

Hibiscus and Bays

Key contacts & emergency information



Dial **111** for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

* If you have difficulty hearing or talking on the phone, register to use **'111 TXT'**, the emergency texting service at [police.govt.nz/111-txt/how-register-111-txt](https://www.police.govt.nz/111-txt/how-register-111-txt)

* For urgent marine assistance, contact the Coastguard Marine Assistance on **VHF Channel 16**.



Auckland Emergency Management

Dial **0800 222 200**

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

aeminfo@aucklandcouncil.govt.nz

Social media:

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

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

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



Radio Stations for emergency information

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [Newstalk ZB 89.4 FM](#)
- [The Hits 97.4 FM](#)
- [More FM 91.8 FM](#)
- [Radio Samoa 1593 AM](#)
- [Radio Waatea 603 AM](#)
- [Radio Spice 88 FM](#)
- [Humm 104.2 FM](#)
- [Radio Tarana 1386 AM](#)
- [Planet FM 104.6 FM](#)
- [Pacific Media Network 531 AM](#)
- [New Zealand Chinese Radio 90.6 FM](#)
- [Radio Tama-Ohi 87.7 FM](#)



Local accident and urgent care clinics

- [North Shore Hospital Emergency Department](#) open 24 hours | phone **(09) 486 8900**.
- [Shorecare Urgent Care Smales Farm](#) open 24 hours | phone **(09) 486 7777**.
- [Shorecare Urgent Care Greville Road](#) open 8am-8pm, 365 days phone **(09) 486 7777 ext 2**.
- [Silverdale Medical Centre](#) 7 Polarity Rise, Silverdale | open 8am-8pm daily Services: Urgent care | phone **(09) 427 9997**.

Report a problem

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



Electricity and gas

If you can smell gas, dial **111** and ask for Fire.

For outages and faults, call Vector on **0800 764 764** or report online at [vector.co.nz/personal/outages-faults](https://www.vector.co.nz/personal/outages-faults). Also report outages to your electricity provider.



Internet

To report a problem with your broadband, contact your provider. To view real time broadband outages go to [chorus.co.nz/outages](https://www.chorus.co.nz/outages)



Flooding

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



Water supply and wastewater

To report a problem, contact Watercare via Live Chat at [watercare.co.nz](https://www.watercare.co.nz) or call **(09) 442 2222** and press 1.

For outages or faults go to [watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns](https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns)



Fallen trees or debris

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

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



Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on **0800 44 44 49**.

To report a non-urgent issue, go to [nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback](https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback)

To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

To report a non-urgent issue, go to Auckland Transport's website [contact.at.govt.nz](https://www.contact.at.govt.nz)

Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://www.journeys.nzta.govt.nz/journey-planner) to see disruption on State Highways.

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

Emergency actions

Put your family/whānau emergency Household Plan into action.

IF YOU ARE SAFE AT HOME











If life is at risk dial 111.

IF YOU ARE UNSAFE AT HOME

Stay at home.

Use your emergency supplies.

Stay informed through official sources:

- Auckland Emergency Management   
- National Emergency Management Agency   
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service   & app.
- GeoNet   & app.

Check on your neighbours and others nearby.

Stay connected to your whānau/family and friends.

Use text or social media, keep phones lines clear for people who need urgent assistance.

Take your grab bag.

Use your evacuation routes.

If possible, stay with whānau/family or friends who are safe or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. Telephone language interpreters are available at Civil Defence Centres.



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

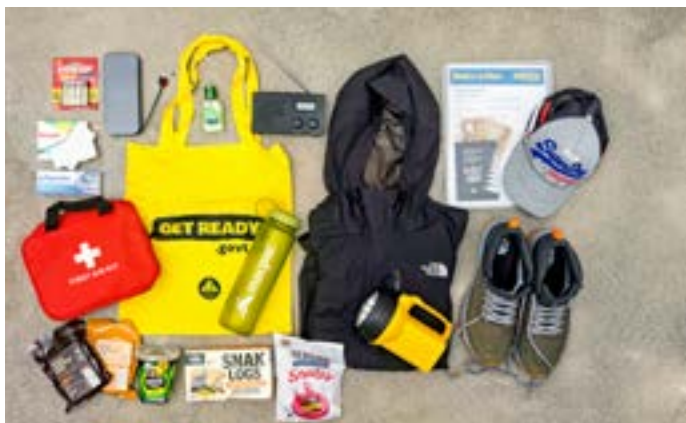


Interested in volunteering during an emergency?

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



Get ready at home



Prepare a grab bag in case you have to evacuate

Make a grab bag



A **grab bag** is a small backpack with essential supplies that you can take with you if you need to evacuate. Have a grab bag ready for each member of your whānau/family.

Your grab bag should not be too heavy so you can carry it on foot for a considerable distance.

Items to include in your grab bag are:

- Trainers/walking shoes (put them on), a raincoat, a hat and warm clothes.
- Water and snacks.
- Hand sanitiser.
- Power bank and phone charger.
- Cash.
- Photo ID.
- Medications.
- A first aid kit.
- A torch.
- A battery radio.
- Pet food, medication and a carrier or leash.
- Baby items, such as food, formula and nappies.

***If you have asthma or a respiratory disorder, make sure your grab bag has masks and any medication required.**



Keep emergency supplies

Have emergency supplies for three days



Have a stock of **supplies** such as water, food, and essential items, for at least three days, that you can access in a hurry and find in the dark.

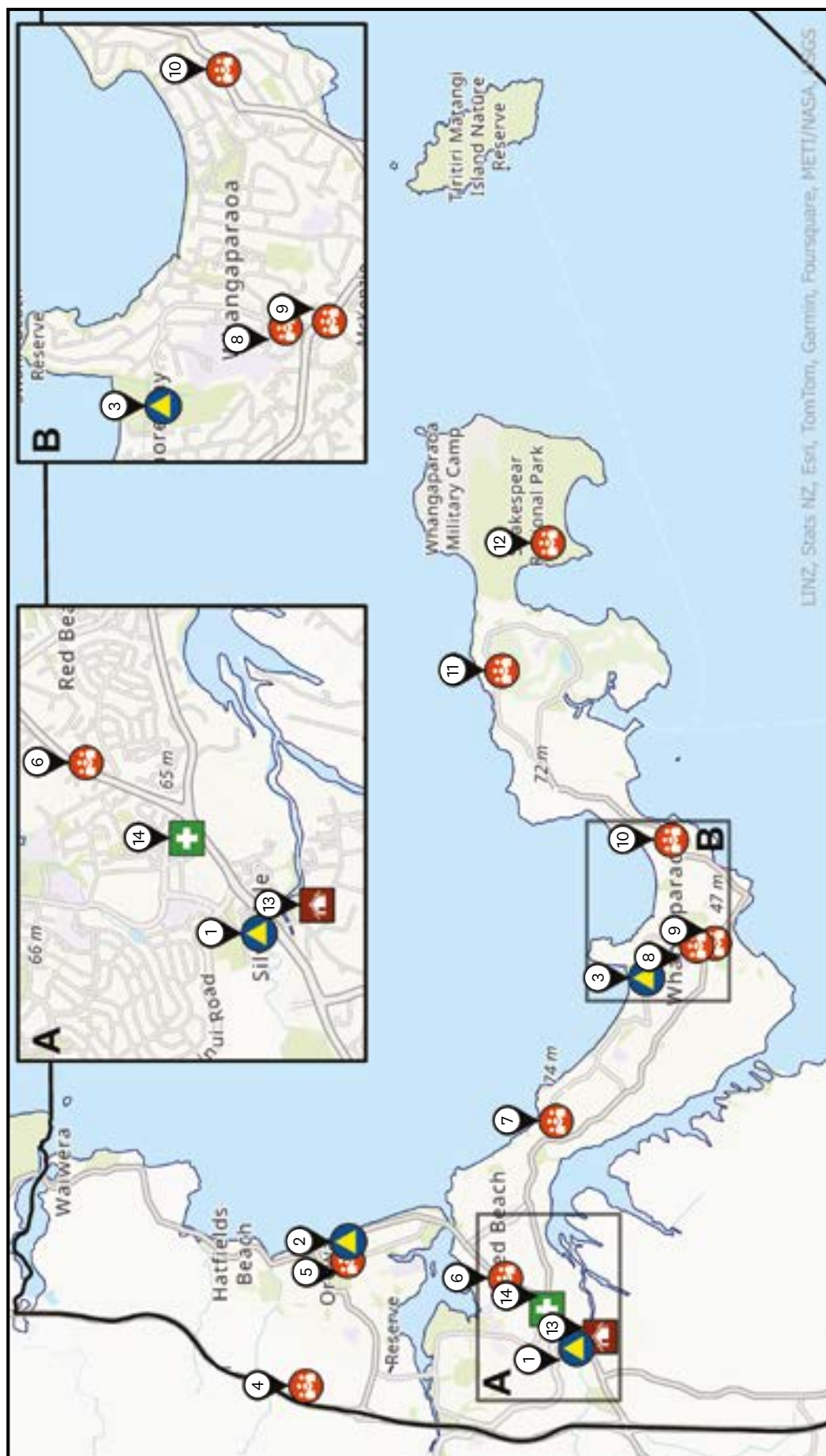
Emergency supplies to keep at your whare/home include:

- At least nine litres of water for each person in your household, enough for drinking and basic hygiene for 3 days.
- 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).
- 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.

If you need to evacuate

If possible, stay with whānau/family or friends who are safe. Then check which Civil Defence Centres or Community Emergency Hubs are open on social media channels, websites or radio.



<p>Civil Defence Centres </p> <ul style="list-style-type: none"> ① Silverdale Hall ② Ōrewa Community Centre ③ Stanmore Bay Pool & Leisure Centre 	<p>Community Emergency Hub </p> <ul style="list-style-type: none"> ④ Nukumea School ⑤ Saint Chad's Church, Ōrewa ⑥ Hibiscus Coast Salvation Army ⑦ Hibiscus Coast Community RSA 	<p>Marae </p> <ul style="list-style-type: none"> ⑬ Te Herenga Waka Ōrewa Marae 	<p>Accident & Urgent Care Clinics </p> <ul style="list-style-type: none"> ⑭ Silverdale Medical
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Map demonstrating places to receive support or evacuate to around Hibiscus Coast

Provisional Community Emergency Hubs in and around the Hibiscus Coast area

*Please check if your local Community Emergency Hub is open before visiting. Remember these Community Emergency Hubs are run by community volunteers and will only open when required.

Location	Contact details to check if open
Saint Chad's Church Ōrewa 117 Centreway Road, Orewa 0931	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 St Chad's, Ōrewa (09) 426 4952 aucklandanglican.org.nz
Nukumea Primary School 9 Crozier Place Ōrewa	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 Nukumea Primary School nukumea.school.nz
Hibiscus Coast Community RSA 43a Vipond Road, Stanmore Bay, Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 Hibiscus Coast Community RSA (09) 4249026 hbcrsa.org.nz
St Stephen's Anglican Church (Primary Hub) 3 Stanmore Bay Rd, Stanmore Bay, Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 St Stephen's Anglican Church (09) 554 0747 facebook.com/StStephenswgp ststephenswgp.org.nz
Manly Methodist Church 1 Walbrook Rd, (cnr Whangaparaoa Rd) Little Manly, Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 Manly Methodist Church (09) 424 1397 whangamethparish.org.nz
YMCA Shakespear Lodge Camp 1503 Whangaparaoa Road, Shakespear Regional Park Army Bay, Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 YMCA Shakespear Lodge Camp (09) 424 7111 ymcanorth.org.nz/find-your-local/shakespear-lodge
Whangaparāoa College 8 Stanmore Bay Rd, Stanmore Bay Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 Whangaparāoa College (09) 424 9177 wgpcollege.school.nz facebook.com/whangaparaoacollege
Whangaparāoa Golf Club 1337 Whangaparāoa Road, Army Bay, Whangaparāoa	Whangaparāoa Community Resilience Group (WCRG) facebook.com/profile.php?id=61563902026199 Whangaparāoa Golf Club (09) 424 5441 wgcgolf.net
Hibiscus Coast Salvation Army 32 Greenview Lane, Red Beach, Hibiscus Coast	Hibiscus North Community Resilience Group (HNCRG) facebook.com/profile.php?id=61561299764414 Hibiscus Coast Salvation Army (09) 426 0239 facebook.com/HibiscusCoastSalvationArmy salvationarmy.org.nz/centres/nz/auckland/hibiscus-coast/hibiscus-coast-corpzs

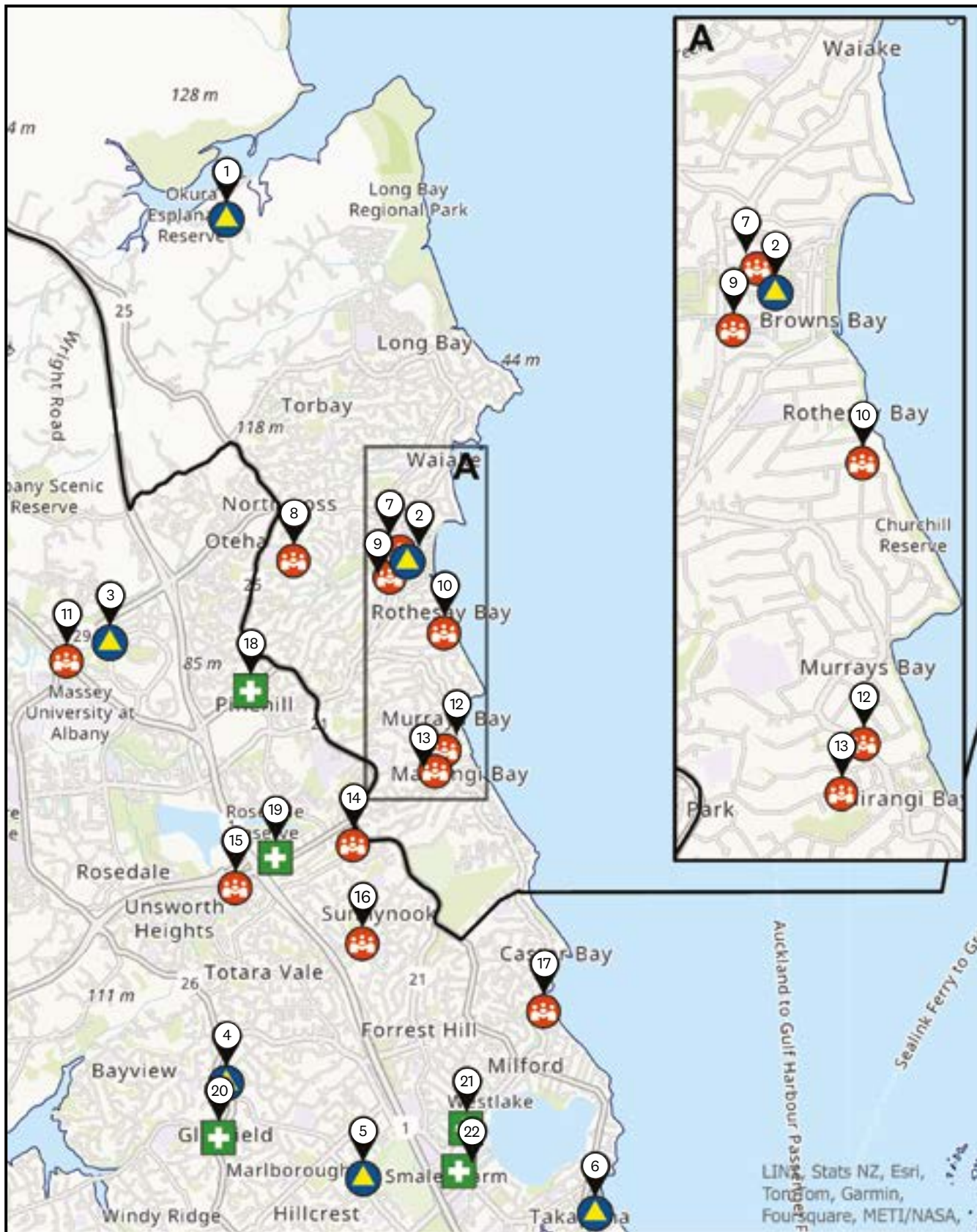
Provisional Civil Defence Centres in and around the Hibiscus Coast area

The following table provides a list of the provisional Civil Defence Centres that may be available in the Hibiscus Coast area. It is important to check if they are open before evacuating by checking through official sources of information aucklandemergencymanagement.org.nz and radio stations.

Location	Services provided	Accessibility
Ōrewa Community Centre 40-46 Ōrewa Square, Ōrewa	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Stanmore Bay Pool & Leisure Centre 159 Brightside Road, Stanmore Bay, Whangaparāoa	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Silverdale Hall 7 Silverdale Street, Silverdale	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

Marae in and around the Hibiscus Coast area

Location	Contact details
Te Herenga Waka Ōrewa Marae 2A Blue Gum Avenue, Stanmore Bay, Silverdale	Te Herenga Waka Ōrewa Marae (09) 427 8958 teherengawakaorewa.co.nz facebook.com/THWmarae



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| <p>Civil Defence Centres 🚒</p> <ul style="list-style-type: none"> ① Okura Hall ② East Coast Bays Leisure Centre ③ North Harbour Stadium ④ Glenfield Memorial Hall ⑤ Eventfinda Stadium ⑥ Takapuna War Memorial Hall <p>Community Emergency Hub 🏠</p> <ul style="list-style-type: none"> ⑦ Heart of the Bays Community Centre ⑧ Sherwood Primary School | <ul style="list-style-type: none"> ⑨ Browns Bay Presbyterian Church ⑩ Rothesay Bay Community Hall ⑪ Albany Community Hub ⑫ Mairangi & Castor Bays Presbyterian Church ⑬ Mairangi Arts Centre (Back Up Hub) ⑭ The Church of Jesus Christ of Latter-day Saints ⑮ Meadowood Community Centre ⑯ Sunnynook Community Centre ⑰ Milford Cruising Club | <p>Accident & Urgent Care Clinics 🏥</p> <ul style="list-style-type: none"> ⑱ Shorecare Urgent Care - Greville Road ⑲ Northcare Accident & Medical ⑳ White Cross Glenfield Urgent Care & GP ㉑ North Shore Hospital Emergency Department ㉒ Shorecare Urgent Care - Smales Farm |
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Map demonstrating places to receive support or evacuate to around East Coast Bays

Provisional Community Emergency Hubs in and around the East Coast Bays area

*Please check if your local Community Emergency Hub is open before visiting. Remember these Community Emergency Hubs are run by community volunteers and will only open when required.

Location	Contact details to check if open
Heart of the Bays Community Centre 2 Glen Road, Browns Bay	Heart of the Bays Community Readiness Group facebook.com/profile.php?id=61552281369912 Heart of the Bays (09) 478 4091 hotb.co.nz facebook.com/Heartofthebays
Browns Bay Presbyterian Church 45 Anzac Road, Browns Bay	Heart of the Bays Community Readiness Group facebook.com/profile.php?id=61552281369912 Browns Bay Presbyterian Church (09) 4782441 bbp.org.nz facebook.com/profile.php?id=100068613814451
Sherwood Primary School 40 Sartors Avenue, Browns Bay	Heart of the Bays Community Readiness Group facebook.com/profile.php?id=61552281369912
Mairangi & Castor Bays Presbyterian Church 10 Penzance Road Mairangi Bay	Mid Bays Resilient Communities facebook.com/profile.php?id=61551507774860 Mairangi Castor Bays Presbyterian Church (09) 478 6180 bayspresbyterian.org.nz facebook.com/bayspresbyterian
Rothesay Bay Community Hall Corner of Rothesay Bay Road and Beulah Ave, Rothesay Bay	Heart of the Bays Community Readiness Group facebook.com/profile.php?id=61552281369912
The Church of Jesus Christ of Latter-day Saints 313 Sunset Road, Mairangi Bay	Mid Bays Resilient Communities facebook.com/profile.php?id=61551507774860 The Church of Jesus Christ of Latter-day Saints: 022 016 2445 local.churchofjesuschrist.org/en/nz/auckland/313-sunset-road
Mairangi Arts Centre (back up hub) 20 Hastings Rd, Mairangi Bay	Mid Bays Resilient Communities facebook.com/profile.php?id=61551507774860 Mairangi Arts Centre (09) 478 2237 facebook.com/MairangiArts mairangiarts.co.nz
Albany Community Hub 575a Albany Highway, Albany	Albany Community Hub (09) 4154615 facebook.com/AlbanyCommunityHub albanycommunityhub.co.nz
Meadowood Community Centre 55 Meadowood Drive, Unsworth Heights	Meadowood Community Centre Phone number at venue (09) 443 7337 facebook.com/meadowoodhouseNZ Not accessible in flooding situations!

Provisional Civil Defence Centres in and around the East Coast Bays area

The following table provides a list of the provisional Civil Defence Centres that may be available in the East Coast Bays area. It is important to check if they are open before evacuating by checking through official sources of information aucklandemergencymanagement.org.nz and radio stations.

Location	Services provided	Accessibility
East Coast Bays Leisure Centre 12 Bute Road, Browns Bay	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Okura Community Hall 81 Okura River Road, Okura	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
North Harbour Stadium Stadium Drive, Albany	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Glenfield Memorial Hall Hall Road, Glenfield	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Eventfinder Stadium Argus Place, Wairau Valley	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly
Takapuna War Memorial Hall 7 The Strand, Takapuna	<ul style="list-style-type: none"> shelter food and drink access to information 	<ul style="list-style-type: none"> accessible toilet wheelchair friendly

Top tips to get ready for an emergency



Know your hazards. Check Auckland Emergency Management's [Hazard Viewer](#) for your where/home, work & school.



Learn where you can go if you need to evacuate. Plan your evacuation routes.



Create a [household plan](#), including evacuation.



Prepare a [grab bag](#) in case you have to evacuate.



Keep [emergency supplies](#) in your where/home and car.



Get ready with your community and know your community's emergency plan.



Keep spare cash. Check your insurance and keep electronic & hard copies.



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



Visit [getready.govt.nz](https://www.getready.govt.nz) for further tips on how to get ready.



Read your Local Board Emergency Readiness and Response Plan for tips on risk reduction, readiness, response and recovery.

