



Rodney Emergency Readiness and Response Key information

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:

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

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. 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 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

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.



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

- [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

- [Coast to Coast Healthcare Wellsford](#)
Open 8am–8pm | phone **(09) 423 8086**
- [Coast to Coast Healthcare Warkworth](#) Open daily from 8am–7.30pm | phone **(09) 425 8585**
- [Northwest Medical Centre](#) Open daily from 8am–8pm | phone **(09) 4122924**
- [Silverdale Medical Centre](#) Open daily from 8am–8pm | phone **(09) 427 9997**
- [North Shore Hospital Emergency Department](#)
Open 24 hours | phone **(09) 486 8900**
- [Westgate Medical Centre](#) Open daily from 8am–8pm | phone **(09) 833 3134**
- [Emergency Department \(ED\) Waitākere Hospital](#)
Open 24 hours | phone **(09) 839 0000**

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 (RNZ, Newstalk, The Hits, MoreFM)
- Met Service   & app.
- GeoNet   & app.

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

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

Take your grab bag.

Use your evacuation routes.

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



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



Interested in volunteering during an emergency?

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



Provisional Civil Defence Centres in and around the Rodney area

The following table provides a list of the provisional Civil Defence Centres that may be available in the Rodney area. It is important to check if they are open before evacuating by checking through official sources of information aucklandemergencymanagement.org.nz and radio stations.

Location	Services provided	Accessibility
Wellsford Community Centre 224 Rodney Street, Wellsford 0900	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Warkworth Town Hall 2 Alnwick Street, Warkworth 0910	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Waimauku War Memorial Hall 24 Waimauku War Memorial Hall	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Helensville War Memorial Hall 49 Commercial Road	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Ōrewa Community Centre 40-46 Ōrewa Square, Ōrewa	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*Te Manawa 11 Kohuhu Lane, Westgate	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
*North Harbour Stadium Stadium Drive, Albany 0632	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

**Not within the Rodney local board area but some residents may find this facility more convenient to access*

Provisional Community Emergency Hubs in and around the Rodney area

Please check if your local Community Emergency Hub is open before visiting. Remember these Community Emergency Hubs are run by community volunteers and will only open when required. Some Community Emergency Hub groups are still in development and may not be listed in this version. In an emergency, if safe, they may be activated alongside other local community facilities. Be sure to check your local networks for the most up-to-date information.

Location	Group and contacts details
Leigh Hall 4 Cumberland Street, Leigh	Leigh Community Resilience Group
Whangateau Hall Whangateau Domain, 533 Leigh Road, Whangateau	Whangateau Community Resilience Group
Omaha Community Centre 1 North West Anchorage, Omaha Beach	Omaha Beach Community facebook.com/groups/1434273373519653
Point Wells Hall 5 Point Wells Road, Point Wells	Point Wells Community Resilience Group
Warkworth Town Hall 2 Alnwick Street, Warkworth	Warkworth Community Resilience Group
Ferguson House (Carpark staging area) 8 Ridge Rd, Scotts Landing	MERRA Citizens Response group scottslanding.org/community-response-civil-defence/ merra.crg@gmail.com
Mahurangi East Community Centre (Primary) 34 Hamatana Road, Snells Beach	Mahurangi East Community Emergency Network facebook.com/groups/2402792369903203
Mahurangi East Tennis Club 296 Mahurangi East Rd, Snells Beach	Mahurangi East Community Emergency Network facebook.com/groups/2402792369903203
Snells Beach Community Church 325 Mahurangi East Rd, Snells Beach	Mahurangi East Community Emergency Network facebook.com/groups/2402792369903203
Mahurangi West Hall Mahurangi West Road, Mahurangi West	Mahurangi West Community Response Group facebook.com/groups/168767454380742/

Location	Group and contacts details
Puhoi Centennial Hall 88 Puhoi Road, Puhoi	Puhoi Emergency Group (Community Resilience) facebook.com/groups/608638874545699/
Ahuroa Fire Brigade 383 West Coast Road, Ahuroa	Ahuroa Volunteer Fire Brigade facebook.com/p/Ahuroa-Volunteer-Fire-Brigade-100090471041518/
Ahuroa Community Hall 1345 Ahuroa Road, Ahuroa	
Ahuroa School 1349 Ahuroa Road, Ahuroa	ahuroa.school.nz/ (09) 422 5898
Kaukapakapa Emergency Hub - Kaipara Bible Chapel 1065 Kaipara Coast Highway, Kaukapakapa	Kaukapakapa Emergency Network facebook.com/profile.php?id=61550914351345
Kumeū Community Centre 35 Access Rd, Kumeū	Kumeu Emergency Network facebook.com/kumeuemergencynetwork/ hellokumeuen@gmail.com
St Chad's Anglican Church 7 Matua Road, Huapai	Kumeu Emergency Network facebook.com/kumeuemergencynetwork/ hellokumeuen@gmail.com
Kumeū Cricket Club Huapai Domain 6 Tapu Road, Huapai	Kumeu Emergency Network facebook.com/kumeuemergencynetwork/ hellokumeuen@gmail.com
Muriwai Golf Club 101 Coast Road, Muriwai	Muriwai Golf Club (09) 411 8454 Muriwai Community Emergency Network Group facebook.com/MuriwaiEmergencyNetwork
Muriwai Surf Club 100 Jack Butt Lane, Muriwai	Muriwai Surf Club (09) 411 8045 Muriwai Community Emergency Network Group facebook.com/MuriwaiEmergencyNetwork
Houghton's Bush Camp 75 Motutara Road, Waimauku	Houghton's Bush Camp (09) 411 9221 Muriwai Community Emergency Network Group facebook.com/MuriwaiEmergencyNetwork
Waitoki Community Hall 1095 Kahikatea Flat Road, Waitoki	Waitoki Community Hall society facebook.com/groups/700507126801398 waitokihall@gmail.com
Helensville Tennis Club (Lions Lounge) 164 Rautawhiri Road, Helensville	South Kaipara Emergency Network facebook.com/profile.php?id=100090811081437
Helensville War Memorial Hall 2 Porter Crescent, Helensville	South Kaipara Emergency Network facebook.com/profile.php?id=100090811081437
Helensville Primary School 29 Rata, St Helensville	South Kaipara Emergency Network facebook.com/profile.php?id=100090811081437
North West Country Incorporated business hub 103C Mill Road, Helensville (Level 1 above The Real Bread Project)	North West Country business association facebook.com/NorthWestCountryNZ South Kaipara Emergency Network facebook.com/profile.php?id=100090811081437
Hibiscus Coast Salvation Army 32 Greenview Lane, Red Beach, Hibiscus Coast	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 Hibiscus Coast Salvation Army (09) 426 0239 facebook.com/HibiscusCoastSalvationArmy salvationarmy.org.nz/centres/nz/auckland/hibiscus-coast/hibiscus-coast-corps
Nukumea Primary School 9 Crozier Place Ōrewa	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 Nukumea Primary School nukumea.school.nz
Saint Chad's Church Ōrewa 117 Centreway Road, Ōrewa 0931	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 St Chad's, Ōrewa (09) 426 4952 aucklandanglican.org.nz
Te Herenga Waka Ōrewa Marae 2A Blue Gum Avenue, Stanmore Bay, Silverdale	Te Herenga Waka Ōrewa Marae (09) 427 8958 teherengawakaoorewa.co.nz facebook.com/THWmarae
Albany Community Hub 575a Albany Highway, Albany	Albany Community Hub (09) 4154615 facebook.com/AlbanyCommunityHub albanycommunityhub.co.nz
Sherwood Primary School 40 Sartors Avenue, Browns Bay	Heart of the Bays Community Readiness Group facebook.com/profile.php?id=61552281369912

Get ready at home



Prepare a grab bag in case you have to evacuate

Make a grab bag



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

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

Items to include in your grab bag are:

- Trainers/walking shoes (put them on), a raincoat, a hat and warm clothes.
- Water and snacks.
- Hand sanitiser.
- Power bank and phone charger.
- Cash.
- Photo ID.
- Medications.
- A first aid kit.
- A torch.
- A battery radio.
- Pet food, medication and a carrier or leash.
- Baby items, such as food, formula and nappies.

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



Keep emergency supplies

Have emergency supplies for three days



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

Emergency supplies to keep at your whare/home include:

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

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

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 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.





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

