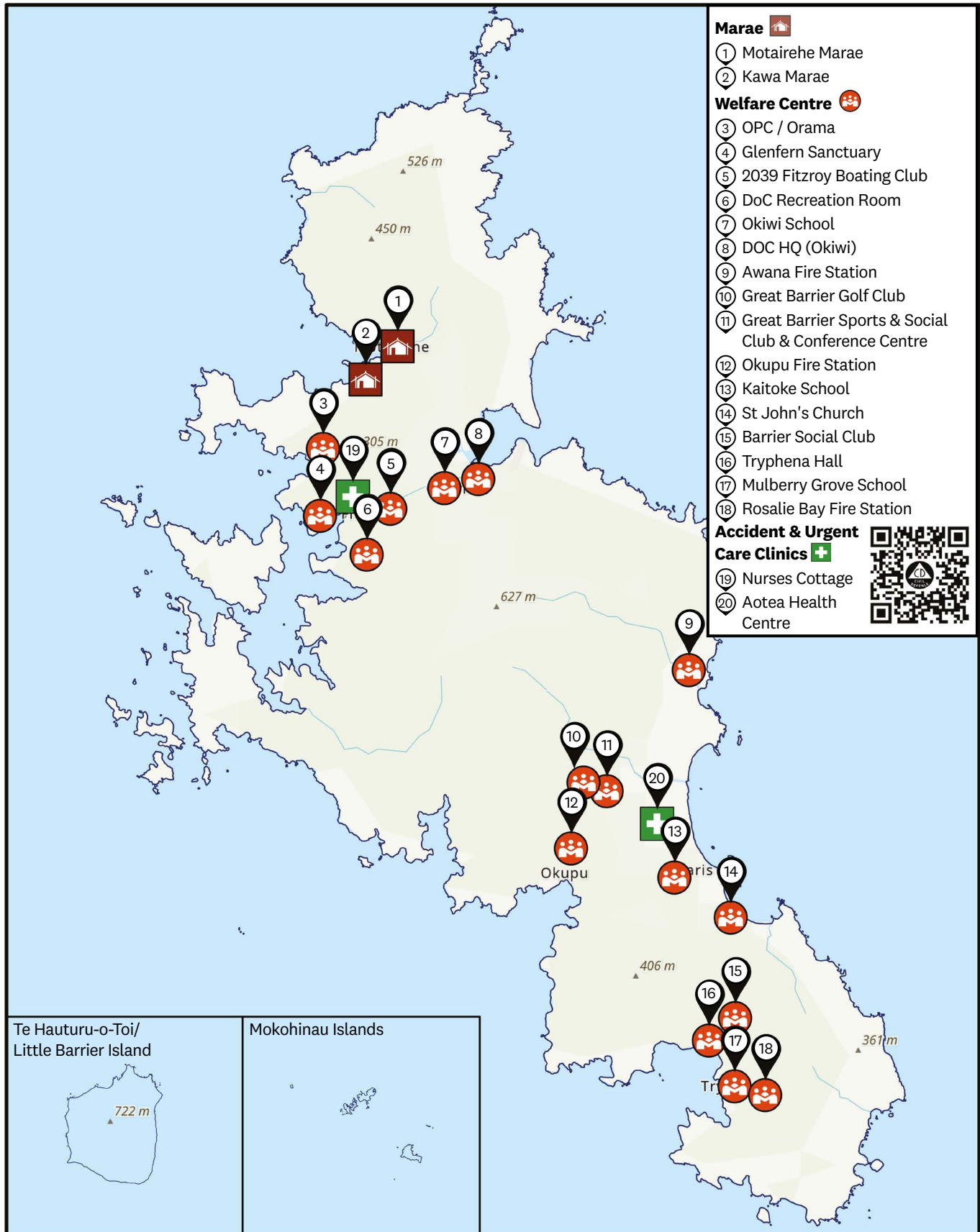
Interested in volunteering during an emergency?

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



If you need to evacuate

If possible, stay with whānau/family or friends who are safe. Alternatively check which Welfare Facilities are open on social media channels, websites or radio.



Map detailing places to receive support or evacuate to around Aotea/Great Barrier

Top tips to get ready for an emergency



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



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



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



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



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



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



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



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



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



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

