



# Albert-Eden Emergency Readiness and Response Key information

# 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://www.aucklandemergencymanagement.govt.nz)

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



**Kāinga Ora**  
Homes and Communities

Dial **0800 801 601**

[kaingaora.govt.nz/en\\_NZ/contact-us](https://www.kaingaora.govt.nz/en_NZ/contact-us)



## Radio Stations for emergency information

- [Radio New Zealand](#)  
756 AM or 101.4 FM
- [Radio Spice Punjabi](#)  
88 FM
- [Newstalk ZB](#)  
89.4 FM
- [Radio Samoa](#)  
1593 AM
- [The Hits 97.4 FM](#)
- [Radio Tarana](#)  
1386 AM
- [More FM 91.8 FM](#)
- [Humm 104.2 FM](#)  
or 702AM
- [Planet FM 104.6 FM](#)  
Ethnic radio
- [Radio Apna 990 AM](#)
- [Pacific Media Network \(PMN\)](#)  
531AM



## Local accident and urgent care clinics

In Albert-Eden Local Board:

- [White Cross St Lukes](#), 52 Saint Lukes Road, St Lukes | **(09) 815 3111**



Neighbouring Urgent Care Clinics  
Albert-Eden Area:

- [White Cross New Lynn - Urgent Care & GP](#)  
2140 Great North Rd, Avondale, Auckland  
**(09) 828 8912**
- [Three Kings Accident & Medical Clinic](#)  
536 Mt Albert Road, Three Kings  
**(09) 625 2999**
- [Ponsonby Doctors](#)  
582 Karangahape Road, Grey Lynn  
**(09) 280 2923**
- [24/7 White Cross Ascot, Green Lane](#)  
90 Green Lane East, Remuera  
**(09) 520 9555**

## Report a problem

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



### Electricity and gas

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

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



### 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

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

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



### Fallen trees or debris

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

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



### Road

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

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

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

To report a non-urgent issue, go to Auckland Transport's website [contact.at.govt.nz](https://contact.at.govt.nz) Access NZ Transport Agency's Waka Kotahi journey planner at [journeys.nzta.govt.nz/journey-planner](https://journeys.nzta.govt.nz/journey-planner) to see disruption on State Highways.

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



# 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.**



## Provisional Civil Defence Centres in and around the Albert-Eden area

The following table provides a list of the provisional Civil Defence Centres that may be available in the Albert-Eden area. It is important to check if they are open before evacuating by checking through official sources of information [aucklandemergencymanagement.govt.nz](http://aucklandemergencymanagement.govt.nz) and radio stations.

Location	Address
Athol Syms Community Hall	<a href="#">11 Griffin Avenue</a>
Cox's Bay Pavilion	<a href="#">40 Kingsley Street, Westmere</a>
Ellerslie War Memorial Hall	<a href="#">134/138 Main Highway, Ellerslie</a>
Ferndale House Community Hall	<a href="#">830 New North Road</a>
Freemans Bay Community Hall	<a href="#">52 Hepburn Street, Freemans Bay</a>
Grey Lynn Library Hall	<a href="#">474 Great North Road, Grey Lynn</a>
Jack Dickey Community Hall	<a href="#">174 Greenlane West</a>
Leicester Hall	<a href="#">Findlay Street and Ramsgate Streets, Ellerslie</a>
Mount Albert War Memorial Hall, Mount Albert Community & Leisure Centre and Mount Albert Senior Citizens Hall	<a href="#">773 New North Road, Mount Albert</a>
Mt Eden War Memorial Hall	<a href="#">487 Dominion Road</a>
Outhwaite Hall	<a href="#">53 Carlton Gore Road, Grafton</a>
Wesley Community Centre	<a href="#">740 Sandringham Road, Mt Roskill</a>
Western Springs Garden Community Hall	<a href="#">956 Great North Road, Western Springs</a>
Mt Roskill War Memorial Hall	<a href="#">15 May Road, Wesley</a>

## Albert-Eden area Community Emergency Hubs (run by Community)

Name	Location/Contact
Epsom Baptist Church	<a href="#">4 Inverary Avenue, Epsom</a>   (09) 630 6010
Gribblehirst Community Hub	<a href="#">5 Cabbage Tree Swamp Drive, Sandringham</a>   022 038 7066

## Albert-Eden Local Board Marae

Name	Location/Social Media	Services Provided & Accessibility
Te Mahurehure Marae	<a href="#">73 Premier Avenue, Point Chevalier</a>	Blankets, tea and coffee.

## Neighbouring local board Community Emergency Hubs (run by community groups)

Before you go to a Community Emergency Hub Centre, please call them or check their social media for opening times. The following are Community Emergency Hubs in neighbouring local board areas and currently the closest to Albert-Eden.

Name	Location/Contact
Acts of Roskill Kindness (ARK)	<a href="#">24 Potter Avenue, Wesley</a>   022 435 5818
Al-Masjid Al-Jamie (Ponsonby Mosque)	<a href="#">17 Vermont Street, Ponsonby</a>   (09) 378 8200
Grey Lynn Community Centre	<a href="#">510 Richmond Road, Grey Lynn</a>   (09) 378 4908
Holy Trinity Cathedral	<a href="#">446 Parnell Road, Parnell</a>   (09) 303 9500
Masjid-e-Umar (Mount Roskill Islamic Trust)	<a href="#">185 Stoddard Road, Mount Roskill</a>   <a href="https://facebook.com/masjideumar">facebook.com/masjideumar</a>
Ponsonby Community Centre	<a href="#">20 Ponsonby Terrace, Ponsonby</a>   (09) 378 1752

# Top tips to get ready for an emergency



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



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



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



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



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



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



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



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



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



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

