

Waiheke

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://www.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://www.aucklandemergencymanagement.org.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](https://www.aucklandcouncil.govt.nz)

Report a problem

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



Flooding

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



Fallen trees or debris

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

[aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)



Water supply and wastewater

To report an issue with your septic tank or wastewater system, please contact Greenacres on **(09) 372-7614**: [greenacreswaiheke.com](https://www.greenacreswaiheke.com)

For Oneroa businesses that are connected to the Owhanake Wastewater Plant, please call Watercare on **(09) 442 2222** and press **1**.



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](https://www.contact.at.govt.nz)

Access Auckland Transport's roadworks and disruptions at [at.govt.nz/projects-initiatives/roadworks-and-disruptions](https://www.at.govt.nz/projects-initiatives/roadworks-and-disruptions) to see disruption on public roads.



Electricity and gas

For outages and faults, report online at [vector.co.nz/personal/outages-faults](https://www.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](https://www.chorus.co.nz/outages)



Radio Stations for emergency information

- [Waiheke Radio](#)
88.3 FM OR 107.4 FM
- [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
- [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

- [Waiheke Medical Centre](#) open 8.30am-5pm
Monday-Friday | phone **(09) 372 3111**.
- [Piritahi Hau Ora Trust](#) open 8.30am-4.30pm
Monday-Friday | phone **(09) 372 0022**.
- [Ostend Medical Centre](#) open 8.30am-5pm
Monday-Friday | phone **(09) 372 5005**
phone **0800 252 672**.
- [Ka Ora Telecare](#) provide after hours services
phone **0800 252 672**.

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 (Waiheke Radio, 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.



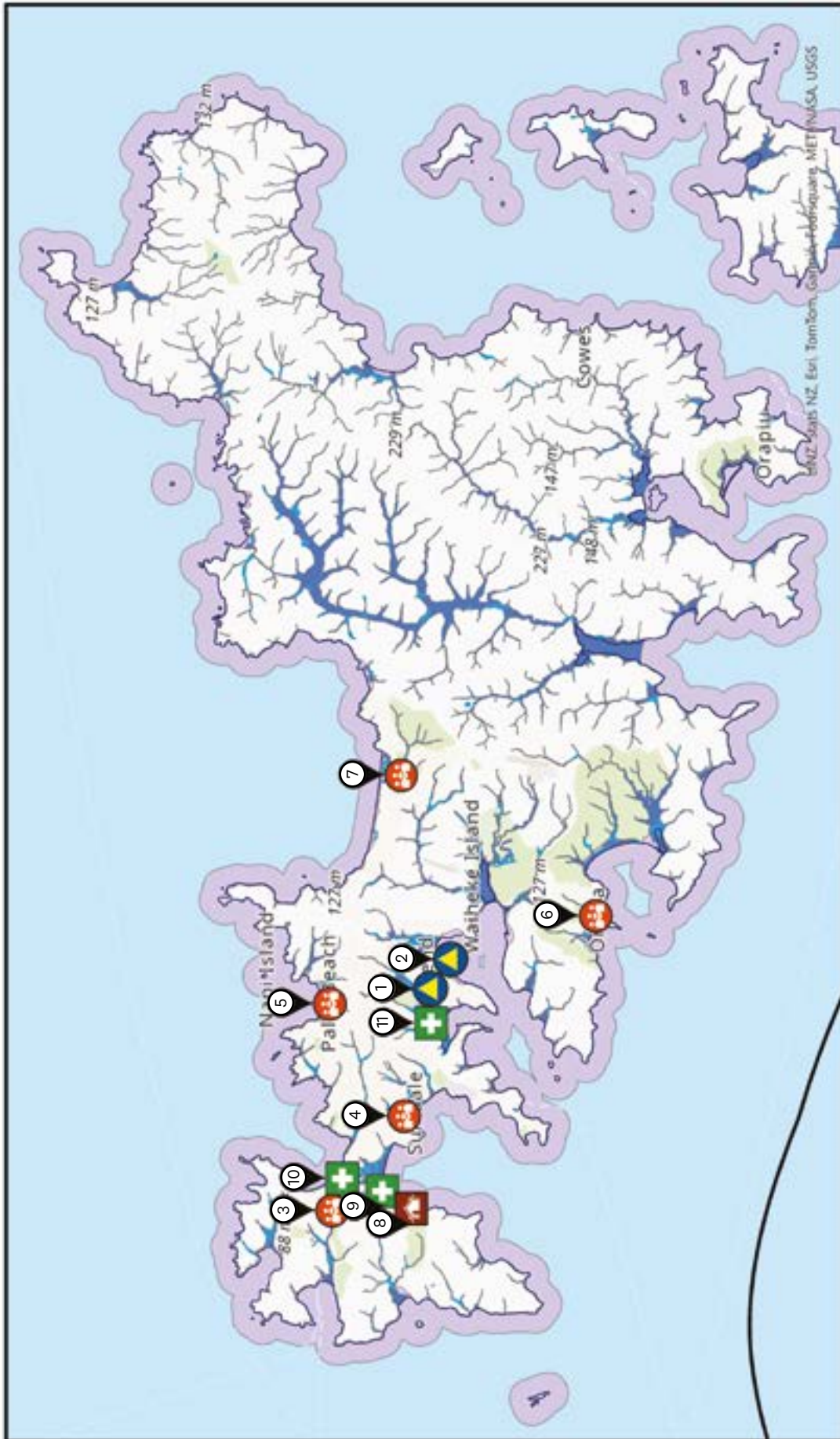
Interested in volunteering during an emergency?

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



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 Waiheke Local Board Office
- ② Ostend War Memorial Hall

Community Emergency Hub


- ③ Morra Hall
- ④ Surfdale Hall
- ⑤ Palm Beach Hall
- ⑥ Omiha War Memorial Hall
- ⑦ Onetangi Hall

Marae

- ⑧ Piritahi Marae

Accident & Urgent Care Clinics

- ⑨ Piritahi Hau Ora Trust
- ⑩ Waiheke Medical Centre
- ⑪ Ostend Medical Centre



Map demonstrating places to receive support or evacuate to around Waiheke

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 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.

