

# Auckland / Tāmaki Makaurau

## 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](https://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](https://aucklandemergencymanagement.org.nz)

[aeminfo@aucklandcouncil.govt.nz](mailto: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](https://aucklandcouncil.govt.nz)



Dial **0800 801 601**

[kaingaora.govt.nz/en\\_NZ/contact-us](https://kaingaora.govt.nz/en_NZ/contact-us)



### Radio Stations for emergency information

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [More FM 91.8 FM](#)
- [Newstalk ZB 89.4 FM](#)
- [Planet FM 104.6 FM](#)
- [The Hits 97.4 FM](#)
- [Humm 104.2 FM](#)
- [New Zealand Chinese Radio 90.6 FM](#)
- [Pacific Media Network 531 AM](#)
- [Radio Apna 990 AM](#)
- [Radio Samoa 1593 AM](#)
- [Radio Spice 88 FM 87.7 FM](#)
- [Radio Tama-Ohi 87.7 FM](#)
- [Radio Tarana 1386 AM](#)
- [Radio Waatea 603 AM](#)

### Report a problem **If life is at risk dial 111.**



#### Electricity

For Vector Electricity outages and faults, report online at [vector.co.nz/personal/outages-faults](https://vector.co.nz/personal/outages-faults). For Counties Energy outages and faults, report online at [countiesenergy.co.nz/outages/report-an-outage-on-our-network/](https://countiesenergy.co.nz/outages/report-an-outage-on-our-network/)



#### Gas

**If you can smell gas or toxic fumes dial 111** Fire and Emergency NZ in the first instance.

**You may also contact your gas supplier directly:**

**Vector Gas** 0800 764 764 | **Counties Energy** 0800 100 102



#### Internet

To report a problem with your broadband, contact your provider. To view real time broadband outages go to [chorus.co.nz/outages](https://chorus.co.nz/outages)



#### Flooding

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



#### Water supply and wastewater

To report a problem, contact Watercare via Live Chat at [watercare.co.nz](https://watercare.co.nz) or call **(09) 442 2222** and press **1**. For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](https://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-a-problem/Pages/report-a-problem.aspx](https://aucklandcouncil.govt.nz/report-a-problem/Pages/report-a-problem.aspx)



#### Roads

Contacts to report urgent and non-urgent issues:

- State Highways - NZ Transport Agency Waka Kotahi:  
Urgent: **0800 44 44 49** | Non-urgent: [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)
- Auckland arterial and local roads – Auckland Transport:  
Urgent: **(09) 355 3553** | Non-urgent: [contact.at.govt.nz](https://contact.at.govt.nz)

To view reported roading disruptions:

- State Highways – NZ Transport Agency Waka Kotahi:  
[journeys.nzta.govt.nz/journey-planner](https://journeys.nzta.govt.nz/journey-planner)
- Arterial and local roads – Auckland Transport: [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://at.govt.nz/projects-initiatives/roadworks-and-disruptions)



#### 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.

# 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.**

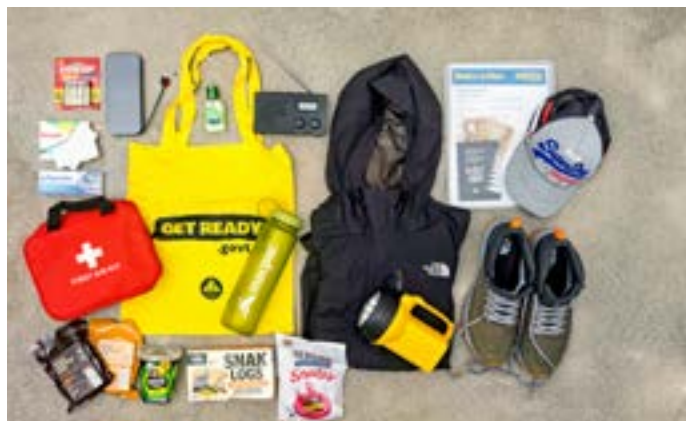


## Interested in volunteering during an emergency?

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



# 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 where/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 where/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://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.

