

# Waitākere Ranges

## 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:

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

Dial **(09) 301 0101** for Auckland Council

[aucklandcouncil.govt.nz](https://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
- [Radio Apna](#) 990 AM



### Local accident and urgent care clinics

- [Waitākere Hospital Emergency Department](#) open 24 hours | phone **0800 80 93 42**.
- [White Cross Henderson](#) open 24 hours phone **(09) 836 3336**.
- [Westgate Medical Centre](#) open daily from 8am-8pm | phone **(09) 833 3134**.
- [White Cross New Lynn](#) open daily from 8am-8pm | phone **(09) 828 8912**.

### 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](https://vector.co.nz/personal/outages-faults). Also report outages to your electricity provider.



#### Telecommunications

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

2degrees **0800 022 022** | One NZ **0800 800 081**  
Spark NZ **0800 800 123** | Or other provider.



#### Flooding

To report flooding to Auckland Council call **(09) 301 0101** press **3** for stormwater, press 3 again for flooding.



#### Water supply and wastewater

To report a problem, contact Watercare via Live Chat on their website [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-problem/Pages/report-a-problem.aspx](https://aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)



#### Roads

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

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](https://nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://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](https://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 contact 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.**



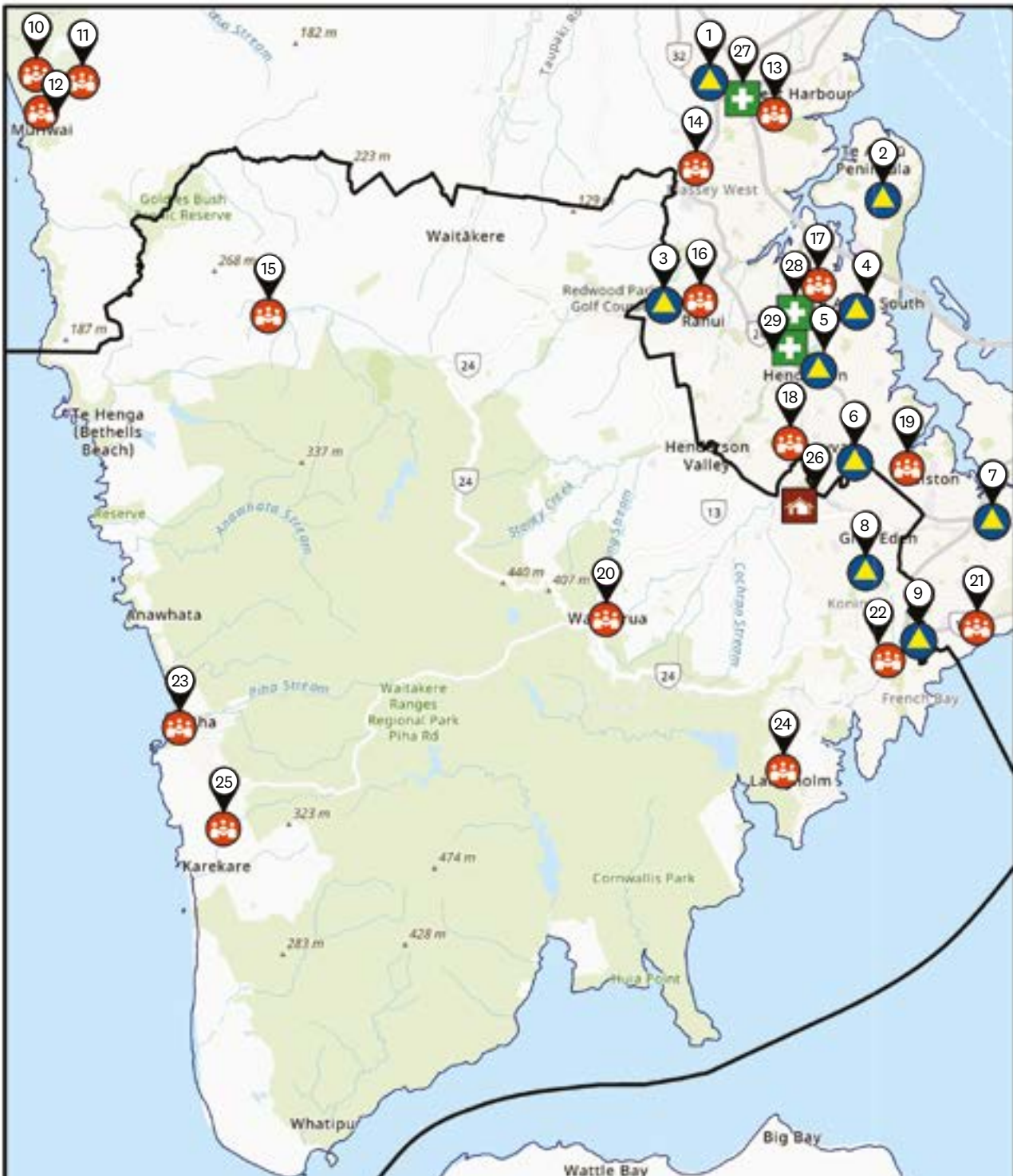
## Interested in volunteering during an emergency?

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



# 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.



<b>Civil Defence Centres</b>			<b>Community Emergency Hub</b>			<b>Marae</b>		
<ul style="list-style-type: none"> <li>① Te Manawa</li> <li>② Te Atatū Peninsula Community Centre and Library</li> <li>③ Rānui Community Centre</li> <li>④ Te Atatū South Community Centre</li> <li>⑤ West Wave Pool and Leisure Centre</li> <li>⑥ Te Pae o Kura</li> <li>⑦ New Lynn Community Centre</li> </ul>	<ul style="list-style-type: none"> <li>⑧ Ceramco Park Function Centre</li> <li>⑨ Titirangi War Memorial Hall</li> <li>⑩ Muriwai Golf Club</li> <li>⑪ Houghton's Bush Camp</li> <li>⑫ Muriwai Surf Club</li> <li>⑬ Manutewhau Community Hub</li> <li>⑭ Massey Community Hub</li> <li>⑮ Te Henga Bethells Beach Emergency Resilience Group</li> <li>⑯ Rānui Baptist Community Care</li> </ul>	<ul style="list-style-type: none"> <li>⑰ The Trust Arena</li> <li>⑱ Hub West (MPHS)</li> <li>⑲ Kelston Community Hub</li> <li>⑳ Waiatarua Resilience Group</li> <li>㉑ Green Bay Community House</li> <li>㉒ Titirangi Community House</li> <li>㉓ Piha Ratepayers and Residents Association</li> <li>㉔ Laingholm Community Resilience Group</li> <li>㉕ Karekare Resilience Group</li> </ul>	<ul style="list-style-type: none"> <li>⑳ Hoani Waititi Marae</li> </ul>	<b>Accident &amp; Urgent Care Clinics</b>				
			<ul style="list-style-type: none"> <li>㉖ Westgate Medical Centre</li> <li>㉗ White Cross Henderson</li> <li>㉘ Waitākere Hospital Emergency Department</li> </ul>					



Map demonstrating places to receive support or evacuate to around Waitākere Ranges

# 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://www.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.

