



# Aotea/Great Barrier Local Board Emergency Readiness Plan

Version 1



**Scan here or visit**  
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the most up-to-date Emergency  
Readiness and Response Plan

**Aotea / Great Barrier  
Local Board**  
Auckland Council



## Aotea/Great Barrier Local Board



*Aotea/Great Barrier Local Board members (Left to right): Patrick O'Shea, Neil Sanderson, Izzy Fordham (Chair), Chris Ollivier*



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



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

Social media:  [@aklcdem](https://www.facebook.com/aklcdem)  [@AucklandCDEM](https://twitter.com/AucklandCDEM)

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



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



## Radio Stations for emergency information

- Aotea FM 94.6 or 104.2FM
- [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 Waatea 603 AM](#)



## Getting medical help on Aotea/ Great Barrier Island

- **In an emergency, Dial 111 for ambulance** (activates both St Johns Hato and the on-call Doctor and nurse)
- **Aotea Health** (09) 429 0356 all hours
- **Port Fitzroy Nurses Clinic** 09 429 0047
- **Healthline** (24hrs helpline) 0800 611 116

## Community Warnings

The Aotea/Great Barrier Island Emergency Response Team (ERT) have prioritised alternate means of contact with our community to warn of impending events that may pose significant risk to life and property.

- **Emergency Response Team** [facebook.com/profile.php?id=100090272346654](https://www.facebook.com/profile.php?id=100090272346654)
- **Community & Agencies Email List Landlines, cell phone**
- **PA systems - vehicles**
- **Local Radio Station Aotea FM**
- **VHF radio network**

## Report a problem

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



### Electricity and gas

If you smell gas, evacuate and dial **111** and ask for Fire. Properties on Aotea/Great Barrier maintain their own power generation and storage systems.



### Internet

To report a problem with your broadband, contact your service 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

Each property on Aotea/Great Barrier maintains their own wastewater system and water supply as there is no reticulated water or ability to purchase water on the Island.



### 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 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://contact.at.govt.nz) 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, 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.





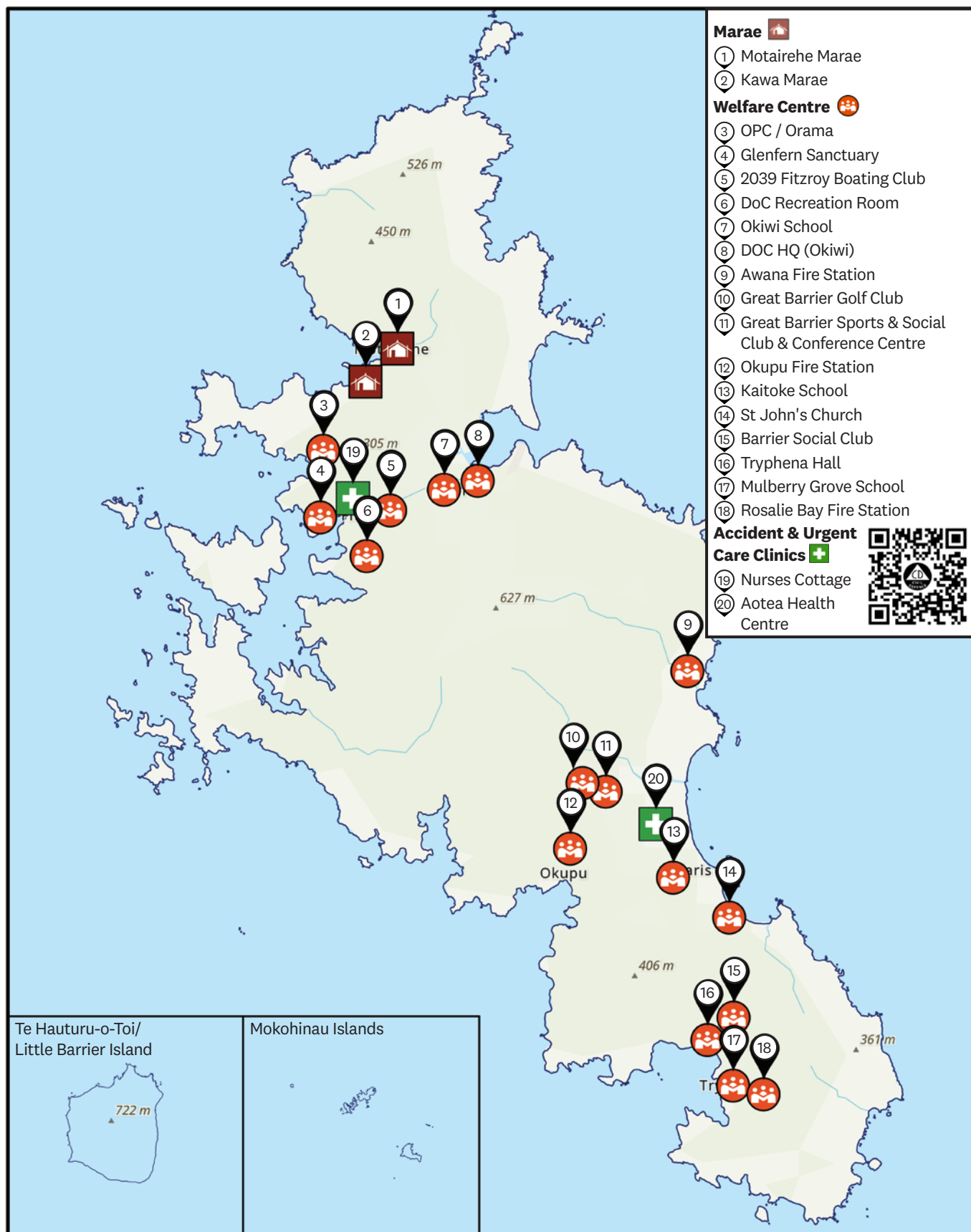
## Welfare Facilities on Aotea/Great Barrier Island

In an emergency, if safe to do so, these welfare facilities may be activated alongside other local community facilities. Be sure to check your local networks for the most up-to-date information such as the Emergency Response Team facebook page [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654), Auckland Emergency Management, [aucklandemergencymanagement.org.nz](https://aucklandemergencymanagement.org.nz) or radio stations.

Location	Building capacity, facilities
<b>North</b>	
<b>Motairehe Marae</b> 101 Motairehe Road Katherine Bay	<ul style="list-style-type: none"><li>• Large facility capable of housing and catering for 100 people</li><li>• Site close to coast</li><li>• Located approx. 11k from Okiwi school</li></ul>
<b>Kawa Marae</b> 100 Kawa Road Kawa	<ul style="list-style-type: none"><li>• Site close to coast end of Kawa Road</li><li>• Large facility kitchen facilities and shelter</li></ul>
<b>OPC / Orama</b> 300 Karaka Bay Road Katherine Bay	<ul style="list-style-type: none"><li>• Large facility capable of housing and catering for 150 people</li><li>• Site close to coast</li><li>• Access from Karaka Bay Road is a one way metalled road</li></ul>
<b>Glenfern Sanctuary</b> 20 Glenfern Road, Port Fitzroy	<ul style="list-style-type: none"><li>• Medium size facility with various options and amenities to accommodate 20 persons</li><li>• Kitchens, toilets, showers, beds</li><li>• Dedicated wharf</li></ul>
<b>2039 Fitzroy Boating Club</b> Aotea Road, Port Fitzroy	<ul style="list-style-type: none"><li>• Large club rooms capable of providing shelter for 50 people</li><li>• Located above Port Fitzroy Wharf</li></ul>
<b>Okiwi School</b> 2 Mabey Road Okiwi	<ul style="list-style-type: none"><li>• Number of buildings with the capacity to provide shelter for 100 people</li><li>• Located on corner of Mabey and Aotea Road Okiwi. Easy access</li></ul>
<b>DoC Recreation Room</b> 90 Kaiaraara Bay Road Port Fitzroy	<ul style="list-style-type: none"><li>• Kitchen facility with capacity to shelter 30 people</li><li>• Site close to coast. Easy access</li></ul>
<b>DOC HQ (Okiwi)</b> 1501 Aotea Road Okiwi	<ul style="list-style-type: none"><li>• Kitchen facility and shelter for approx. 50 people.</li><li>• Easy access</li></ul>
<b>Central</b>	
<b>Awana Fire Station</b> Curren Road, Awana	<ul style="list-style-type: none"><li>• Kitchen facilities, vault toilet, power and water, shelter for 10 people</li><li>• Easy access, flood prone / low lying</li></ul>
<b>Okupu Fire Station</b> 230A Blind Bay Road Okupu	<ul style="list-style-type: none"><li>• Located on Okupu ridge Moana View Road – easy access</li></ul>
<b>Great Barrier Sports &amp; Social Club &amp; Conference Centre</b> 19 Whangaparapara Road Claris	<ul style="list-style-type: none"><li>• Large facility capable of housing and catering for approx. 250 people</li><li>• Located just past crossroads Kaitoke/Claris</li><li>• Easy access. Low Lying</li></ul>
<b>Great Barrier Golf Club</b> 59 Whangaparapara Road Kaitoke	<ul style="list-style-type: none"><li>• Medium size facility capable of sheltering and catering for approx. 50 people</li><li>• Located next to sports club past crossroads Kaitoke/Claris</li></ul>
<b>Kaitoke School</b> Kaitoke Lane Kaitoke	<ul style="list-style-type: none"><li>• Number of buildings and facilities capable of providing shelter and basic catering for approx. 100</li><li>• Located just out of Claris. Easy access</li><li>• Low lying</li></ul>
<b>St John's Church</b> 560 Medland Road, Medlands	<ul style="list-style-type: none"><li>• Church annex, centrally located to Medlands community</li><li>• Small to mid-sized shelter with toilet and kitchen</li><li>• Has surrounding low lying areas. Easy access</li></ul>
<b>South</b>	
<b>Barrier Social Club</b> 21 Medland Road Tryphena	<ul style="list-style-type: none"><li>• Large facility with capacity to provide shelter and catering for up to 250 people</li><li>• Located on hill above Pa Beach Tryphena settlement area</li><li>• Easy access</li></ul>
<b>Tryphena Hall</b> 1 Medland Road Tryphena	<ul style="list-style-type: none"><li>• Medium size venue with capacity to provide shelter and catering for 70 people</li><li>• Located on sea front Tryphena. Easy access</li></ul>
<b>Mulberry Grove School</b> Shoal Bay Road Tryphena	<ul style="list-style-type: none"><li>• Number of buildings capable of providing shelter and limited catering for 70 people</li><li>• Located on sea front Tryphena</li><li>• Easy access</li></ul>
<b>Rosalie Bay Fire Station</b> Rosalie Bay Road Tryphena	<ul style="list-style-type: none"><li>• Medium size venue capable of providing basic shelter and limited catering for 50 people</li><li>• Located above Mulberry Grove settlement area</li><li>• Easy access</li></ul>

## If you need to evacuate

If possible, stay with whānau/family or friends who are safe. Alternatively check which Welfare Facilities are open on social media channels, websites or radio.





# 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.



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.



Know your neighbours and look out for each other.



Check your insurance and keep electronic & hard copies.



Get your business ready.



Plan your evacuation routes.



Get prepared for [specific hazards](#) including storms, floods, earthquakes and volcanoes.



# 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 (Aotea FM, 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 Welfare Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. Emergency Response Team Facebook Page [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654)



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



## Interested in volunteering during an emergency?

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





# MAKE A PLAN



**GET READY**  
.govt.nz

## MY HOUSEHOLD PLAN

### Your household members details

Name:

Telephone Number:

Name:

Telephone Number:

Name:

Telephone Number:

## IF WE CAN'T GET HOME

### Our meeting place: Where will we meet if we can't get home (local and out of town)?

Add an address and instructions:

### Who will pick up the kids? If you are not able to pick the kids up, who will?

Name:

Telephone Number:

Name:

Telephone Number:

## IF WE CAN'T GET HOLD OF EACH OTHER

### We will leave a message with: Who will we check in with (someone out of town in case local phone lines are down)?

Name:

Telephone Number:

Name:

Telephone Number:

### Where to get updates: How will we find the latest news/alerts (which radio stations, websites, social media pages)?

Radio station/websites/social media:

## WHO MIGHT NEED OUR HELP? Think about friends and neighbours who may need our help or who can help us

Name:

Telephone Number:

Name:

Telephone Number:

**WHO WILL WE NEED TO CONTACT? (ALWAYS DIAL 111 IN AN EMERGENCY)**

Think about council emergency hotline, medical centre/doctor, landlord, insurance company, power company, day care/school, work, family members

Emergency Services	111
Name:	Telephone Number:

**IF WE ARE STUCK AT HOME**

Do we have emergency supplies? Food and drink for three days or more (for everyone including babies and pets)? Torches and radio with batteries? First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark. Do we know how to turn off water, power and gas.

Make detailed notes on where these items are stored:

Details on how to turn the water and gas off:

**IF WE HAVE NO POWER**

How will we cook, stay warm, see at night? Do we have spare cash in case ATMs are not working? Do we have enough fuel in case petrol pumps are not working?

Make notes on what you and your family need to do:

**IF WE HAVE NO WATER**

Do we have enough drinking water (3 litres per person per day for 3 days or more), change every 12 months. What will we cook and clean with? What will we use for a toilet?

What will you do? How have you prepared?

**IF WE HAVE TO LEAVE IN A HURRY**

Do we have Getaway Kits\* for everyone? At home, at work, in the car?  
\* A small bag with warm clothes, torch, radio, first aid kit, snack food and water, to get you to your safe place.

Detail where you have stored your getaway kits:

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# Introduction

This plan provides information and advice for people living and working in the Aotea/Great Barrier local area to get ready for and respond to an emergency.

Tāmaki Makaurau Auckland is exposed to numerous potential hazards. A hazard is something that may cause, or contribute substantially, to an emergency. A hazard has the potential to adversely affect people, property, the economy, the environment or other assets that we value. Climate change is increasing the frequency and impact of severe weather events that create an emergency in our communities.

This plan has been prepared in a collaboration between Auckland Council's Auckland Emergency Management department and the Aotea/Great Barrier Local Board as a guide for:

- how to **reduce** the impact of a hazard
- how to be **ready** for an emergency situation
- how to **respond** during an emergency.

This plan also includes tips that will help an individual, a whānau/family, a community or a business start the **recovery** journey after an emergency.

## The Aotea/Great Barrier area

Aotea/Great Barrier Island, the largest island off the North Island coast is situated 88km northeast of Auckland. Aotea's imposing landform provides a natural weather barrier to shelter the Hauraki Gulf and to some degree a good part of the Auckland metropolitan area.

Approximately 285 km<sup>2</sup> in area, it is geologically part of the Coromandel Peninsula but separated by the 19km wide Colville Channel.

Aotea/Great Barrier Island can be reached by air from Auckland (approximately 30mins) or by sea (approximately – 5 hours). Weather conditions can affect both flights and sailings. The two airfields are located at Claris and Okiwi with wharves at Tryphena, Port Fitzroy and Whangaparapara. There is an estimated 200km of narrow and winding road.

The population of approximately 1200 swells considerably over the summer months, which is an important consideration when planning for the islands emergency readiness and response.

Mana whenua have a strong presence in the north of the island with Māori land holdings and two marae located in Motairehe and Kawa.

Ngāti Rehua Ngātiwai ki Aotea are tāngata whenua of Aotea, Hauturu (Little Barrier Island), the Pokohinu Islands (Mokohinau Islands), and other outlying islands and rocky outcrops.

The local board, mana whenua and community have strong relationships and connections, which come from living in a small community.

With just over sixty percent of the island's diverse land area administered by the Department of Conservation/Te Papa Atawhai, [doc.govt.nz](https://doc.govt.nz), the still significantly populated remainder of the island is held in freehold and Māori land tenures.

Residents are self-reliant, practical and highly capable with a can-do attitude, and are all proud of where they live and the special, remote communities they live in.

Given the special remote nature of Aotea/Great Barrier, it's crucial for residents to take charge of their personal emergency readiness by having a household emergency plan and essential supplies.

In an emergency, communities can get isolated very quickly, so being prepared is key.

Blind Bay, Okupu



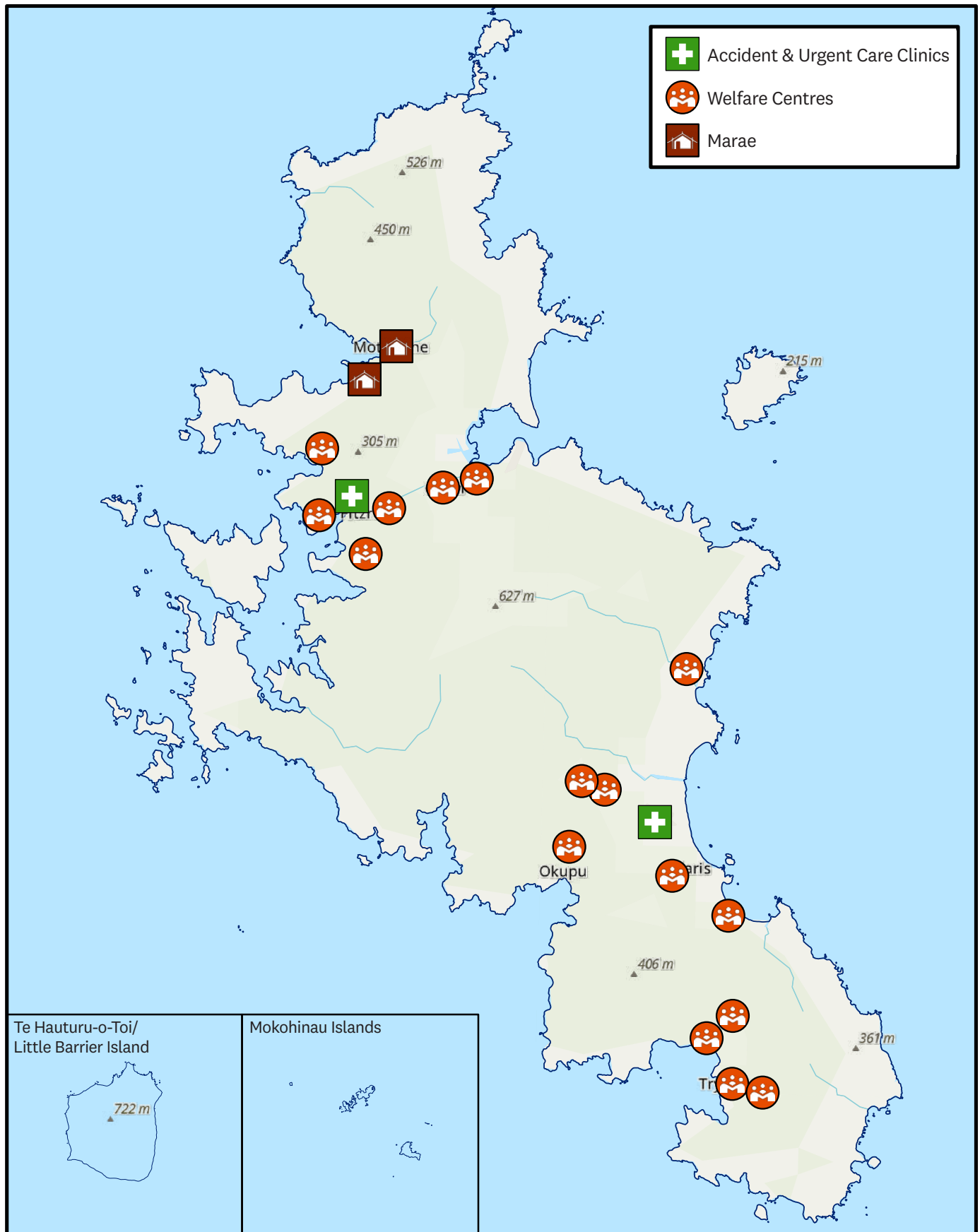


Figure 1: Aotea/Great Barrier local board area – Boundary map

Aotea/Great Barrier with its vast coastline comprising multiple bays and harbours, many with small settlements, need to be aware of their tsunami evacuation zones using the Auckland [Hazard Viewer](#).

For those who live or work within the tsunami evacuation zones, having a grab bag ready and practising a tsunami hīkoi are important readiness actions.

Amongst others, the hazards identified to most likely impact the Aotea/Great Barrier local board area are:

- flooding
- severe thunderstorm
- landslides
- coastal inundation
- tsunami
- wildfire
- drought (including water shortages)
- infrastructure failure.

As part of Te Tāruke-ā-Tāwhiri (Auckland’s Climate Change Plan, effects of climate change on the area have been assessed with Medlands, Awana and Kaitoke being especially vulnerable to flooding.

The settlements of Port Fitzroy, Katherine Bay, Motairehe and Kawa marae, Okupu, Claris, Whangaparapara and Tryphena have been assessed as vulnerable to coastal inundation.

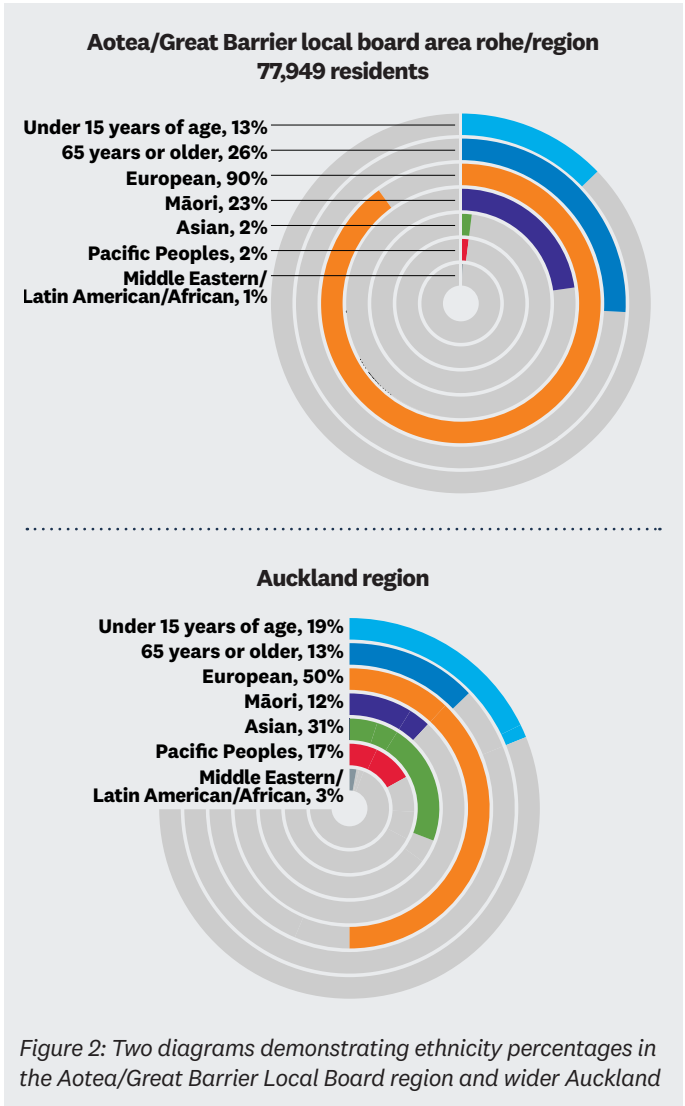
The impacts of the 2023 weather events showed how vulnerable Aotea/Great Barrier’s infrastructure is to climate change. The roading network was compromised, supply chains halted, and the strength of the island’s resilience showed through with rapid action from the Emergency Response Team including roading contractors and arborists.

This off-grid community are very self-sufficient and sustainable, but there is still the need to grow solar energy, sustainable vehicles and better water systems. With the landfill closing, the path to zero waste is vital and the need to keep innovating on ways to reduce, reuse and recycle.

Auckland Emergency Management, in collaboration with the Aotea/Great Barrier Island Local Board and the Emergency Response Team (ERT) have provided this Community Readiness Plan for residents of Aotea/Great Barrier Island, so everyone knows how to support themselves and each other, if required, to respond to an emergency or actions in advance of any emergency, or to prevent the potentially devastating effects.

## Our population

Figure 2 shows the diversity of our Aotea/Great Barrier local community.<sup>1</sup>



While disasters impact all individuals, they frequently highlight enduring inequalities faced by refugees, asylum seekers, tourists, international students, migrants with limited English or English as a second language, those with limited financial means, females and marginalized communities lacking sufficient power and resources. Auckland Emergency Management endeavours to support these communities by offering resources in various languages, promoting accessibility of preparedness through essential messaging, access to phone interpreters at Welfare Centres, culturally and linguistically diverse representation within our Emergency Coordination Centre and engagement with a diverse array of community leaders to further identify strategies to reduce inequalities for those disproportionately affected by disasters.

<sup>1</sup> Statistics New Zealand. (2024). 2023 Census Results.

## Roles

## Auckland Civil Defence and Emergency Management (CDEM) Group

Auckland Council is the administering authority for the Auckland Civil Defence and Emergency Management (CDEM) Group. Auckland Emergency Management is the Auckland CDEM Group Emergency Management Office responsible for day-to-day planning, project work and operational arrangements on behalf of the Auckland CDEM Group.

## Civil Defence

We all have a role to play in an emergency. Everyone, including individuals, whānau, family and communities, shares the responsibility for reducing risk and strengthening resilience.

After a large emergency, it could be days before emergency services can respond to all communities, and several weeks or months before normal infrastructure and utilities are up and running. The most immediate source of help will be your neighbours, together with the preparedness actions you took in your household before an event.

## Auckland Emergency Management

Auckland Emergency Management is the part of Auckland Council that works in partnership with emergency services and other organisations to coordinate civil defence and emergency management within the Auckland rohe/region.

The aims of Auckland Emergency Management are to:

- understand Auckland's hazards and the risks they pose
- coordinate planning activities related to hazard and emergency management
- encourage cooperation within the rohe/region
- help our communities to be aware of hazards and ready for emergencies.



You can read more about Auckland Emergency Management's role in the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.

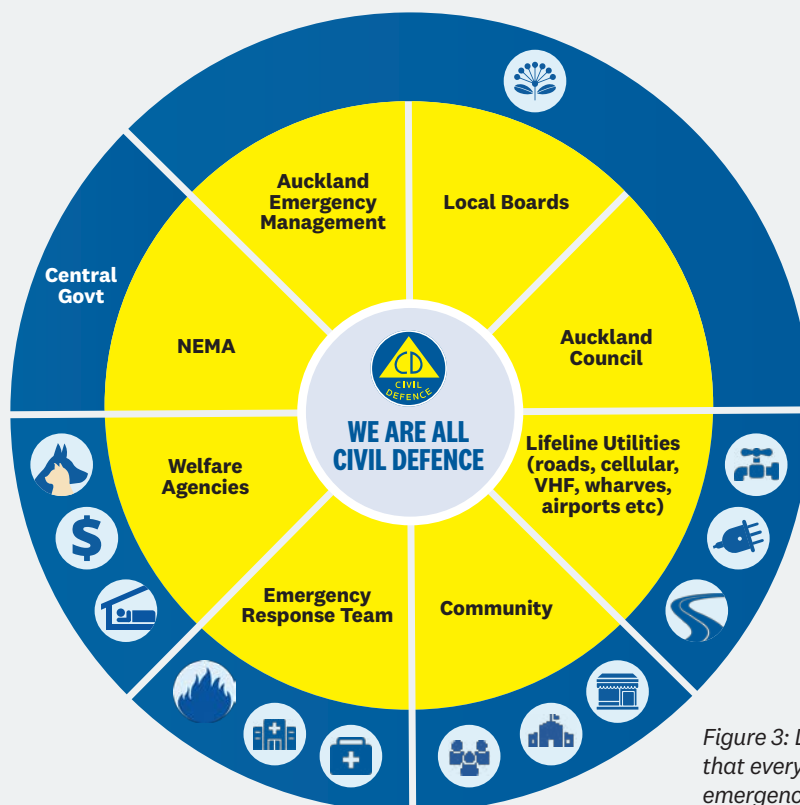


Figure 3: Diagram demonstrating that everyone has a role in managing emergencies. We are all Civil Defence<sup>2</sup>

<sup>2</sup> National Emergency Management Agency [NEMA]. (2024). Together we are all Civil Defence: Facebook post.

Aotea/Great Barrier Local Board members assist with emergency planning and are directly involved in response. Auckland Emergency Management provides coordination of significant risks and hazards in the Auckland rohe/region using the four Rs framework: reduction, readiness, response and recovery as shown in the diagram below.

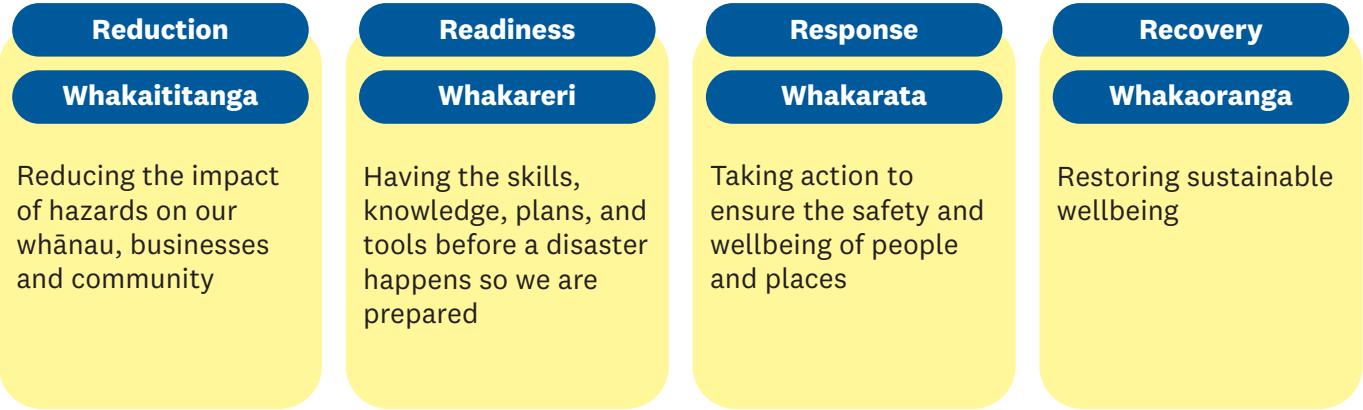


Figure 4: Diagram of 4Rs of the emergency management framework

In an emergency, Auckland Emergency Management coordinates the response from the Auckland Emergency Coordination Centre (ECC).

Auckland Council have trained staff on Aotea/Great Barrier Island and help form an integral part of the resident Emergency Response Team (ERT), working alongside other emergency services and partners to provide timely, localised response in conjunction with Auckland Emergency Management.

Depending on the type of emergency, some responses are led by other agencies, for example Ministry of Health (e.g. pandemic), Ministry of Primary Industries (e.g. Biosecurity), Police (e.g. civil unrest) or Fire and

Emergency New Zealand (e.g. wildfire). Where an emergency response is led by one of these agencies, Auckland Emergency Management is a support agency, as opposed to leading and coordinating the emergency response.

If an emergency needs extra coordination and resources, [a state of emergency](#) can be declared which gives the relevant Civil Defence Emergency Management Group special powers to respond to the event.

For widespread emergencies, the Minister for Emergency Management can declare a state of national emergency.

Aotea/Great Barrier Emergency Response Team 2024





## The role of mana whenua and marae

An emergency situation occurs in a geographical area and sometimes in a specific location or place.

Mana whenua hold mātauranga mai rā anō or the traditional and historical lived-experience and knowledge of an area, place or space.

It is important to acknowledge and build on the strengths of integrating kaupapa Māori, mātauranga Māori and tikanga Māori into resilience building and emergency management within the community.

Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi/work to build marae and community resilience and their contribution to emergency management.

Upon activation of an emergency event, the Auckland Council's Emergency Coordination Centre (ECC) will be resourced with Iwi liaison poutiaki, to communicate and coordinate response activity with mana whenua and marae.



## The role of community

Community organisations, community emergency readiness and resilience groups (CRG's) and marae assist emergency responses on Aotea/Great Barrier by:

- running or assisting with Welfare Centres
- providing resources e.g. bedding, food, clean up supplies etc
- communications:
  - being a key point of contact for Auckland Emergency Management to understand the needs of affected communities
  - to spread the key messaging from Auckland Emergency Management
  - to provide feedback to the Emergency Coordination Centre on Auckland Emergency Management's communications to ensure information is meeting the community's needs
- volunteering with the clean up after an emergency.



## The role of local board members

Local board members assist Auckland Emergency Management in encouraging household, community and business preparedness. Local board members are an important link for information to flow between emergency management agencies and and strongly advocate for their community.

On Aotea/Great Barrier, local board members are directly involved in emergency planning and the response capability as part of the community.



## The role of the Aotea/Great Barrier Emergency Response Team

Aotea/Great Barrier operates an inter-agency Emergency Response Team (ERT) that is committed to the well-being of the community. Please reference Appendix 2 for information on the role of ERT and responsibilities of its members.

# Emergency management plans

There are many plans that provide guidance for the management of emergencies from a national, regional and local perspective. These plans are identified and explained in this section.

The diagram below demonstrates how emergency management plans cascade and are linked to one another in a comprehensive framework.

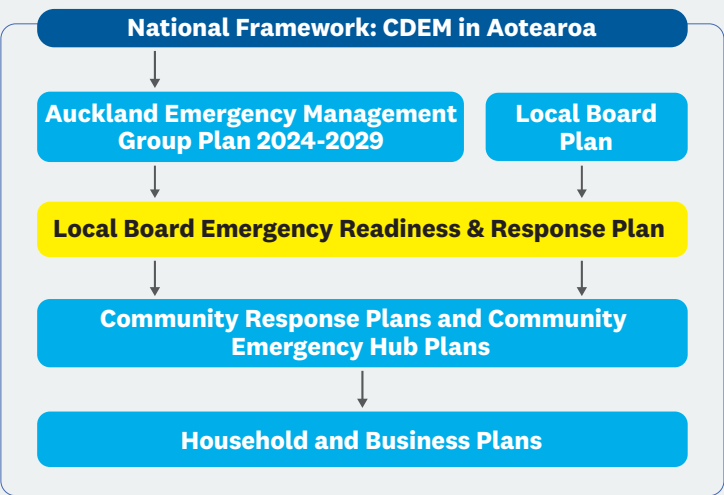




Figure 5: Emergency Management plans hierarchy

## National Framework | Civil Defence Emergency Management in Aotearoa

 The national framework for CDEM in Aotearoa is established under the Civil Defence Emergency Management Act 2002. The framework provides for the effective delivery of emergency management through the roles and responsibilities of prescribed entities. The national framework is supported by the National Civil Defence Emergency Management Plan Order 2015 (and Guide), the National Disaster Resilience Strategy 2019 and Civil Defence Emergency Management Group Planning Director’s Guidelines [DGL 09/18].

## The Auckland Emergency Management Group Plan 2024 – 2029

 Under a statutory requirement of the Civil Defence Emergency Management Act 2002, each Civil Defence Emergency Management (CDEM) Group in New Zealand is required to have a group plan.

Our Group Plan - Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029, presents the vision and goals of the Auckland CDEM Group, how we will achieve them and a framework for measuring progress. Our group plan outlines Auckland’s CDEM members’ roles and responsibilities and key actions that will take place over the five-year period.

Auckland’s group plan is used by the CDEM Group, partners and stakeholders. It also provides the public with information on how these organisations work together, and how they can build individual and community resilience.

## The Aotea/Great Barrier Local Board Plan

 Under the Auckland Council governance structure, each local board develops a local board plan every three years, outlining their strategic direction in alignment with council’s plans, policies and strategies.

They are developed in consultation with the community and set the direction for the area reflecting community aspirations and priorities. Their purpose is to guide funding and investment decisions on local activities, projects, services and facilities.

One of Aotea/Great Barrier Local Board’s Plan objectives regarding Emergency Management is described as “To increase disaster awareness, adopt and implement readiness and response plans in collaboration with the community.”<sup>3</sup>

<sup>3</sup> Aotea/Great Barrier Local Board. (2023). Aotea/Great Barrier Local Board Plan 2023.

## The Aotea/Great Barrier Local Board Emergency Readiness Plan

This plan provides information and advice for people living and visiting the Aotea/Great Barrier area to get ready for and respond to an emergency.

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the Aotea/Great Barrier Emergency Response Team, the local board, individuals and communities across the four Rs of emergency management: reduction, readiness, response and recovery.

## Community Response Group Plan and Community Hub Plans



A Community Response Plan is prepared by the community, for the community.

The purpose of a Community Response Plan is to:

- Provide information that enables, empowers and supports individuals and communities to take ownership of their own emergency preparedness.
- Promote problem solving and encourage self-sufficient communities through strong social networks and a culture of mutual help and support.

- Reduce the reliance on first responder agencies following an emergency.

A Welfare Centre Plan is an operational document for those community members who will provide immediate help for people who have been impacted by an emergency through provision of a Welfare Centre.

## Aotea/Great Barrier Emergency Response Team

The Aotea/Great Barrier Island Emergency Response Team (ERT) is an inter-agency group that works to coordinate responses to any threat to the Aotea/Great Barrier Island community, functions to a detailed Emergency Response Plan and ERT's primary role is to manage logistics to support the welfare and safety of the local community in an emergency event.

## Household or Business Plan



A Household or Business Plan provides a place to compile key information for use during an emergency such as: contact details, where supplies are kept, what to do if there is no power or water and where to go if evacuation is necessary.

Having a plan helps make the emergency much less stressful for everyone.



# Reduction

## What is reduction?

Risk reduction involves analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.

## Why is reduction important?

Reduction saves lives and property. If we know of a risk and it has not been acted on, one of the first questions asked after an incident is – why did we let this happen?

Many things can be rebuilt or restored, but some losses are irreplaceable and can have a deep and lasting impact on communities, businesses and people's wellbeing.

Effective reduction and hazard risk management can help reduce long-term impacts and support recovery after an emergency is over.

## Roles in reduction – who does what?

<b>Whānau &amp; individuals</b>		<ul style="list-style-type: none"><li>• Understand the hazards and risks in your local area, place of work, school and anywhere else you regularly visit.</li><li>• Reduce the risk of landslides by ensuring areas within your property are stable, and retaining walls are maintained.</li><li>• Reduce flooding on your property by keeping your drains clear.</li></ul>
<b>Communities</b>		<ul style="list-style-type: none"><li>• Understand and help communicate the hazards and risks of the local area.</li><li>• Host local events to increase public awareness of hazards and preparedness.</li><li>• Help those not able to clear drains on or near their property.</li><li>• Get involved in a community planting event.</li></ul>
<b>Auckland Council</b>	<b>The local board</b>	<ul style="list-style-type: none"><li>• Educate and support the community through preparedness measures.</li><li>• Promote community activities and events to increase public awareness of hazards and preparedness such as stream plantings, food security projects, active transport initiatives.</li></ul>
	<b>Auckland Emergency Management</b>	<ul style="list-style-type: none"><li>• Work with partners to promote region-wide hazard information to improve knowledge and understanding of hazards.</li><li>• Provide warnings and alerting tools to stakeholders and the public.</li></ul>
	<b>Auckland Council</b>	<ul style="list-style-type: none"><li>• Undertake risk reduction initiatives across council departments, such as the Making Space for Water programme led by Healthy Waters.</li><li>• Ensure planning for the built environment is consistent with national policy, and informed of current and future hazards.</li></ul>

# Readiness

## What is readiness?

Readiness means having a plan in place that supports a fast and effective response to an emergency that will minimise the risk to life and property. This means everyone knows what they need to do in an emergency.

Being emergency ready includes:

- understanding the hazards and risks
- designating roles and responsibilities
- identifying resources that are available
- creating plans and procedures
- organising activities, initiatives and education that improve emergency readiness in the wider community
- knowing where to evacuate to
- knowing how to keep informed.

## Why is readiness important?

Readiness is about knowing what to do when an emergency happens. It involves understanding the risks of hazards and making plans to address and minimise them during an emergency.

Being ready also reduces the impact on life and property of an emergency situation and enables a faster and stronger recovery.

## Roles in readiness – who does what?

Whānau & individuals		<ul style="list-style-type: none"> <li>• Develop emergency household plans for your household, whānau/family and friends.</li> <li>• Keep enough emergency supplies to last seven days.</li> <li>• Know where the nearest Welfare Centres are.</li> <li>• Connect with neighbours.</li> <li>• Understand your local hazard risks.</li> <li>• Identify local resources and support networks.</li> <li>• Join your local Community Emergency Readiness or Resilience Group.</li> </ul>
Communities		<ul style="list-style-type: none"> <li>• Host getting to know your neighbours days and discuss support in an emergency.</li> <li>• Develop Community Response Plans.</li> <li>• Establish Welfare Centres as a place of shelter, connection and information during an emergency.</li> <li>• Form Community Emergency Readiness or Resilience Groups.</li> </ul>
Auckland Council	Aotea/Great Barrier Island Emergency Response Team (ERT)	<p>The Aotea/Great Barrier Island Emergency Response Team is committed to the well-being of our community with readiness including;</p> <ul style="list-style-type: none"> <li>• Regular ERT member and stakeholder meetings</li> <li>• Planning on operational response capabilities</li> <li>• Contribution to community education</li> <li>• Participate in incident training exercises</li> </ul>
	The local board	<ul style="list-style-type: none"> <li>• Encourage communities to prepare for emergencies.</li> <li>• Support agencies involved in emergency management.</li> <li>• Promote events that support emergency planning and readiness.</li> <li>• Identify who in the local community might be disproportionately affected by an emergency and support them.</li> </ul>
	Auckland Emergency Management	<ul style="list-style-type: none"> <li>• Develop and refine contingency plans for dealing with high priority hazards.</li> <li>• Train staff and partners.</li> <li>• Identify and mitigate gaps within lifeline utilities.</li> <li>• Assist community readiness through training, scenario exercising, preparedness information and helping community planning.</li> </ul>
	Auckland Council	<ul style="list-style-type: none"> <li>• Train council staff to assist Auckland Emergency Management in responding to an emergency.</li> <li>• Healthy Waters provides information regarding risks of flooding on property.</li> </ul>

## Get your household ready for an emergency

In an emergency, unless it is unsafe, you may be required to stay in your whare/home. Due to the remote nature of Aotea/Great Barrier, it is recommended that households plan for at least 7 days of self sufficiency

This section tells you how to be ready and prepare for an emergency.



### Know your hazards



**Learn about the potential hazards in your area**



Being prepared involves understanding the likelihood of hazards that may create an emergency near you.

To see which hazards are most likely to impact your whare/home, workplace or school, check out the Auckland Emergency Management [Hazard Viewer](#) and Auckland Council's [Flood Viewer](#).

Check out **the hazard maps at the end of this plan.**



### Create a Household Plan



**Develop a Household Plan for your whānau using our template**



A Household Plan provides a template for emergency information such as: contact details, where supplies are kept, what to do if there is no power or water and where to go if you need to evacuate.

Every Household Plan will be different because of where we live, who lives with us and who might need help.

Visit the [Get Ready website](#) to download a copy of [Make a Plan](#) which is available in several languages, or use the QR code above.

Having a plan helps make emergencies less stressful for everyone. It is particularly beneficial to include children in making your plan, as it encourages discussion in an honest, practical and calm way about:

- what might happen in an emergency
- what you can do to keep safe
- what your plan is if you can't get to your whare/home
- what you can do if you cannot communicate via mobile, landline or internet.

When you're making your household plan remember to include everyone. Think about the requirements of people with disabilities, older people, babies, young children, pets and other animals.



**Extra steps to take for vulnerable whānau**



Ensure your plan and supplies cater to your whānau who are older or who have disabilities or medical conditions.

Check the plans for your whānau/family in aged-care facilities or supported living.

- ✓ Understand the extra supplies needed and put in your grab bag.
- ✓ Keep ice packs in the freezer and a smaller cooler bag for refrigerated medical supplies.
- ✓ Wear a medical alert tag or bracelet so people know what assistance may be needed.
- ✓ Know who to call for help if you're dependent on life-sustaining equipment or treatment. Ensure your power supply is uninterrupted and that your telecommunications provider know if you are dependent on these services for life-sustaining support.
- ✓ Have an extra mobility device such as a cane or walker.





- ✓ Ensure your whānau know how to assemble and disassemble your wheelchair. Keep a portable air pump for tyres.
- ✓ If you use a seat cushion to protect your skin or maintain your balance, keep a spare one.

- ✓ Emergency preparedness information is available in audio, large print and Easy Read on the National Emergency Management Agency's (NEMA) [Get Ready website](#).



The following table suggests supplies to include in your plan for those in your whānau who:

Are deaf, hard of hearing, or have a speech impediment	Are blind or with a visual impediment	Have an intellectual or cognitive disability
<ul style="list-style-type: none"> <li>✓ Keep spare hearing aid batteries in your grab bag.</li> <li>✓ Give others a house key so they can alert you.</li> <li>✓ Put a writing pad, pens, laminated cards with phrases etc in your grab bag to help communication.</li> <li>✓ If you use an augmentative communications device, or other assistive technologies, plan how you will evacuate with the device or how you will replace equipment if it breaks. Keep model information and note where the equipment came from, such as the name of the provider.</li> <li>✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on <a href="#">NEMA's Get Ready website</a>.</li> </ul> 	<ul style="list-style-type: none"> <li>✓ Mark emergency supplies with Braille labels or large print.</li> <li>✓ Keep an audio list of your emergency supplies and where you bought them.</li> <li>✓ Make sure there is a grab bag for your guide dog with food, medications, vaccination records, identification and harnesses. Guide dogs can stay in emergency shelters with their owners.</li> <li>✓ Keep extra canes at your whare/home or work, even if you have a guide dog as it may become disoriented in an emergency.</li> <li>✓ Listen to audio recordings about the hazards we face and emergency preparedness on <a href="#">NEMA's Get Ready website</a>.</li> </ul> 	<ul style="list-style-type: none"> <li>✓ Keep handheld electronic devices charged and loaded with videos and activities. Have spare chargers.</li> <li>✓ Include a small pop-up tent with your grab bag to decrease visual stimulation in a busy room or to provide instant privacy.</li> <li>✓ Include comfort snacks in your grab bag.</li> <li>✓ Consider a pair of noise-cancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli.</li> <li>✓ Include comforting items in your grab bag that are familiar, such as a pillow or blanket.</li> </ul>



## Looking after pets and animals



Ensure [pets and animals](#) are part of your plan and you have extra supplies for them.

- Make sure you have pet food and leashes in your grab bag.
- Have a pet carrier for cats and small dogs.

In an emergency, bring your pets indoors as soon as possible and confine them to one room. Pets may try to run if they feel threatened so keeping them inside and in one room will allow you to find them quickly if you need to evacuate.

Consider an early evacuation of pets and other animals. Waiting to evacuate animals until the last minute can be fatal for them and dangerous for you. If you live on a lifestyle block or rural property, have a look at our Lifestyle Block Emergency Preparedness Guide for further information.

**Take your pets with you when you evacuate** – if it is not safe for you, it is not safe for them. Leaving them behind may endanger you, your pets, and emergency responders.



**Email your household plan to your whānau/family and keep a copy on your fridge**



## Keep emergency supplies



**Have emergency supplies for seven days**



Due to the remote nature of Aotea/Great Barrier, it is recommended that households plan for at least seven days of self sufficiency.

Have a stock of [supplies](#) such as water, food, and essential items, for at least seven days, that you can access in a hurry and find in the dark.

Emergency supplies to keep at your whare/home include:

- ✓ Allow for at least 3 litres of water **per person per day**, for the purposes of drinking and basic hygiene.
- ✓ 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) and spare fuel for your generator.
- ✓ 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.**



## How to store water for emergencies

- Check expiry dates regularly on bottled water and if you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use plastic jugs or cardboard containers that have had milk in them. Milk protein cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill bottles to the top with regular tap water until it overflows. Add five drops of non-scented liquid household chlorine bleach per litre to the water. Do not use bleaches that contain added scent or perfume, surfactants, or other additives. These can make people sick. Do not drink for at least 30 minutes after disinfecting.
- Tightly close the containers using the original caps. Be careful not to contaminate the caps by touching the inside of them with your fingers.
- Place a date on the outside of the containers so that you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight saving. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.



- Some items you may still need to buy, but you don't need to buy them all at once. You could put aside \$10 a week for a few weeks to build up your spare cash, or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in your grab bag.
- Use your car radio or check if your neighbours have a radio.

### ➤ Keep some essential supplies in your car



You may be stuck in your car during an emergency, so keep essential supplies such as a blanket, energy bars and hand sanitiser in the boot.

Consider taking your grab bag with you when traveling, particularly if bad weather is predicted.

Keep up to date with weather and road information when planning your travel.



## Plan your evacuation routes

### ➤ Know how you will get to high ground

If your whare/home, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, plan your evacuation route to a safe location.

Your evacuation route needs to take you out of the tsunami or flood zone or at least as far or as high inland (for tsunamis) as you can get, following the posted tsunami evacuation routes where present.

A safe location could be a friend or relative's whare/home, or any place where you can find refuge a short distance outside of the tsunami or flood evacuation zone.

### ➤ Practise your tsunami hīkoi

A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground.

Practise your tsunami evacuation route either by foot or by bicycle, in good and bad weather to help your muscle memory to kick in when tsunami happens.

If you are near the coast, you need to act immediately if you experience any of the following:

- feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
- see a sudden rise or fall in water level
- hear loud and unusual noises from the water

Move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones.

**Do not wait for official warnings.**

**Immediately follow the advice of any emergency warning.**

**Do not wait for more messages before you act.**

### ➤ Know the emergency procedures and safe locations of your children's schools



## Learn where you can go if you need to evacuate

### ➤ Know where your closest Welfare Centres are



Find out where your Welfare Centres are located before an emergency.

In an emergency, also check Auckland Emergency Management's social media, [website](#) and radio stations to learn which Welfare Centres are open. The Aotea/Great Barrier Island Emergency Response Team (ERT) will communicate using email, social media, and local radio any decision to open a facility at a given location on the island. See the section 'How to evacuate and where to go' for more details.



## Get your community ready for an emergency



Members of the [community](#) are often the first to help fellow residents in an emergency.

Auckland Emergency Management encourages all communities to come together and plan how to get ready and what to do if an emergency occurs in their area.

Aotea/Great Barrier Island benefits from very resilient and resourceful residents, who are well served by a resident Emergency Response Team (ERT) made up of all local emergency services. Their role is to assist in the initiation of early response, help warn the community, support the community by establishing emergency response operations including welfare centres if required, help vulnerable members of the community to safety and finally to report to Auckland Emergency Management and ongoing coordination with emergency services.

For tips and templates on emergency response planning, visit Auckland Emergency Management's website. [aucklandemergencymanagement.govt.nz](https://aucklandemergencymanagement.govt.nz)

Contact [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz) for help developing a Community Response Plan.

To help your community get ready for an emergency, think about:

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations)
- what hazards are the biggest risks for the community, and what areas are particularly vulnerable
- how you can support your community for up to seven days without government help (food and shelter)
- how will you communicate with each other (remembering that there may be power outages which may affect critical infrastructure including communications)
- who in your community may need more support in an emergency (e.g. people with English as a second language, visitors, babies/children, older people, people with disabilities).

*Community event Claris*





## Know your neighbours

**Your neighbours are the closest people who can help you in an emergency.**

Getting to know the people in your area is the first level of community support in an emergency. If you feel comfortable doing so, we recommend you:

- ✓ share contact details with your neighbours
- ✓ tell your neighbours about your emergency plan and ask about theirs
- ✓ find out who amongst your neighbours may be able to help you or may need your help
- ✓ create a network with four other people in your neighbourhood to share emergency resources and provide support.

Local organisations, such as Aotea Family Support Group [facebook.com/Aoteafamilysupportgroup/](https://www.facebook.com/Aoteafamilysupportgroup/) can help you connect and get to know the people who live near to you.



## Get your business ready for an emergency

To help your [business](#) or workplace get ready, think about:

- the risk to the business and its staff if it operates during an emergency
- creating a business continuity plan
- having basic supplies on hand
- getting to know the community around you.

Visit [Work Ready](#) for resources and tools that help businesses plan for an emergency and support their staff to know what to do.



## Get rural and lifestyle block ready

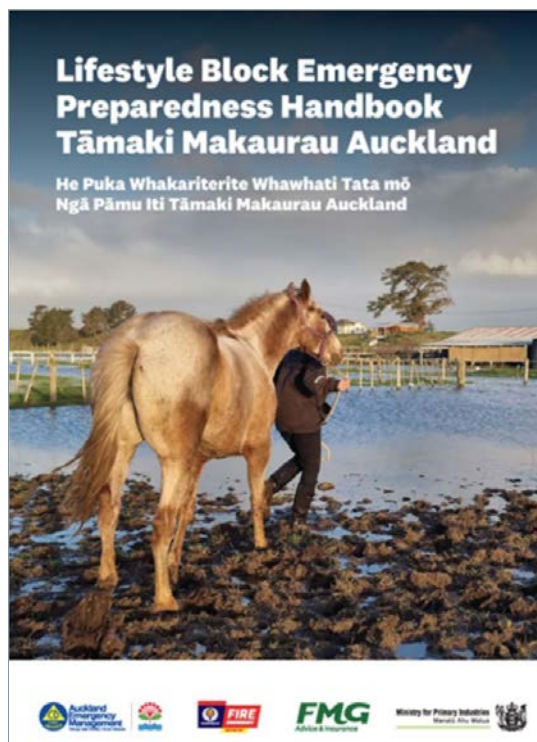


Living on a lifestyle block or rural land holding gives you the space to live the way you'd like to, but it does come with added responsibilities and potential hazards. Auckland Emergency Management has created a

[Lifestyle Block](#) Emergency Handbook which gives you practical, detailed information for those living on lifestyle blocks and rural properties on how to prepare, plan and recover from emergencies. Key information from the handbook has been provided below:

## Important Contacts

- **Ministry for Primary Industries**  
For animal welfare advice or assistance  
**0800 00 83 33**
- **Federated Farmers**  
For support and assistance in sourcing water and supplementary feed, finding a safe place to contain your stock or pasture **0800 327 646**





## Taking Care of Animals

As an animal owner, you have certain legal responsibilities when it comes to animals and livestock. The Animal Welfare Act 1999 states that you, the animal owner, or person in charge of the animal, must take all reasonable steps to ensure the animal's physical, health and behavioural needs are met. This 'duty of care' applies under all circumstances including during and following an emergency.

Think about the best way to evacuate your animals including transportation to a safe place and plenty of provisions like food and water. Also make plans for someone to care for your animals if you can't get home. With a well thought out plan you'll be prepared to evacuate fast or stay put with sufficient supplies when a disaster strikes – and avoid putting your life and others at risk.

### Transporting your animals to a safe, secure place

#### Lead/halter/harness/muzzle

Know where these things are as well as any other equipment that will help you move your pets and animals, particularly horses, in an emergency evacuation. Make sure the device is sturdy and has an ID tag attached. Dogs may need to be muzzled. Even if your dog is friendly, emergency personnel may refuse to handle them unless they're restrained.

#### Cage/carrier

You'll need these for safe transportation and to prevent your animals, particularly pets, from escaping. The cage or carrier should be sturdy, e.g. made from metal or plastic, not cardboard, which might disintegrate if it gets wet. The cage or carrier should be large enough for animals to comfortably stand in, turn around, lie down and have adequate ventilation. Your pet may have to stay in there for some time so include bedding, blankets and a favourite toy to reduce stress levels.

#### Float

Floats are the safest form of transportation for horses and will ensure they can't escape. Keep in mind the horse may need to stay in the float for some time.

Only take your animals with you if it won't delay you. Don't spend time looking for them and do not return to get them if you're not at home. When planning, consider the time needed to collect and transport your animals or the time needed to move them to a safe place to shelter.

### Euthanising animals

Sometimes, no matter how well you've planned and prepared, the unexpected will happen, and you'll be faced with having to humanely kill (euthanise) one or more of your animals. Ideally, this should be done by a trained professional like a veterinarian, however, during a rapidly developing emergency event that might not be possible. In order to avoid causing unnecessary pain and distress to the animal, and to minimise the risk to yourself, it's important you either know how to properly euthanise an animal and are willing to do so, or have identified someone in your support network (see section one for more information) who's willing and competent to perform euthanasia. It's a difficult thing to have to contemplate, but it's important to be prepared. You'll find information on how to conduct euthanasia humanely and correctly in the relevant Codes of Welfare, published by the Ministry for Primary Industries.



## Water Supply

Aotea/Great Barrier Island is not connected to a municipal water supply, so all residents, households and businesses are responsible for and are capable to supply water to their homes and property. As bulk water cannot be purchased on the island, it's important that the right number and type of water tanks are installed for your property.

Rainwater tanks come in different shapes and sizes and the right tank for you will depend on several factors:

- What you use water for (drinking, hygiene, outdoor use, laundry, toilet, livestock, etc.)
- How much water you can collect from your roof
- How much space there is for a tank (underground or above ground)
- The number of household occupants and/or animals the tank will cater for



### Monitoring your water use

It's important to keep an eye on the water level in your tanks, especially during the drier summer months. Inexpensive and easy to install water tank level gauges are available to fit to your water tanks and help you to check the levels regularly.

Think about installing flow restrictors on taps and showers as well to significantly reduce the volume of water used without affecting the quality of your shower or waterflow from taps.

Long dry spells could get more frequent due to the impacts of climate change.

### Keeping water safe for use

Without vigilance, water supplies can become unsafe. Roof water can be corrosive or become contaminated with ash, dust, leaves, and bird droppings. Sediment can become an issue when tank water levels are low.

To improve the quality of rainwater you collect from your roof:

- Ensure your roof surface is suitable for collecting quality rainwater
- Inspect your tanks annually and get them cleaned if necessary. Ideally, tank cleaning should be carried out by tank cleaning contractors.

- Install a filter or screen to prevent leaf debris getting into your water tank from the roof. If you can't cover all the guttering, make sure you have the filter or screen over the spouting downpipes
- Keep a copy of your tank operation and maintenance manual
- If you're concerned about the quality of your drinking water, contact an Environmental Health Officer at Auckland Council.

### Wastewater

A septic tank, or onsite wastewater system, works by separating wastewater into three layers:

- scum, which floats on the surface
- liquid, middle layer
- solids/sludge, which sink to the bottom of the tank.

**WARNING:** If you enter the tank to clean it, ensure there is adequate ventilation, and another person is present to monitor you. The liquid layer is treated in the tank, reducing pathogens and excess nutrients. The liquid is then distributed into the disposal field where it can soak into the ground. Your whole septic system needs to be checked and serviced every three years to keep it working well. Sludge and excess scum should be pumped out of your tank as needed so it continues to work well.

High-tech treatment systems are available if a standard septic tank isn't compatible with your needs.

These systems are designed to treat wastewater to a higher quality using pumps, aeration or filters and need maintenance and servicing every six months. They're a good option for smaller sites. You could also consider composting toilets and vermiculture systems. They still need regular checks but are generally more resilient to power cuts and provide an option for greywater separation.

On Aotea/Great Barrier island, you should plan for a self sufficient and resilient power supply for your wastewater system.



## Power and phone outages

### Power outages

Aotea/Great Barrier Island residents generate their own power for homes and commercial properties via extensive use of solar water heating, solar panels, wind-power, and generators. Weather events can impact power supply as can infrastructure (wharves, airports) and supply chain outages (e.g. fuel companies).

### Water pumps not working

Consider gravity fed water systems which pull water from a creek or pond or your water tanks.

Where possible make sure you can retrieve water from your tank without power such as gravity flow to the house or a tap on the side of the tank. Also think about storing bottled water.

To get water from an underground tank, you'll need a bucket and rope to draw up water through the lid. Your toilet can still operate if you have a source of water to manually flush with. If your septic tank system isn't operational, you may need to consider temporary options such as a chemical or portable toilet.

### Impacts on stock drinking water

If your stock drinking water supply is reliant on power to fill troughs, you'll need to ensure an emergency supply of water in the event of a prolonged loss of power. Portable troughs can be used which are smaller than regular troughs and can be refilled manually.

### Losing power to electric fences

If you have animals, they might stray onto roads or unsafe areas on your property. Your neighbours' animals could also push through boundary fences and enter your property. Think about installing 7-wire, post and batten fencing or an electric fence power system that is solar or battery powered.

### Keep away from affected sites

Don't go near affected sites until they've been properly inspected, and authorities have given the all-clear. Stay well away and don't attempt to cut or move fallen trees that are large or entangled as they may need specialist skills or equipment to clear. Call **111** to report this as a risk to life and/or property. Report trees down on public land to Auckland Council on **(09) 301 0101**.





## Loss of phone or internet connection

### Check the cell phone service

Aotea/Great Barrier Island has limited cell phone coverage compared to the mainland, so existing towers are critically dependent on robust non-mains power supply and their back-up systems to ensure continuous operation.

If the cellular network is down, it's likely there are widespread problems. Those residents with Starlink may also wish to enable wifi calling.

Listen to the local radio for information and consider alternate communications means, e.g. UHF radio, neighbours or those nearby you can call on to stay in touch.

### Be prepared – get a UHF radio

If you don't already own a Public Radio Service (PRS) UHF radio, now could be the time to buy one. PRS radios are a great option for short range radio communication and are relatively affordable. Check with your neighbours to see who has a PRS radio and what channel you'll use to communicate with each other in an emergency. A good channel to use is 11, as it's available on both the newer and older radios and is easy to remember.



## Get ready for specific hazards

This section will support you and your whānau/family to understand how to get ready for different hazards.



### Get ready for a major storm or flood



- ✓ Go to the [Flood Viewer](#) to understand how flooding might impact your area and how to stay safe during floods.
- ✓ Take photos of your rooms and outdoor areas, for insurance purposes.
- ✓ Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Use watertight containers to store important items.
- ✓ Lift curtains, rugs and bedding off the floor.
- ✓ Bring inside or tie down anything that can be broken or picked up by strong winds or floods, such as outdoor furniture. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- ✓ Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- ✓ Remove any debris or loose items from around your property. Branches, firewood and other items may become dangerous in strong winds or cause blockages if your property floods.
- ✓ Move vehicles to higher ground.
- ✓ Moor boats securely or move them to a designated safe location.
- ✓ Use rope or chain to secure boat trailers. Use tie-downs to anchor a trailer to the ground or to a building.



## Get ready for an earthquake

Get your where/[home ready for an earthquake](#) by:

- ✓ sticking items onto shelves with Blu-Tack
- ✓ using strong materials for hanging pictures/ photo frames
- ✓ putting restraints on TVs and heavy furniture.
- ✓ **Identify safe spaces to Drop, Cover and Hold within your where/home, school, work and other places you often visit.**  
The safe space should be:
  - somewhere close to you, no more than a few steps away to avoid injury from flying debris
  - under a strong table with legs that you can hold on to, so it doesn't move
  - away from windows that may shatter and cause injury
  - away from tall furniture that could fall on you
  - not in a doorway, most doorways are not stronger than any other parts of a building.
- ✓ Practise the Drop, Cover and Hold exercise at least twice a year so you remember what to do when an earthquake happens. A good time to do this is when the clocks change and remember to take part in ShakeOut, our national earthquake drill.



## Get ready for a tsunami

### Know your tsunami evacuation zones

Tsunami evacuation zones are areas that you may need to leave if you feel a long or strong earthquake, or if there is an official tsunami warning.

Search for your where/home, work or school address on the [Auckland Emergency Management Hazard Viewer](#) to find out if they are in a tsunami evacuation zone.

Make sure you know where to go, whether you are at where/home, at work or out and about.

### Know the tsunami signs

If you are near the coast, you need to act immediately if you experience any of the following:

- feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
- see a sudden rise or fall in water level
- hear loud and unusual noises from the water.

Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.

### Get your boat ready for an emergency

Tsunami of all sizes can be especially destructive in bays, harbours and marinas, not just due to the waves and strong currents and can pick up large amounts of debris, making it even more dangerous.

If you're on land or tied up at a dock/marina and receive a tsunami alert or notice natural warning signs of a tsunami, leave your boat and move immediately to higher ground or as far inland as possible, outside of tsunami evacuation zones.

Maritime New Zealand will issue Urgent Marine Information Broadcasts on VHF Channel 16. Coastguard will relay warnings on their local channels.

For more information, including what to do if you at sea, visit [NEMA: What to do during a tsunami](#).



## Get ready for a landslide

High intensity or prolonged rain fall, earthquakes, flooding or other hazards can lead to landslides.

Investigate the risk of a landslide by doing the following:

- Regularly inspect your property if you are located on or near a slope for any indication of movement, especially after heavy rain fall or an earthquake. Signs of instability include doors and windows that start to stick, gaps appearing, decks moving or tilting away from the house, new cracks or bulges on the ground, leaning trees or fences, slope movement.
- Look at the hillsides around your whare/home for any signs of land movement (like rockfall, small landslides or debris flows and unusual cracking) and any trees that start to tilt over time.
- Watch the patterns of storm water drainage on slopes near your whare/home especially the places where runoff water converges. Noticing small changes can alert you to an increased threat of a landslide. Most small landslides are caused by water runoff so changes in water runoff patterns can indicate ground movement.
- If you are near a stream or waterway, be alert to any sudden increase or decrease in water flow, and to a change from clear to muddy water. Such changes may indicate landslide activity upstream. If you notice any of these changes, seek professional advice as soon as possible.



## Get ready for a wildfire

Residents of Aotea/Great Barrier live on a heavily forested island, comprising in many cases some extremely flammable vegetation types.

Along with limited water supply on the island, mountainous and remote terrain, high visitor numbers over summer and that a Voluntary Rural Fire Force is called on for fire suppression, a Prohibited Fire Season (total fire ban) takes effect every first of December until the end of summer on Aotea/Great Barrier and all other islands of the Hauraki Gulf, meaning ALL fires in the open air are PROHIBITED.

Wildfire travels faster uphill, so properties on a steep slope, or at the crest of a hill, are at the greatest risk.

The following are simple steps to reduce the risk of wildfire impacting property.

- ✓ Create a 10-metre safety zone around your whare/home and other structures by:
  - clearing excess combustible materials and vegetation such as leaves, dead branches and stacks of firewood
  - keeping your lawns short
  - regularly clearing material from gutters spouting, and areas around decks
  - planting low flammability plants and trees which have moist supple leaves, little accumulation of dead wood and dry dead material within the plant, and low levels of sap.



## Get ready for a pandemic

To get ready for a pandemic:

- ✓ Make a plan with whānau/family and friends that includes:
  - who will help with food and supplies if you and your household are ill
  - who will look after your extended whānau/family if they don't live nearby (for example, who could deliver groceries or meals to sick whānau/family members)
  - who would look after your children/dependents if they need to stay at whare/home
  - how to check on friends, whānau/family and neighbours who might need help.
- ✓ Think about whether you could work from whare/home and what you would need to do this.
- ✓ Have contact numbers in an obvious place, such as on the fridge, for:
  - neighbours to call if you need help
  - your local doctor or health clinic/provider
  - Healthline (freephone: **0800 611 116**)
  - your workplace.
- ✓ Keep first aid kits up to date.
- ✓ Have a supply of food to last for at least a week.
- ✓ Have a supply of masks to help stop the spread of germs.
- ✓ Have tissues and plastic bags available for used tissues.
- ✓ Think about activities if you and your whānau/family have to stay at whare/home for more than a week (e.g. books, games and streaming services).



# Response

## What is response?

Response is the action taken immediately before, during or directly after an emergency that saves lives and protects property.

## Why is response important?

The quicker we respond to events and the more coordinated the approach, the less the community will be impacted.

Working together in a coordinated way can save time and resources, which in turn, can save lives and money.

## Roles in response – who does what?

Whānau & individuals		<ul style="list-style-type: none"><li>• Check that whānau/family are safe. Use social media and text to free phone lines for emergency services.</li><li>• Check in with neighbours and offer support to each other.</li><li>• Listen to your radio for emergency updates.</li><li>• Make contact with your local Welfare Centre, if opened, for local updates.</li></ul>
Communities		<ul style="list-style-type: none"><li>• Contact Aotea/Great Barrier Island Emergency Response Team or Auckland Emergency Management regarding needs in the community.</li><li>• Connect with organisations that have trained volunteers to help meet community needs.</li></ul>
Auckland Council	Aotea/Great Barrier Island Emergency Response Team (ERT)	<ul style="list-style-type: none"><li>• Provide a central point of coordination for all incoming and outgoing information</li><li>• Support emergency services by obtaining and maintaining an overview of the incident</li><li>• Assist in defining required response including welfare centres as required</li><li>• Locate and deploy resources</li><li>• Maintain communications with Auckland Emergency Managements Emergency Coordination Centre (ECC)</li></ul>
	The local board	<ul style="list-style-type: none"><li>• Identify high-level needs of the community and communicate this to Auckland Emergency Management.</li><li>• Direct community members towards the right place to get the support they need.</li><li>• Act as a conduit for information as requested by the Emergency Coordination Centre.</li><li>• Facilitate and help the community work together.</li></ul>
	Auckland Emergency Management	<ul style="list-style-type: none"><li>• Monitor potential emergencies through the 24-hour Duty Team.</li><li>• Activate the Emergency Coordination Centre to coordinate the response to an emergency.</li><li>• Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.</li><li>• Liaise with stakeholders and communities to prioritise response efforts.</li></ul>
	Auckland Council	<ul style="list-style-type: none"><li>• If needed, the mayor declares a state of local emergency.</li><li>• The mayor is the principal spokesperson for an emergency to the public.</li><li>• Auckland Council to provide consistent and accurate information to communities and the media.</li><li>• Council staff deployed from their normal roles as resouce for response effort.</li></ul>

## Steps to take in an emergency



Figure 6: Steps to take in an emergency

## Emergency information, updates & warnings

**Either a solar or battery-powered radio, or your car radio can help keep you up to date with the latest news if the power goes out.**

Local radio stations to listen to during an emergency include:

- Aotea FM 94.6 or 104.2FM
- [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 Waatea 603 AM](#)

## Online sites for information

Auckland Emergency Management official channels

- [@aklCDEM](#)
- [@AucklandCDEM](#)
- [aucklandemergencymanagement.govt.nz](https://aucklandemergencymanagement.govt.nz)

Emergency Response Team facebook page

- [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654)

National Emergency Management official channels

- [@NZCivilDefence](#)
- [@nzcivildefence](#)
- [civildefence.govt.nz](https://civildefence.govt.nz)



## Other channels

- [Our Auckland](#) will have information on where to get support and other important information.



### Emergency Mobile Alerts

Emergency Mobile Alerts (EMAs) are emergency alerts sent by authorised agencies to mobile phones. The alerts provide immediate warning and are broadcast to all capable phones from targeted cell towers. You do not need to download an app.

EMAs are targeted to areas affected by serious hazards. They are only sent when there is a serious threat to life, health or property, and during annual tests.

The EMA will tell you what the emergency is, what to do and where to get further information.

Most phones manufactured after 2017 can receive an EMA.



### Earthquake & Volcano information from GeoNet

GeoNet provides information on recent earthquakes and volcano activity around New Zealand.



[@geonetnz](#)



[geonet.org.nz](https://www.geonet.org.nz)

Members of the public can receive earthquake and volcano notifications on their phone by installing the free GeoNet app and enabling notifications from the main menu. [geonet.org.nz](https://www.geonet.org.nz)



### Weather information from MetService / Te Ratonga Tirorangi

MetService is New Zealand's only authorised provider of severe weather watches and warnings.



[@MetService](#)

Members of the public can receive severe weather watches and warning notifications on their phone by installing the free MetService app and enabling notifications from the main menu. You can also sign up for severe weather emails at [metservice.com/warnings/home#sign-up](https://metservice.com/warnings/home#sign-up)



### Yellow Watch

A yellow weather watch is used when severe weather is possible, but not imminent or certain. It is a weather watch in that it is less severe compared to orange and red weather warnings.

**Severe weather warnings for heavy rain, strong wind or heavy snow are classified into categories based on severity of the weather and recommended actions:**



### Orange Warning – be prepared to take action

An orange weather warning is used when the forecast indicates bad weather will meet severe weather criteria. Be prepared to take action to minimise potential risk to people, animals and property.



### Red Warning – act immediately

A red weather warning is reserved for only the most extreme weather where significant impact and disruption is expected, such as a tropical cyclone. Act immediately to protect people, animals and property from the impact of the weather.

Red weather warnings will most often be accompanied by advice and instructions from official authorities and emergency services.

## How to evacuate and where to go



**If it is not safe for you to stay in your whare/home, get out immediately, you do not need to wait for an official notice to evacuate.**

- If you are experiencing a landslide, do not stop to pick up supplies, get out of your whare/home immediately.
- If your whare/home is flooding, leave immediately.
- If you are told to evacuate, move immediately and follow official advice.
- Pick up your grab bag(s) if it is safe to do so.
- Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whānau first. Check radio stations, Emergency Response Team Facebook Page [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654) and Auckland Emergency Management's website or social media to see what welfare centres are open.

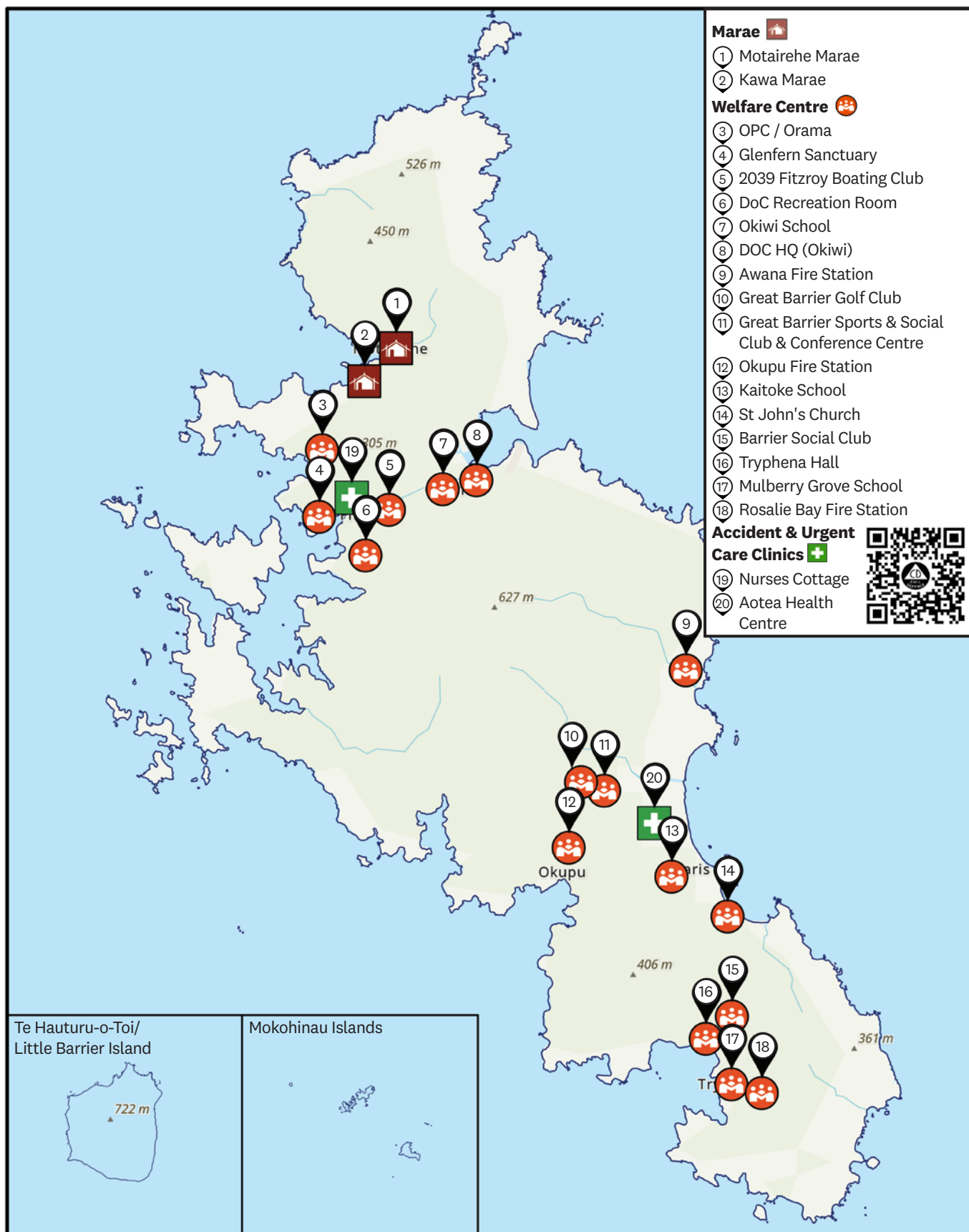


Figure 7: Map demonstrating medical and urgent care centres, marae, Welfare Centres in the Aotea/Great Barrier local board area and nearby areas



## Welfare Centres

Welfare Centres are pre-identified, community-led places that support local residents to coordinate efforts and help each other during and after an emergency.

They are opened and operated by people within the community, not by official authorities, when there is desire for community action. This is often in the initial 24 to 36 hours of an emergency.

Auckland Emergency Management will train communities who wish to pre-identify a place for a Welfare Centre (such as a church, sports club or hall) to set it up and operate.

A Welfare Centres offers a place where people can meet, support and help each other to look after their community during an emergency.

The Aotea/Great Barrier Emergency Response Team (ERT) coordinate local logistics, including the opening of a Welfare Centre facility at given locations on the island, to support the welfare and safety of the local community in an emergency event.

Figure 8: Diagram demonstrating communications between individuals and whānau/family, communities and the Emergency Coordination Centre

## Potential Welfare Facilities on Aotea Great Barrier Island

\*Please first check your local Welfare Facility is open before visiting through official sources of information such as the Emergency Response Team facebook page [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654), Auckland Emergency Management [aucklandemergencymanagement.org.nz](https://aucklandemergencymanagement.org.nz) and radio stations.

Remember these Welfare Facilities are run by community volunteers and will only open when required. Some facilities and local response groups are still in development and may not be listed in this version. In an emergency, if safe, they may be activated alongside other local community facilities.

Location	Building capacity, facilities
<b>North</b>	
<b>Motairehe Marae</b> 101 Motairehe Road Katherine Bay	<ul style="list-style-type: none"><li>• Large facility capable of housing and catering for 100 people</li><li>• Site close to coast</li><li>• Located approx. 11k from Okiwi school</li></ul>
<b>Kawa Marae</b> 100 Kawa Road Kawa	<ul style="list-style-type: none"><li>• Site close to coast end of Kawa Road</li><li>• Large facility kitchen facilities and shelter</li></ul>
<b>OPC / Orama</b> 300 Karaka Bay Road Katherine Bay	<ul style="list-style-type: none"><li>• Large facility capable of housing and catering for 150 people</li><li>• Site close to coast</li><li>• Access from Karaka Bay Road is a one way metalled road</li></ul>
<b>Glenfern Sanctuary</b> 20 Glenfern Road, Port Fitzroy	<ul style="list-style-type: none"><li>• Medium size facility – various options to accommodate up to 20 persons</li><li>• Kitchens, toilets, showers, beds</li><li>• Dedicated wharf</li></ul>
<b>2039 Fitzroy Boating Club</b> Aotea Road, Port Fitzroy	<ul style="list-style-type: none"><li>• Large club rooms capable of providing shelter for 50 people</li><li>• Located above Port Fitzroy Wharf</li></ul>

Location	Building capacity, facilities
<b>North</b>	
<b>Okiwi School</b> 2 Mabey Road Okiwi	<ul style="list-style-type: none"> <li>• Number of buildings with the capacity to provide shelter for 100 people</li> <li>• Located on corner of Mabey and Aotea Road Okiwi. Easy access</li> </ul>
<b>DoC Recreation Room</b> 90 Kaiaraa Bay Road Port Fitzroy	<ul style="list-style-type: none"> <li>• Kitchen facility with capacity to shelter 30 people</li> <li>• Site close to coast. Easy access</li> </ul>
<b>DOC HQ (Okiwi)</b> 1501 Aotea Road Okiwi	<ul style="list-style-type: none"> <li>• Kitchen facility and shelter for approx. 50 people.</li> <li>• Easy access</li> </ul>
<b>Central</b>	
<b>Awana Fire Station</b> Curren Road, Awana	<ul style="list-style-type: none"> <li>• Kitchen facilities, vault toilet, power and water, shelter for 10 people</li> <li>• Easy access, flood prone / low lying</li> </ul>
<b>Okupu Fire Station</b> 230A Blind Bay Road Okupu	<ul style="list-style-type: none"> <li>• Located on Okupu ridge Moana View Road – easy access</li> </ul>
<b>Great Barrier Sports &amp; Social Club &amp; Conference Centre</b> 19 Whangaparapara Road Claris	<ul style="list-style-type: none"> <li>• Large facility capable of housing and catering for approx. 250 people</li> <li>• Located just past crossroads Kaitoke/Claris</li> <li>• Easy access. Low Lying</li> </ul>
<b>Great Barrier Golf Club</b> 59 Whangaparapara Road Kaitoke	<ul style="list-style-type: none"> <li>• Medium size facility capable of sheltering and catering for approx. 50 people</li> <li>• Located next to sports club past crossroads Kaitoke/Claris</li> </ul>
<b>Kaitoke School</b> Kaitoke Lane Kaitoke	<ul style="list-style-type: none"> <li>• Number of buildings and facilities capable of providing shelter and basic catering for approx. 100</li> <li>• Located just out of Claris. Easy access</li> <li>• Low lying</li> </ul>
<b>St John's Church</b> 560 Medland Road, Medlands	<ul style="list-style-type: none"> <li>• Church annex, centrally located to Medlands community</li> <li>• Small to mid-sized shelter with toilet and kitchen</li> <li>• Has surrounding low lying areas. Easy access</li> </ul>
<b>South</b>	
<b>Barrier Social Club</b> 21 Medland Road Tryphena	<ul style="list-style-type: none"> <li>• Large facility with capacity to provide shelter and catering for up to 250 people</li> <li>• Located on hill above Pa Beach Tryphena settlement area</li> <li>• Easy access</li> </ul>
<b>Tryphena Hall</b> 1 Medland Road Tryphena	<ul style="list-style-type: none"> <li>• Medium size venue with capacity to provide shelter and catering for 70 people</li> <li>• Located on sea front Tryphena. Easy access</li> </ul>
<b>Mulberry Grove School</b> Shoal Bay Road Tryphena	<ul style="list-style-type: none"> <li>• Number of buildings capable of providing shelter and limited catering for 70 people</li> <li>• Located on sea front Tryphena</li> <li>• Easy access</li> </ul>
<b>Rosalie Bay Fire Station</b> Rosalie Bay Road Tryphena	<ul style="list-style-type: none"> <li>• Medium size venue capable of providing basic shelter and limited catering for 50 people</li> <li>• Located above Mulberry Grove settlement area</li> <li>• Easy access</li> </ul>



## Interested in volunteering in an emergency?

There are many organisations where you can receive training and assist with an emergency response.

**Welfare Centre and Community Readiness / Resilience groups** help their community set up and run Welfare Centre and other community response initiatives. Contact your local Community Readiness/Resilience groups for more information on how to get involved.

**Fire and Emergency New Zealand's volunteers** help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, volunteers attend medical incidents, motor vehicle

accidents, severe weather events and other requests for help. Go to [fireandemergency.nz/volunteering](https://fireandemergency.nz/volunteering) for more information.

**Coastguard volunteers** serve in different capacities depending on their skills, interests and other commitments. Most people who volunteer for Coastguard want to make their contribution out on the water, but there are also plenty of shore-based opportunities for volunteers to support their local community. Go to [volunteers.coastguard.nz/volunteer-roles](https://volunteers.coastguard.nz/volunteer-roles) for more information.

If you are not a volunteer with one of these organisations or another umbrella group, ask how you can support your neighbours. Organisations such as **Volunteering Auckland** may have opportunities to assist communities during emergencies.



# Recovery

## What is recovery?

During recovery from an emergency, arrangements are made to address its impacts and consequences. The length of time varies for each recovery, which may be weeks, months or years depending on the emergency.

Community is at the centre of recovery and their values and priorities must be considered. This is done by:

- supporting cultural and physical well-being of individuals and communities
- minimising the escalation of the consequences of the disaster
- reducing future exposure to hazards and their associated risks
- regenerating communities in ways that will meet future needs.

## Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.<sup>4</sup>

Recovery can be an opportunity for positive change. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future emergency events.

Recovery is complex. Achieving a recovery's intended outcome requires communication, coordination, collaboration and time.

## Roles in recovery – who does what?

Whānau & individuals		<ul style="list-style-type: none"><li>• Stay informed, share recovery information for those impacted, and find creative ways to support those who have been impacted.</li><li>• Attend training, such as psychological first aid, to learn how to assist those that are struggling.</li></ul>
Communities		<ul style="list-style-type: none"><li>• Host events, such as coffee mornings, to foster continued connection.</li><li>• Review and refine community response or resilience plans, identifying what did and what did not work, and what can be improved.</li></ul>
Auckland Council	The local board	<ul style="list-style-type: none"><li>• Contribute to local awareness and help identify problems and vulnerabilities.</li><li>• Help set up support recovery efforts and ongoing recovery teams.</li><li>• Provide political leadership and champion the issues the community is facing.</li></ul>
	Auckland Emergency Management	<ul style="list-style-type: none"><li>• Undertake debriefs incorporating lessons learned into future work programmes.</li><li>• May lead a local recovery response.</li></ul>
	Auckland Council	<ul style="list-style-type: none"><li>• If needed, establish a Recovery Office to coordinate recovery efforts.</li><li>• Liaising with other recovery support agencies on behalf of communities.</li></ul>

<sup>4</sup> National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.

## Recovery tips

### Stay Informed

Auckland Council's *Our Auckland* newsletter and website provide up to date recovery information and help you find out where to access resources and support. Go to [ourauckland.aucklandcouncil.govt.nz](https://ourauckland.aucklandcouncil.govt.nz)

### Medical help and advice

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

Contact your doctor or call Healthline on **0800 611 116** if you need medical help or are concerned about health issues.

Contact your health provider if you need help with whare/home support services.

Looking after your mental wellbeing is important. It's normal for you and your whānau to be upset and to feel drained during and after emergencies.

For more help:

- Text or call **1737** to speak with a trained counsellor.
- Speak to a health professional such as your doctor or mental health provider.
- Use online resources including All Right [allright.org.nz](https://allright.org.nz) and He Waka Ora [hewakaora.nz](https://hewakaora.nz)

### Housing assistance

If you have had to evacuate your whare/home, only return if a building inspector or emergency services have said it is safe to do so.

If your house has received a red or yellow [placard](#) (sometimes called a sticker), the whare/homeowner will be contacted by a [rapid building assessment](#) case manager at Auckland Council. For more information go to [aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx](https://aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx)

[Tenancy Services](#) has advice for tenants and landlords on what to do if your rental property is damaged in a disaster. Call **0800 836 262** (0800 TENANCY) or visit [tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster](https://tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster)

### Financial assistance

The Ministry of Social Development may make Civil Defence Payments available after an emergency. You don't have to be on a benefit to qualify for a Civil Defence Payment or be a New Zealand resident. Call **0800 559 009** or visit [workandincome.govt.nz/products/a-z-benefits/civil-defence-payment.html](https://workandincome.govt.nz/products/a-z-benefits/civil-defence-payment.html)

### Insurance

Insurance policies vary according to the type of event, damage, and what is covered by a claim. Call your insurance company as soon as you know your property has been damaged.

Some insurers cover the cost of temporary accommodation if residents can't stay at whare/home due to an emergency.

Take photos of damaged items as soon as possible for an insurance claim, and your insurance company may send an assessor to visit your property.

The New Zealand Claims Resolution Service provides free legal advice for people dealing with home insurance claims because of a disaster. Call **0508 624 327** or email [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz).

The [Natural Hazards Commission Toka Tū Ake](#) provides advice on insurance claims for natural disaster damage. Call **0800 326 243** (0800 DAMAGE) or email [info@naturalhazards.govt.nz](mailto:info@naturalhazards.govt.nz).



## To report a problem

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



### Flooding

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



### Water and wastewater

Each property on Aotea/Great Barrier maintains their own wastewater system and water supply as there is no reticulated water or ability to purchase water on the Island.



### 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 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://contact.at.govt.nz)

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.



## Security and crime

### **Do not put yourself in harm's way.**

Unfortunately, emergencies can attract criminal activity.

To report a crime in progress, dial **111** and ask for police. Note the licence number if a vehicle is involved.



## Disposal of waste

It is important to remove damp items from your whare/home as soon as possible for health reasons.

Take debris and damaged items to the closest waste transfer station at Aotea Transfer Station, 70 Gray Road, Claris.



## Donations

If you would like to donate items to those in need, Anamata Community Recycling Centre at 66c Gray Road Claris are able to accept items during a disaster recovery.

*Anamata Community Recycling facility*



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National Emergency Management Agency. 2024.

Together we are all Civil Defence:

[facebook.com/photo/?fbid=811217734386190&set=a.309296027911699](https://facebook.com/photo/?fbid=811217734386190&set=a.309296027911699)

Statistics New Zealand. (2024). 2023 Census

Results. [stats.govt.nz/2023-census](https://stats.govt.nz/2023-census)



# Appendix 1 – Useful Links

## Introduction

- State of Emergency [getready.govt.nz/emergency/who-does-what-in-an-emergency](https://getready.govt.nz/emergency/who-does-what-in-an-emergency)
- National Framework [civildefence.govt.nz/cdem-sector/plans-and-strategies](https://civildefence.govt.nz/cdem-sector/plans-and-strategies)
- Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029 [aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf](https://aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf)
- Aotea/Great Barrier Local Board Plan 2023 [aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/local-boards/all-local-boards/great-barrier-local-board/Documents/aotea-great-barrier-local-board-plan-2023.pdf](https://aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/local-boards/all-local-boards/great-barrier-local-board/Documents/aotea-great-barrier-local-board-plan-2023.pdf)
- Community Response (Resilience) Plans [aucklandemergencymanagement.org.nz/community-ready#item2](https://aucklandemergencymanagement.org.nz/community-ready#item2)
- Household Plan [aucklandemergencymanagement.org.nz/home-ready#item0](https://aucklandemergencymanagement.org.nz/home-ready#item0)
- Business Continuity Plan [aucklandemergencymanagement.org.nz/work-ready#item2](https://aucklandemergencymanagement.org.nz/work-ready#item2)
- Aotea/Great Barrier inter-agency Emergency Response Team (ERT) – membership and responsibilities [facebook.com/profile.php?id=100090272346654](https://facebook.com/profile.php?id=100090272346654)

## Reduction

- Auckland's Hazard Viewer [aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8](https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8)
- Reduce the risk of landslides [aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx](https://aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx)
- Reduce the risk of flooding [aucklandcouncil.govt.nz/floodviewer](https://aucklandcouncil.govt.nz/floodviewer)  
[aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx](https://aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx)

## Readiness

### Home Ready (grab bags, household plans, essential supplies)

- Auckland's Hazard Viewer [aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8](https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8)
- Auckland Council's Flood Viewer [experience.arcgis.com/experience/cbde7f2134404f4d90adce5396a0a630](https://experience.arcgis.com/experience/cbde7f2134404f4d90adce5396a0a630)
- Household Plan [getready.govt.nz/prepared/household/make-a-plan](https://getready.govt.nz/prepared/household/make-a-plan)  
[aucklandemergencymanagement.org.nz/home-ready#item0](https://aucklandemergencymanagement.org.nz/home-ready#item0)  
[getready.govt.nz/prepared/resources](https://getready.govt.nz/prepared/resources)
- For people with disabilities or older persons:
  - Auckland Emergency Management Resources [aucklandemergencymanagement.org.nz/resources](https://aucklandemergencymanagement.org.nz/resources)
  - Advice for Disabled People (NEMA) [getready.govt.nz/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing](https://getready.govt.nz/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing)
  - Audio, Large Print and Easy Read [getready.govt.nz/alternate-formats/audio](https://getready.govt.nz/alternate-formats/audio) (or call the Telephone Information Service by dialling **09 302 3344** menu option **4116**.)
  - Taikura Trust (for those under 65): **0800 824 5872** | [taikura.org.nz](https://taikura.org.nz)
  - Whaikaha Ministry of Disabled People: **0800 566 601** | Text **4206** | [contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz)
  - Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.
- Preparing Animals for Emergencies: [mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies](https://mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies)  
Lifestyle Block Ready (AEM) [aucklandemergencymanagement.org.nz/lifestyle-block](https://aucklandemergencymanagement.org.nz/lifestyle-block)

- Emergency Supplies  
[aucklandemergencymanagement.org.nz/home-ready#item1](https://aucklandemergencymanagement.org.nz/home-ready#item1)
- Grab bags  
[aucklandemergencymanagement.org.nz/home-ready#item2](https://aucklandemergencymanagement.org.nz/home-ready#item2)
- Emergency information in different languages:  
[ethniccommunities.govt.nz/resources/videos/emergency-preparedness-and-response](https://ethniccommunities.govt.nz/resources/videos/emergency-preparedness-and-response)  
[aucklandemergencymanagement.org.nz/resources/getready.govt.nz/prepared](https://aucklandemergencymanagement.org.nz/resources/getready.govt.nz/prepared)

*\*change language in top left corner*

## Community Ready

- Community Ready (AEM):  
[aucklandemergencymanagement.org.nz/community-ready](https://aucklandemergencymanagement.org.nz/community-ready)
- Community Response [Resilience] Plan templates  
[aucklandemergencymanagement.org.nz/community-ready#item2](https://aucklandemergencymanagement.org.nz/community-ready#item2)
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans  
[aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards](https://aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards)
- Aotea Family Support Group  
[facebook.com/Aoteafamilysupportgroup](https://facebook.com/Aoteafamilysupportgroup)
- Destination Great Barrier Island  
[greatbarrier.co.nz](https://greatbarrier.co.nz)

## Work Ready (Businesses)

- Work Ready (AEM)  
[aucklandemergencymanagement.org.nz/work-ready](https://aucklandemergencymanagement.org.nz/work-ready)
- Work Ready (NEMA)  
[getready.govt.nz/prepared/work](https://getready.govt.nz/prepared/work)
- Business:  
[business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses](https://business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses)

## Hazard Ready

- Flood Viewer  
[aucklandcouncil.govt.nz/floodviewer](https://aucklandcouncil.govt.nz/floodviewer)
- Make Your Home Safer [getready.govt.nz/prepared/household/make-your-home-safer](https://getready.govt.nz/prepared/household/make-your-home-safer)
- Drop Cover and Hold [getready.govt.nz/emergency/earthquakes/drop-cover-hold](https://getready.govt.nz/emergency/earthquakes/drop-cover-hold)
- Shake Out  
[getready.govt.nz/involved/shakeout](https://getready.govt.nz/involved/shakeout)
- Protection from breathing ash  
[ivhnh.org/ash-protection](https://ivhnh.org/ash-protection)
- Protect yourself from breathing volcanic ash  
[ivhnh.org/ash-protection](https://ivhnh.org/ash-protection)

## Response

- State of Emergency [getready.govt.nz/emergency/who-does-what-in-an-emergency](https://getready.govt.nz/emergency/who-does-what-in-an-emergency)
- Aotea FM 94.6 or 104.2FM [aoteafm.nz](https://aoteafm.nz)
- Radio New Zealand [rnz.co.nz](https://rnz.co.nz)
- Newstalk ZB [newstalkzb.co.nz](https://newstalkzb.co.nz)
- The Hits [thehits.co.nz](https://thehits.co.nz)
- More FM [morefm.co.nz/home.html](https://morefm.co.nz/home.html)
- Radio Waatea [waateanews.com/listen-online](https://waateanews.com/listen-online)
- Facebook (AEM) [facebook.com/aklcdem](https://facebook.com/aklcdem)
- X [previously Twitter] (AEM)  
[twitter.com/AucklandCDEM](https://twitter.com/AucklandCDEM)
- Auckland Emergency Management website  
[aucklandemergencymanagement.org.nz](https://aucklandemergencymanagement.org.nz)
- Facebook (NEMA) [facebook.com/NZCivilDefence](https://facebook.com/NZCivilDefence)
- X [previously Twitter] (NEMA)  
[twitter.com/NZcivildefence](https://twitter.com/NZcivildefence)
- NEMA's Get Ready website [getready.govt.nz/en](https://getready.govt.nz/en)

- Our Auckland Council [ourauckland.aucklandcouncil.govt.nz](http://ourauckland.aucklandcouncil.govt.nz)
- Auckland Transport [at.govt.nz/projects-roadworks/roadworks-and-disruptions](http://at.govt.nz/projects-roadworks/roadworks-and-disruptions)
- Safe Swim [safeswim.org.nz](http://safeswim.org.nz)
- Emergency Mobile Alert [getready.govt.nz/prepared/stay-informed/emergency-mobile-alert](http://getready.govt.nz/prepared/stay-informed/emergency-mobile-alert)
- GeoNet [geonet.org.nz](http://geonet.org.nz) | [facebook.com/geonetnz](https://facebook.com/geonetnz)
- Met Service [metservice.com](http://metservice.com)  
[facebook.com/MetService](https://facebook.com/MetService)

## Volunteer Organisations

- Auckland Emergency Management Response Teams [aucklandemergencymanagement.org.nz/get-involved/auckland-response-team](http://aucklandemergencymanagement.org.nz/get-involved/auckland-response-team)
- Taskforce Kiwi [taskforcekiwi.org/get-involved](http://taskforcekiwi.org/get-involved)
- FENZ [fireandemergency.nz/volunteering](http://fireandemergency.nz/volunteering)
- LandSAR [landsar.org.nz/volunteer-with-land-search-and-rescue](http://landsar.org.nz/volunteer-with-land-search-and-rescue)
- Coastguard [volunteers.coastguard.nz/current-vacancies](http://volunteers.coastguard.nz/current-vacancies)
- Surf Life Saving NZ [surflifesaving.org.nz/join-us/become-a-surf-lifeguard](http://surflifesaving.org.nz/join-us/become-a-surf-lifeguard)
- Student Volunteer Army [facebook.com/StudentVolunteerArmy](https://facebook.com/StudentVolunteerArmy)
- Volunteering Auckland [volunteeringauckland.org.nz](http://volunteeringauckland.org.nz)

## Recovery

- Our Auckland [ourauckland.aucklandcouncil.govt.nz](http://ourauckland.aucklandcouncil.govt.nz)
- Wellbeing support  
Te Whatu Ora [info.health.nz](http://info.health.nz)  
All Right [allright.org.nz/coping-tough-times](http://allright.org.nz/coping-tough-times)  
He Waka Ora [hewakaora.nz](http://hewakaora.nz)
- Chorus [chorus.co.nz/outages](http://chorus.co.nz/outages)
- Fallen trees or debris [aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx](http://aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx)
- Roads Auckland Transport [at.govt.nz/projects-roadworks/road-works-disruptions](http://at.govt.nz/projects-roadworks/road-works-disruptions)

- Emergency toilets [tewhatauora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop](http://tewhatauora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop)
- Placards (stickers) [aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx](http://aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx)  
[aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx](http://aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx)
- Work and Income [workandincome.govt.nz](http://workandincome.govt.nz)
- New Zealand Claims Resolution Service [nzcrs.govt.nz](http://nzcrs.govt.nz)
- The Natural Hazards Commission  
Toka Tū Ake Factsheets [naturalhazards.govt.nz/our-publications/factsheet-your-natural-hazards-cover](http://naturalhazards.govt.nz/our-publications/factsheet-your-natural-hazards-cover)

## Emergency Services

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

For information and updates visit:

NZ Police	<a href="http://police.govt.nz">police.govt.nz</a>
Fire and Emergency NZ	<a href="http://fireandemergency.nz">fireandemergency.nz</a> <a href="http://checkitsalright.nz">checkitsalright.nz</a>
St John	<a href="http://stjohn.org.nz">stjohn.org.nz</a>
Coastguard Marine Assistance	<a href="http://coastguard.nz/boating-safely/in-an-emergency">coastguard.nz/boating-safely/in-an-emergency</a>
Emergency Response Team Aotea/Great Barrier	<a href="https://facebook.com/profile.php?id=100090272346654">facebook.com/profile.php?id=100090272346654</a>

# Appendix 2

## Emergency Services, Agency and Other Group Responsibilities

The roles and responsibilities of the emergency services are clearly defined by legislation. In the event of this plan being activated due to an emergency occurring, the roles and responsibilities of the community groups are set out as below. However, it is acknowledged that these responsibilities are intended to be flexible if required.

### Aotea/Great Barrier Island Emergency Response Team (ERT)

The ERT is an inter-agency group that works to coordinate responses to any emergency on, or threat to, the Aotea Great Barrier Island community. ERT's primary role is to manage logistics to support the welfare and safety of the community in an emergency event. **The team is made up of the following community groups and agencies:**

- NZ Police
- FENZ
- Aotea/Great Barrier Local Board
- Auckland Council staff
- Aotea Health
- Hato Hone St Johns
- Department of Conservation
- Mana Whenua
- Coastguard
- Aotea Family Support Group

#### Priorities:

- Keeping our community informed
- Access to health care *physical & mental*

- Maintain island transportation infrastructure inclusive of the roading network, airfields and wharves
- Support food security
- Support welfare needs
- Protect our borders and harbours
- Maintain freight links

### Police

- Protect life and property
- Maintain law and order
- Coordinate evacuations
- Assist the coroner
- Search and rescue

### FENZ

- Firefighting responsibilities
- Containment of releases and spillages of hazardous substances
- Communications
- Limitation of damage
- Redistribution of water for specific needs
- Assist other agencies by providing physical assistance as requested

### Great Barrier Island Auckland Council Service Centre (Local Coordinator)

- Provide a central point of coordination for all incoming and outgoing information
- Support emergency services by obtaining and maintaining an overview of the incident
- Assist in defining required response
- Locate and deploy resources
- Maintain communications with Auckland Emergency Managements Emergency Coordination Centre (ECC)



## **Health Services**

- Aotea Health – primary health provider & GP services on Aotea/Great Barrier
- Hato Hone St Johns Ambulance – coordination and provision of emergency health care

## **Mana Whenua**

- Support Community
- Welfare
- Maintain liaison between Iwi & ERT
- Participate in ERT briefings

## **Department of Conservation**

- Support emergency response through the deployment of resources and logistics in coordination with the local coordination centre and emergency service providers
- Support and maintain communications with Campground & Hut patrons

## **Coastguard**

- Coordination of marine rescue
- Provision of alternative communication if required via VHF and SSB

## **Welfare Providers (eg. Aotea Family Support Group AFSG)**

- To provide food shelter and comfort to community within capabilities of existing resources as required

## **Communication Team**

- Maintain and support the radio network
- Assist in communication transmissions
- Maintain communication log as required

## **Local Board**

- Assist with community education around this Plan (as part of planning and preparedness)
- Support the dissemination of information out to the wider community as directed by the community emergency response centre and Emergency Services (during an incident)
- Media Liaison as required



## Aotea/Great Barrier Flood and Coastal Inundation

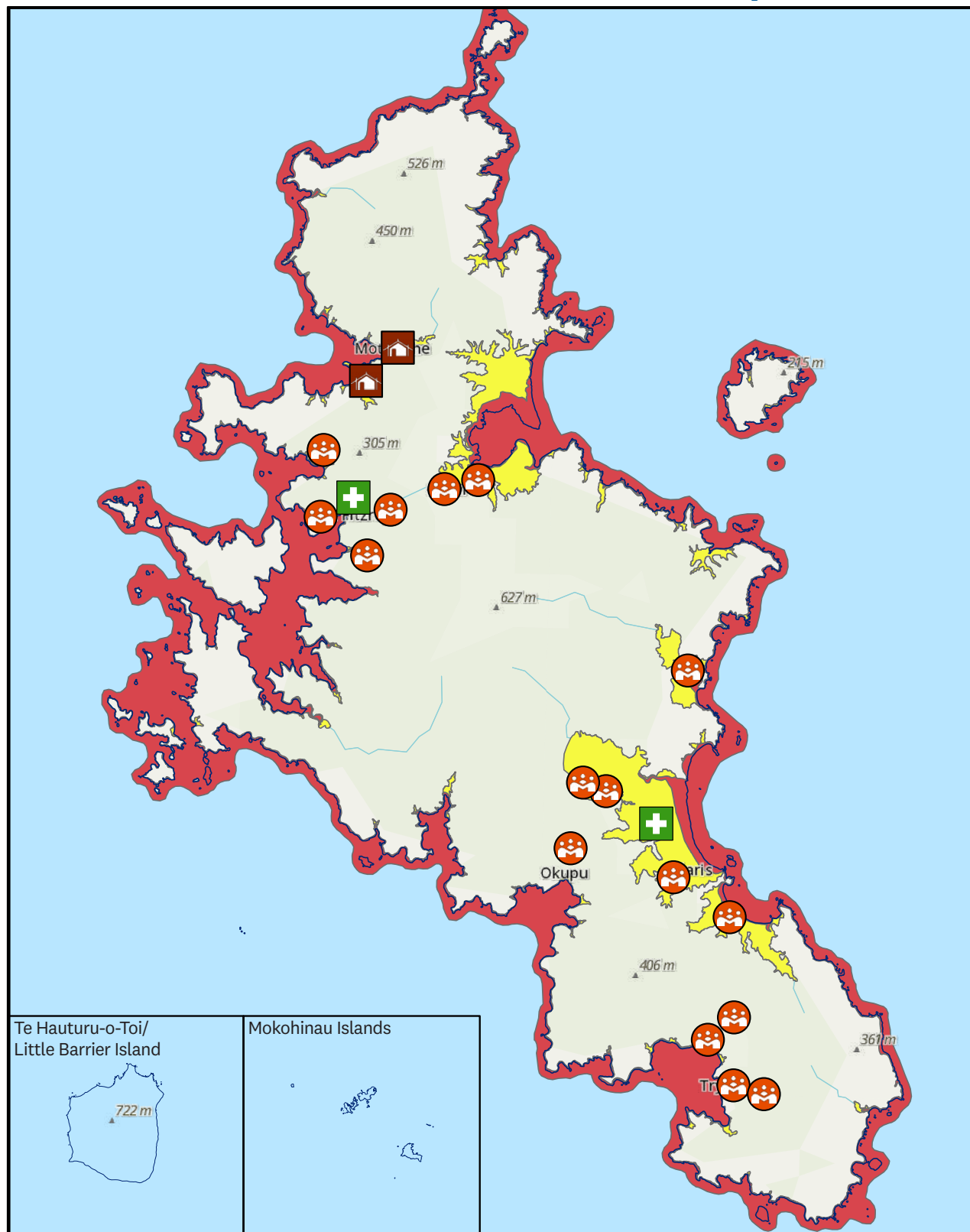


Scan here or visit [aucklandcouncil.govt.nz/floodviewer](https://aucklandcouncil.govt.nz/floodviewer) to explore local flood risk information.





## Aotea/Great Barrier Tsunami Evacuation Zone Map



Accident & Urgent Care Clinics



Welfare Centre



Marae



Red Shore and Marine Threat Zone



Yellow Land Threat Zone



Coastline



**DO YOU LIVE, WORK, OR PLAY IN A TSUNAMI EVACUATION ZONE?**

Scan here or visit [aem.govt.nz/tsunami](https://aem.govt.nz/tsunami) to explore local tsunami hazard information.

**Red** is a shore and marine threat zone: This includes the shore and adjacent low-lying areas most likely to be affected by a tsunami. You should avoid this area following any tsunami alert for the Auckland rohe/region until you are told it is safe to return.

**Yellow** is a land threat zone and is the area that would need to be evacuated. You should evacuate this area if directed, or if you notice any natural warnings. Do not return until you are told it is safe to do so.





Aotea/Great Barrier Local Board Emergency  
Readiness Plan Version 1

@ June 2025 Auckland Emergency  
Management, New Zealand

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deficiency, flaw, or omission contained in it.



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Emergency  
Management**  
Tokongā Mate Ohotata o Tāmaki Makaurau

