

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:

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

[@AucklandCDEM](https://www.twitter.com/@AucklandCDEM)

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

[aucklandcouncil.govt.nz](https://www.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](#)

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

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



Potential Civil Defence Centres in the Franklin area

*Check which location is open before going to a Civil Defence Centre

Location	Services provided	Accessibility
Alfriston Hall 300 Mill Road, Takanini	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Whitford Community Hall 1 Whitford-Maraetai Road, Whitford	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Clevedon Community Hall 1 Papakura - Clevedon Road, Clevedon	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Pukekohe Pool and Leisure Centre 29 Franklin Road, Pukekohe	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Pukekohe War Memorial Hall 23 Massey Road, Pukekohe	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> limited accessibility
Waiuku Community Hall 8 King Street, Waiuku	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Beachlands War Memorial Hall 49 Wakelin Road, Beachlands	<ul style="list-style-type: none"> shelter, food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

Marae in Franklin local board area

Location	Contact details
Nga Hau E Wha O Pukekohe Marae , 88 Beatty Road, Pukekohe	facebook.com/@NHEWMarae

Potential Community Emergency Hubs in and around the Franklin area

*Please check if they are open before evacuating to these Community Emergency Hubs

Location	Contact details
Pohutukawa Community Coast Response Team , 36 Bell Road, Beachlands	facebook.com/pohutukawacoastcrt
Orere Community and Boating Club , Orere Point Library located at 52 Howard Road, Orere Point	orerepoint.com/
Buckland Community Group , 18 Logan Road, Buckland	bucklandhall.nz info@bucklandhall.nz
Pukekohe Community Action , 43 Queen Street, Pukekohe	facebook.com/pukekohecommunity
Paerata Community Group , 1022 Paerata Road, Paerata	lebaker@gmail.com
St Patricks Catholic Church , 119-129 Sneddon Street, Pukekohe	facebook.com/StPatsPukekohe Phone: (09) 238 6641
Hunua, Ararimu, Paparimu Valley Residents Association (HAPVRA) , 2314 Hunua Road, Hunua	hapvra.nz/ facebook.com/HAPVRA/
Paparimu Community Group , Paparimu Hall, 3 Matheson Road, Paparimu	sarahmckball@gmail.com
Bombay Community Group , 30 Paparata Road, Bombay	bombaycommunitygroup@gmail.com
Kawakawa Bay Community Association , 9 Kawakawa Orere Road, Kawakawa Bay	kawakawabay.com/community-association kkbwhispers@gmail.com
Pollok Community Hall & Emergency Hub , Pollok Hall, 4 Cemetery Road, Pollok	pollokhall@gmail.com

Community Emergency Hubs located in Waikato

*Community Emergency Hubs located in Waikato may be closer for some Franklin residents. Please check if these are open before evacuating to these Community Emergency Hubs

Location	Contact details
Tuakau Emergency Services Charitable Trust , 69 George Street, Tuakau	facebook.com/TuakauEmergencyServicesCharitableTrust

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](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.

