Māngere-Ōtāhuhu
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: **f @aklcdem** **X @AucklandCDEM**

Dial (09) 301 0101 for Auckland Council

🌐 **aucklandcouncil.govt.nz**

Kāinga Ora Homes and Communities

Dial **0800 801 601**
kaingaora.govt.nz/en_NZ/contact-us

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

- **Local Doctors Māngere Town Centre – Urgent Care and GP Clinic**, 10 Waddon Place, Māngere. Phone **(09) 275 7954**. Open Mon-Fri 8am – 5pm.
- **Local Doctors – Māngere Bridge Village**, 41 Coronation Road, Māngere Bridge. Phone **(09) 254 4290**. Open Mon-Thu 9am – 5pm, Fri 9am – 4pm.
- **Māngere Health Care Centre Doctors**, 6 Waddon Place, Māngere. Phone **(09) 255 0600**. Open Mon–Fri 8am – 5pm.
- **Middlemore Hospital Emergency Department**, 100 Hospital Road, Ōtāhuhu. Phone **(09) 276 000** Open 24/7.
- **White Cross – Ōtāhuhu Urgent Care,** 15-23 Station Road, Ōtāhuhu. Phone **(09) 276 3000**. Open daily 8am-8pm.

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 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

Put your family/whānau emergency Household Plan into action.

If life is at risk dial 111.

IF YOU ARE SAFE AT HOME

- ☑ Stay at home.

- ☑ Use your emergency supplies.

- ☑ Stay informed through official sources:
  - Auckland Emergency Management 🌐 f ✖
  - National Emergency Management Agency 🌐 f ✖
  - Radio stations (RNZ, Newstalk, The Hits, MoreFM)
  - Met Service 🌐 f & app.
  - GeoNet 🌐 f & 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.

IF YOU ARE UNSAFE AT HOME

- ☑ 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.

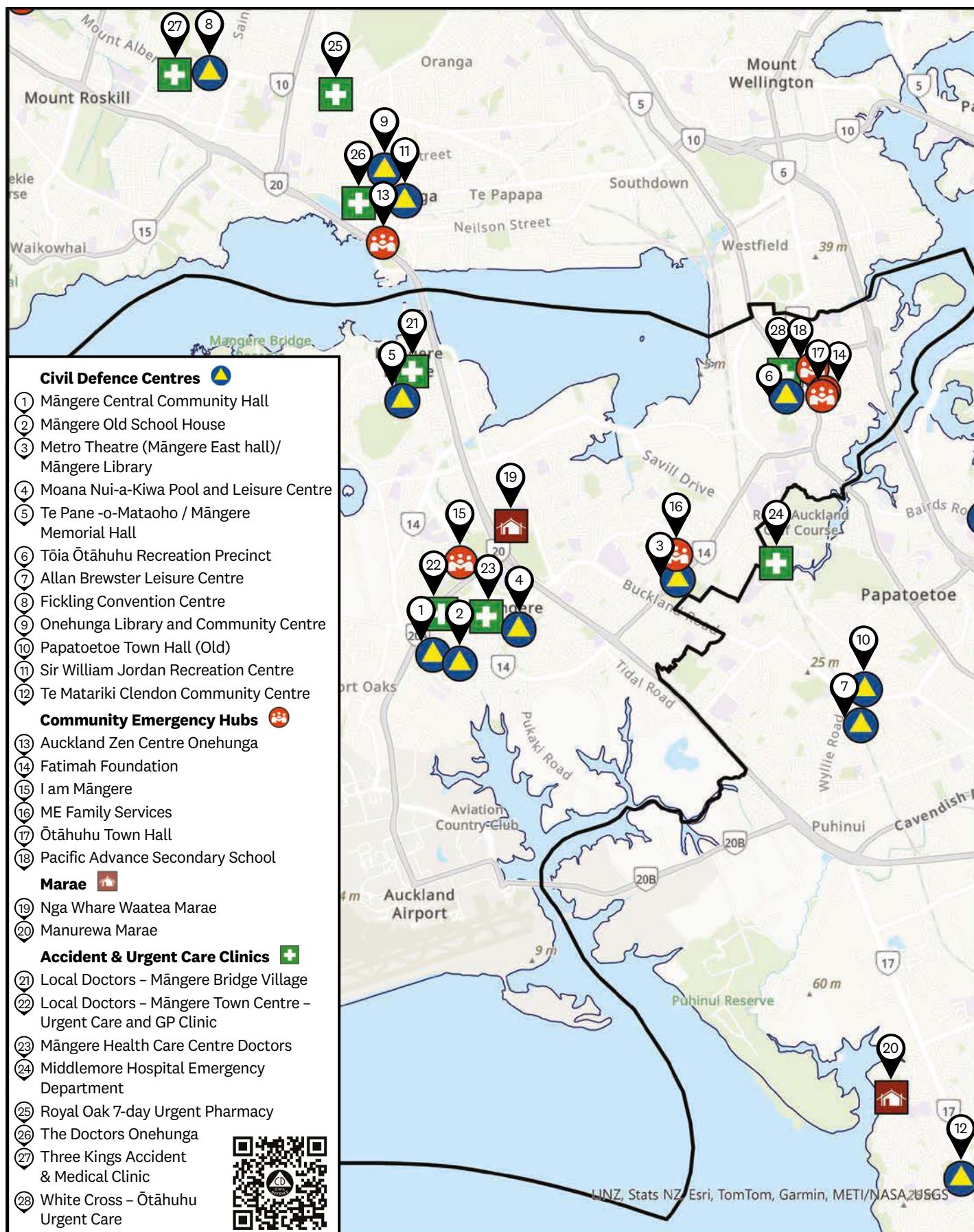**Do not wait for emergency services to tell you to evacuate.**

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.

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. Māngere Central Community Hall
2. Māngere Old School House
3. Metro Theatre (Māngere East hall)/ Māngere Library
4. Moana Nui-a-Kiwa Pool and Leisure Centre
5. Te Pane -o-Mataoho / Māngere Memorial Hall
6. Tōia Ōtāhuhu Recreation Precinct
7. Allan Brewster Leisure Centre
8. Fickling Convention Centre
9. Onehunga Library and Community Centre
10. Papatoetoe Town Hall (Old)
11. Sir William Jordan Recreation Centre
12. Te Matariki Clendon Community Centre

Community Emergency Hubs 🔴
13. Auckland Zen Centre Onehunga
14. Fatimah Foundation
15. I am Māngere
16. ME Family Services
17. Ōtāhuhu Town Hall
18. Pacific Advance Secondary School

Marae 🏠
19. Nga Whare Waatea Marae
20. Manurewa Marae

Accident & Urgent Care Clinics ➕
21. Local Doctors – Māngere Bridge Village
22. Local Doctors – Māngere Town Centre – Urgent Care and GP Clinic
23. Māngere Health Care Centre Doctors
24. Middlemore Hospital Emergency Department
25. Royal Oak 7-day Urgent Pharmacy
26. The Doctors Onehunga
27. Three Kings Accident & Medical Clinic
28. White Cross – Ōtāhuhu Urgent Care

Map demonstrating places to receive support or evacuate to around Māngere-Ōtāhuhu

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.

For further information on reducing hazards, emergency readiness, response and recovery visit
aucklandemergencymanagement.govt.nz