

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.org.nz

aeminfo@aucklandcouncil.govt.nz

Social media:

[@aklcadem](https://www.facebook.com/aklcdem) [@AucklandCDEM](https://twitter.com/AucklandCDEM)

Dial (09) 301 0101 for Auckland Council

aucklandcouncil.govt.nz



Radio Stations for emergency information

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [Newstalk ZB 89.4 FM](#)
- [The Hits 97.4 FM](#)
- [More FM 91.8 FM](#)
- [Radio Samoa 1593 AM](#)
- [Radio Waatea 603 AM](#)
- [Radio Spice 88 FM](#)
- [Humm 104.2 FM](#)
- [Radio Tarana 1386 AM](#)
- [Planet FM 104.6 FM](#)
- [Pacific Media Network 531 AM](#)
- [New Zealand Chinese Radio 90.6 FM](#)
- [Radio Tama-Ohi 87.7 FM](#)



Local accident and urgent care clinics

- [North Shore Hospital Emergency Department](#) open 24 hours | phone **(09) 486 8900**.
- [Shorecare Urgent Care Smales Farm](#) open 24 hours | phone **(09) 486 7777**.
- [Northcare Accident & Medical](#) open daily from 8am-6.30pm | phone **(09) 479 7770**.
- [White Cross Glenfield Urgent Care and GP](#) services open daily from 8am – 8pm | phone **(09) 444 4244**.

Report a problem

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



Electricity and gas

If you can smell gas, dial **111** and ask for Fire.

For outages and faults, call Vector on **0800 764 764** or report online at vector.co.nz/personal/outages-faults. Also report outages to your electricity provider.



Internet

To report a problem with your broadband, contact your broadband provider. 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

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

For outages or faults go to watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns



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

To report a non-urgent issue, go to nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback

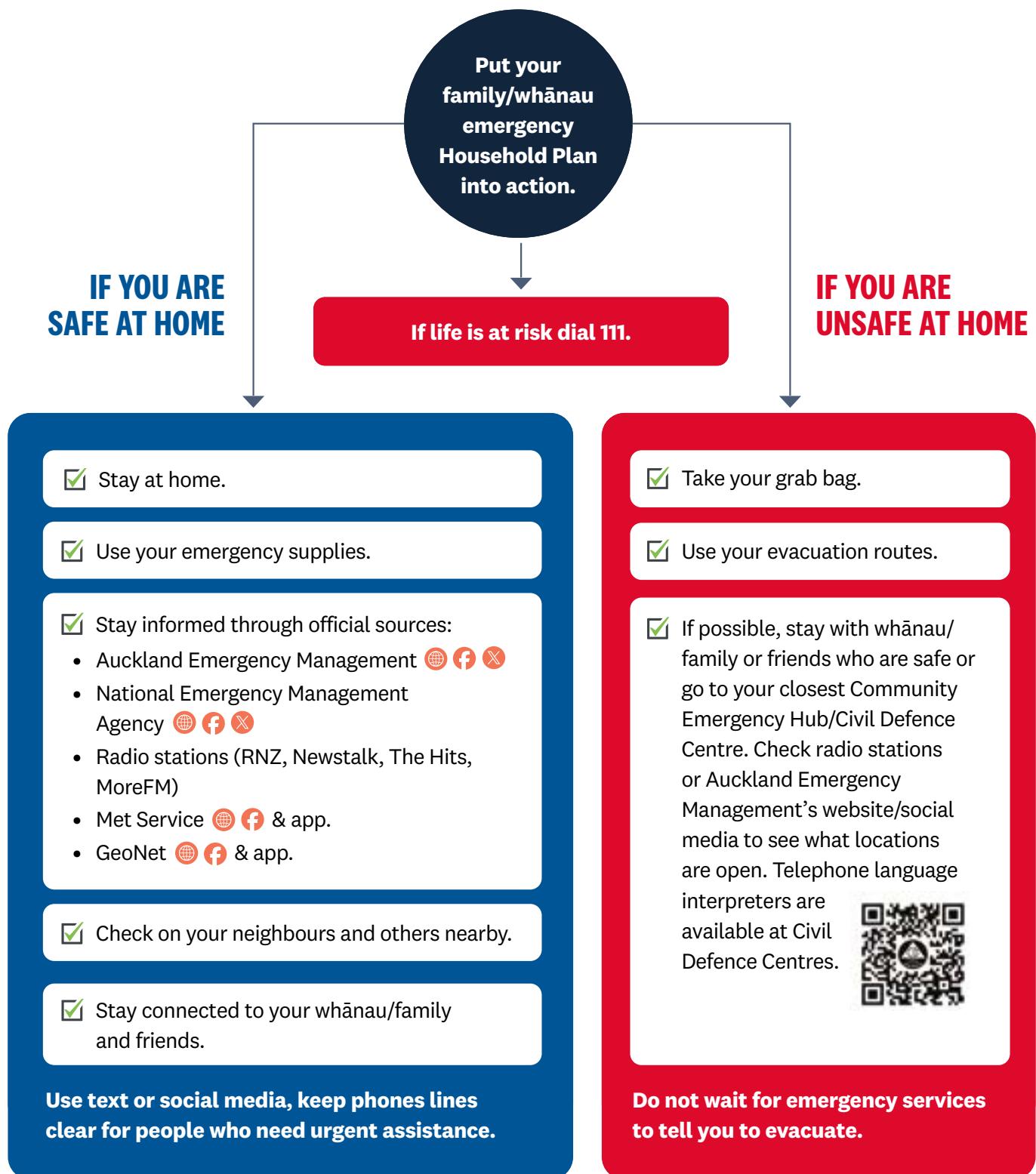
To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

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

Access NZ Transport Agency's Waka Kotahi journey planner at journeys.nzta.govt.nz/journey-planner to see disruption on State Highways.

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

Emergency actions

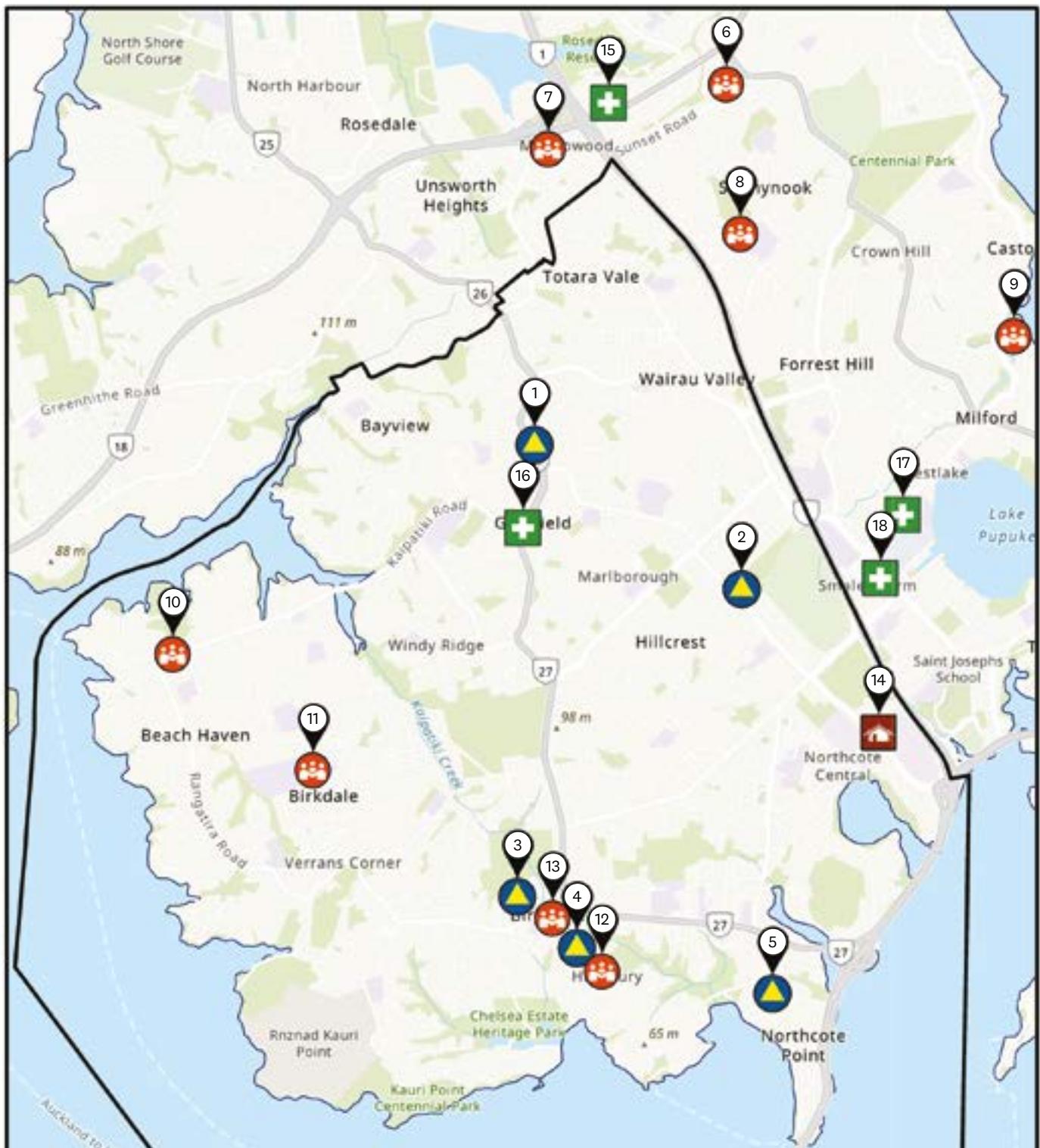


Interested in volunteering during an emergency?

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

If you need to evacuate

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



Civil Defence Centres

- (1) Glenfield Memorial Hall
- (2) Eventfinda Stadium
- (3) Birkenhead Pool and Leisure Centre
- (4) Birkenhead Library
- (5) Northcote War Memorial Hall

Community Emergency Hub

- (6) The Church of Jesus Christ of Latter-day Saints
- (7) Meadowood Community Centre
- (8) Sunnynook Community Centre
- (9) Milford Cruising Club
- (10) Beach Haven Community Centre
- (11) Birkdale Community House
- (12) Birkenhead Methodist Church - Zion Hill
- (13) Onewa Christian Community Church

Marae

- (14) Awataha Marae

Accident & Urgent Care Clinics

- (15) Northcare Accident & Medical
- (16) White Cross Glenfield Urgent Care & GP
- (17) North Shore Hospital Emergency Department
- (18) Shorecare Urgent Care Smales Farm



Top tips to get ready for an emergency

 <p>Know your hazards. Check Auckland Emergency Management's Hazard Viewer for your whare/home, work & school.</p>  <input type="radio"/>	 <p>Learn where you can go if you need to evacuate. Plan your evacuation routes.</p>  <input type="radio"/>
 <p>Create a household plan, including evacuation.</p> <input type="radio"/>	 <p>Prepare a grab bag in case you have to evacuate.</p> <input type="radio"/>
 <p>Keep emergency supplies in your whare/home and car.</p>  <input type="radio"/>	 <p>Get ready with your community and know your community's emergency plan.</p> <input type="radio"/>
 <p>Keep spare cash. Check your insurance and keep electronic & hard copies.</p> <input type="radio"/>	 <p>Know your neighbours and look out for each other.</p> <input type="radio"/>
 <p>Get your lifestyle block or farm ready</p> <input type="radio"/>	 <p>Get your business ready.</p> <input type="radio"/>
 <p>Visit getready.govt.nz for further tips on how to get ready.</p> <input type="radio"/>	 <p>Read your Local Board Emergency Readiness and Response Plan for tips on risk reduction, readiness, response and recovery.</p>  <input type="radio"/>