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Introduction

Use this space to introduce your community response guide, who has written it and who it is for.

Include encouragement that the guide will help people prepare for emergencies and get to know where in the community they can turn to for help.

Emergency Supplies, Grab Bags and Household Plans

In an emergency, you may be stuck at home for several days. Figure out what supplies you need and make a plan to work out what you need to get through.

To see which hazards are most likely to impact your whare, workplace or school, check out the [Auckland Emergency Management Hazard Viewer](#)

Get to know your neighbours.

Your neighbours are the closest people who can help you in an emergency. Getting to know the people in your street provides the first level of community support.

[Include Community Groups here](#)

Emergency Supplies to survive at home.

You probably have most of the things you need already. You don't have to have them all in one place, but you might have to find them in a hurry and/or in the dark.

- Water for three days or more — make sure you have at least nine litres of water for every person. This will be enough for drinking and basic hygiene. Check expiry dates regularly on bottled water and if you choose to use your own storage containers, 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 them 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 savings.
 - If the water is not clear, throw it out and refill clean bottles with clean water and bleach.
- Long-lasting food that doesn't need cooking, or spare gas for your camping stove or BBQ and food for babies and pets. Include any dietary needs.
- Never use a camping stove or BBQ indoors.
- Toilet paper and large plastic buckets for an emergency toilet.
- Work gloves and a properly-fitted P2 or N95 mask.
- Use torches instead of candles for lighting, to reduce fire risk, and keep spare batteries.
- Keep a power bank charged to charge mobile phones and rechargeable torches if the power is out for some time.
- Battery powered radio.
- First aid kit.
- Large plastic bin bags (for use in an emergency toilet).

- Unscented bleach, cloths, and rubber gloves.

Don't forget that you and your neighbours can help each other by sharing supplies too.

By looking after yourself and your household, you'll also be helping emergency services focus their limited resources on the people who need the most help.

Emergency toilets

In an emergency, the water supply may be cut off, or water and sewerage lines may be damaged. You may need to use improvised emergency toilets.

- To make an emergency toilet, use sturdy, watertight containers that can hold approximately 15 – 20 litres. For example, a rubbish bin or an empty paint bucket. Your container should have a snug-fitting cover.
- If the container is small, keep a large container with a snug-fitting cover for waste disposal.
- Line buckets with plastic bags.
- Pour or sprinkle a small amount of regular household disinfectant (such as chlorine bleach) into the container each time the toilet is used. This will reduce odour and germs. If you don't have disinfectant, you can use dirt and dry materials.
- Replace the lid after each use.
- After using the toilet, wash your hands thoroughly using soap and water, or use hand sanitiser.
- When your toilet reaches capacity, dispose of the waste following public health advice.

Grab Bags

Have grab bags ready for everyone in your family. A grab bag is a small bag with essential supplies that can be carried with you if you need to evacuate.

Each bag should have:

- Walking shoes, warm clothes, raincoat and hat
- Water and snack food
- Hand sanitiser
- Power bank and phone charger
- Cash
- Photo ID
- Baby items including food, formula, and nappies.
- Medications
- First aid kit
- Torch
- Battery radio
- Pets' medications, food, carrier/leash.

If you have special dietary needs, make sure you have the food you need in your grab bag too.

Household Plans

Every household's plan will be different, because of where we live, who lives with us and who might need our help.

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

Use the template at Appendix 1 to make your household plan.

Community Groups

Introduce the groups active in your area and what they do. Include contact information and how to get involved.

Community Emergency Hubs

Introduce your Community Emergency Hubs, you do not need to use the information below but you can use it as a guide to introduce these spaces.

Let people know what is offered at each e.g. tea and coffee, food, blankets, a place to sleep, a listening ear, a place to make a plan.

Community Emergency Hubs are pre-identified, community-led places that can support a community to coordinate their efforts to help each other during and after an emergency.

Community Emergency Hubs will be opened and operated by people within the community, not official authorities, when there is a desire and capability for the community to help itself often in the initial 24 to 36 hours.

These hubs offer a place where the community can meet, support and help each other and make decisions together about how to best ensure the safety and comfort of everyone in their community during an emergency.

Community Emergency Hubs

Name	Location	Contact details	Services

Stay informed before, during and after an emergency.

Radio

If the power goes out, a solar- or battery-powered radio (or your car radio) can help you keep up to date with the latest news. Local radio stations to listen to during an emergency:

- Radio New Zealand National 756 AM OR 101.4 FM
- Newstalk ZB 89.4 FM
- The Hits 97.4 FM
- More FM 91.8 FM

Online

Include your social media groups you share information to.

Auckland Emergency Management official social media channels

- [Facebook: Auckland Emergency Management](#)
- X formerly [Twitter: Auckland Emergency Management](#)
- [Website: aucklandemergencymanagement.org.nz](http://aucklandemergencymanagement.org.nz)

Find the latest emergency updates, official emergency information and advice on how to better prepare for emergencies, cope during an event and recover quickly.

National Updates

- [National Emergency Management Agency Website \(civildefence.govt.nz\)](http://civildefence.govt.nz)
Find more about the National Emergency Management Agency
- [Facebook: NZ Civil Defence](#)
Find official emergency information and advice on how to be better prepared for disasters in New Zealand.
- X formerly [Twitter: National Emergency Management Agency](#)
Find emergency and disaster updates.
- X formerly [Twitter: Get Ready](#)
For advice on preparing for disasters.

Emergency Alerts

Emergency Mobile Alert

Emergency Mobile Alerts are messages about emergencies that are sent by authorised emergency agencies to capable mobile phones. The alerts keep people safe and are broadcast to all capable phones from targeted cell towers.

The alerts are targeted to areas affected by serious hazards. They will only be sent when there is a serious threat to life, health or property, and, in some cases, for test purposes.

You don't have to download an app or subscribe to a service. Just ensure your phone is capable and the operating system software is up to date. If your phone is on, capable and inside the targeted location, you should get the alerts.

If you get an alert, read the message and follow the instructions. This is important. It will tell you what the emergency is and what to do. It will also tell you which agency sent the message and, if needed, where to go for more information.

For more information about the Emergency Mobile Alert, or to check that your phone is capable of receiving these alerts, visit [Getready.govt.nz/ema](https://getready.govt.nz/ema).

Red Cross Hazard App

The Red Cross Hazard App can help you prepare for and respond to hazards in New Zealand. The app is a useful tool to help you get through emergencies and also receive disaster alerts for your selected area (such as your home or workplace).

You can download The Red Cross Hazards App for free from your mobile app store and follow the instructions to customise your alerts. This will help keep you and your family informed of events that may affect you.

For more information about the Red Cross Hazards App, visit RedCross.org.nz.

Advice for Disabled People

The section below outlines some of the things you can do to prepare yourself for, and what to do during, an emergency. If you need additional help or support, there are several agencies who can assist you. These include:

- Taikura Trust (for those under 65)
 - Call 0800 824 5872
 - Visit www.taikura.org.nz
- Te Whatu Ora (for older persons). Access this support through your GP or family doctor.
- Whaikaha Ministry of Disabled People
 - Call 0800 566601
 - Email contact@whaikaha.govt.nz
 - Text 4206

Steps to get ready

Talk with your household and your support network about:

- the types of supplies you might need,
- the support you need, and
- where you will go if you can't stay at home and how you will get there.

Think about what you will do if:

- things have moved around or broken, or there is debris,
- familiar landmarks move or are destroyed,
- if your support workers were not able to assist you for a while,
- your service animal is hurt or too frightened to work.

Make a plan

Make a plan to get through emergency. You should decide what you will be able to do for yourself and what help you may need before, during and after an emergency.

A Make a Plan template is provided at the end of this document. Make a list of your personal needs and your resources for meeting them in an emergency. An emergency can change your ability to deal with your environment. It's important you plan for your lowest level of functioning.

Make sure you're familiar with the plans for your work, school or any other places you spend a lot of time. If your work or school's current plan doesn't make arrangements for disabled people, make sure management knows your needs.

Emergency preparedness information is available in audio, large print and Easy Read at <https://getready.govt.nz/en/alternate-formats/>

Build a Personal Support Network

Build a support team of people who will help you in an emergency, before you need them. In an emergency, you may need to ask for help to do the things you usually do independently.

The first people to help in an emergency are often your neighbours, friends, caregivers and co-workers. They should be people who are often in the same area as you.

Get to know your neighbours.

Share contact details so you can get in touch if an emergency happens. Tell them about your emergency plan and ask about their plans.

Do not depend on one person. That person may not be able to contact you or be available when you need them.

Your support network can help you get ready for an emergency. For example, they can help you check your home or workplace to make sure it is safe and suitable.

Build a support team at each place where you spend a large part of your day. Talk with your support team about your emergency plan. This can help your network members learn the best way to help you and give you other ideas to think about.

Practice your plan with your support network. Include how you will evacuate if you are in a tsunami or flood zone.

Agree on how you will contact each other during an emergency. How will you contact each other if internet and phone lines are down?

Get your network to check on you immediately if you are advised to evacuate.

Make sure you have any supplies you may need.

In an emergency, roads and shops could close for days. Make sure you have supplies for at least three days. Include any medicine or special equipment you may need.

- If you need to refrigerate your medical supplies, make sure you have an alternative power supply or refrigeration system.
- Wear a medical alert tag or bracelet so people can know what assistance you may need if you are not able to tell them.
- Have essential supplies in a grab bag in case you need to leave in a hurry.
- If you are traveling, let a hotel or motel manager know your needs in case of an emergency.
- Know where to go for help if you are dependent on life-sustaining equipment or treatment that might not work in an emergency.
- If you have dietary requirements or food allergies, make sure you have enough food for up to three days. You should also include snack food in your grab bag and make sure your meeting place is stocked with long-lasting, suitable foods, including for your support animal.
- If you have asthma or a respiratory disorder, make sure your grab bag has dust masks (rated P2 or N95). Emergencies like volcanic eruptions and earthquakes can make it harder to breathe.

If you are Deaf or hard of hearing

Make sure you have a way to find warnings, information, and advice in an emergency.

- Emergency Mobile Alerts provide text-based alerting, including links to further advice online if applicable. Download the Red Cross Hazards App for text-based alerts to your mobile phone for a wide variety of hazards.
- Give a trusted neighbour or someone in your support network a key to your house so they can alert you.
- Put a writing pad, pencils and a torch with batteries in your grab bag so you can communicate with others.
- Keep spare hearing aid batteries in your Grab Bag.

Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available at <https://getready.govt.nz/en/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing/>

If you are blind or have a visual impairment

Be prepared if you have to evacuate.

You may have to depend on others if you have to evacuate or go to an unfamiliar Civil Defence Centre.

- If you have a guide dog, make sure you have a grab bag for them with food, medications, vaccination records, identification and harnesses.
- Keep extra canes at home and in the workplace, even if you use a guide dog. Animals may become confused or disoriented in an emergency.
- Guide dogs can stay in emergency shelters with their owners.
- Mark emergency supplies with Braille labels or large print. Keep a list of your emergency supplies and where you bought them on a portable flash drive or make an audio file that is kept in a safe place where you can access it.

Audio files about hazards and what to do to be better prepared.

Listen to audio recordings about the hazards we face and emergency preparedness at <https://getready.govt.nz/en/prepared/advice-for-disabled-people/blind-or-visual-impairment/> and <https://www.aucklandemergencymanagement.org.nz/resources>

If you have a speech disability

- If you use an augmentative communications device or other assistive technologies plan how you will evacuate with the devices or how you will replace equipment if it is lost or destroyed. Keep model information and note where the equipment came from (which provider, etc).
- Plan how you will communicate with others if your equipment is not working, including laminated cards with phrases and/or pictogram.

If you have a mobility disability

- Show others how to assemble, disassemble and operate your wheelchair.
- Keep an extra mobility device such as a cane or walker if you use one.
- Keep a portable air pump for wheelchair tyres.
- If you use a seat cushion to protect your skin or maintain your balance, consider keeping an extra cushion on hand in case you need to evacuate.

If you have an intellectual or learning disability

- Keep handheld electronic devices charged and loaded with videos and activities.
- Purchase spare chargers for electronic devices and keep them charged.
- Include a small pop-up tent with your Grab Bag to decrease visual stimulation in a busy room or to provide instant privacy.
- Include comfort snacks in your Grab Bag.
- Consider a pair of noise-cancelling headphones to decrease auditory stimuli.

If you or someone you support have a cognitive disability such as dementia

- Do not leave the person alone. Even those who aren't prone to wandering away may do so in unfamiliar environments or situations.
- If evacuating, help manage the change in environment by bringing a pillow and blanket or other comforting items they can hold onto.
- When at a Civil Defence Centre, try to stay away from exits and choose a quiet corner.

Flooding

Floods are usually the result of continuous heavy rainfall overwhelming the capacity of natural or designed drainage systems but can also be caused by coastal inundation or even tsunamis. They become dangerous if:

- Water is very deep or travelling very fast
- Floodwaters have risen very quickly
- Floodwater contains debris, such as trees or building materials.

Floods can cause injury and loss of life, local evacuations, damage to property and lifeline utility disruption.

There are different types of flooding:

- River flooding generally happens during heavy rain, when rivers overflow their banks into the floodplain. A floodplain is the flat section next to a river, and these can flood quite regularly. Normal rainfall soaks into the soil, is taken up by trees and plants, and runs off the land to form our streams and rivers. Floods happen when there is too much water and the run-off is too much to be carried by the rivers.
- Surface flooding can happen when heavy rain falls either in a small area or in an urban area with lots of hard surfaces that stop rainwater from soaking into the ground. Usually, surface flooding starts quickly but doesn't last very long. It is often associated with thunderstorms and short, intense rainfall.
- Groundwater flooding can happen during periods of unusually high rainfall, when the rising water table causes water to rise out of the ground. Groundwater flooding can bubble up and start flowing along the surface, and can also rise up directly in homes.
- Flash floods occur rapidly. They are usually the result of intense rainfall which overwhelms natural or urban drainage systems, and they usually affect small areas. Flash floods often appear as a torrent, can carry rocks, mud and other debris, and can sweep away most things in their path.
- Storm surges are produced when high winds push water onshore. They can cause beach erosion and threaten life and property. Storm surges are most common at the coast, where severe weather can cause extreme tides. Storm surges can also happen at large lakes.

Visit the [Auckland Emergency Management Hazard Viewer](#) to see flood plains and flood prone areas.

Get Ready

Make and practise your emergency plan, make a grab bag and have emergency supplies in case you need to evacuate.

Find out from the [Auckland Emergency Management Hazard Viewer](#) what the flood risk is in your area and know how to stay informed.

Stay up to date with the latest weather information from MetService, Te Ratonga Tiorangi, Pay attention to Watches and Warnings.

Get Thru

Put safety first. Don't take any chances. Act quickly if you see rising water.

Floods and flash floods can happen quickly. If you see rising water, do not wait for official warnings. Head for higher ground and stay away from floodwater.

Do not try to walk, play, swim, or drive in floodwater: even water just 15 centimetres deep can sweep you off your feet, and half a metre of water will carry away most vehicles. Flood water is often contaminated and can make you sick.

Help others if it is safe to do so, especially people who may require special assistance.

If flooding is possible in your area:

- Be ready to act quickly. Floods and flash floods can happen quickly and without warning.
- Be prepared to evacuate and keep your [grab bag](#) close.
- Leave mobile phones on and charged so you can receive [Emergency Mobile Alerts](#).
- Listen to the radio for updates and check the [Auckland Emergency Management website](#) and social media pages.
- Listen to emergency services and local authorities and follow any instructions regarding evacuation of your area.

Get your whare/home or business ready:

- 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.
- Secure outdoor possessions including outdoor furniture and trampolines that can be swept away in floodwaters, when you are warned flooding is possible. Do not enter flood water to do this.
- Clear debris and leaves from external drains and gutters.
- Take photos of your ground floor rooms and outdoor areas, for insurance purposes.
- If you can, attach sheets of waterproof plastic around exterior doors using duct tape.
- Consider using sandbags to keep water away from your house or other buildings.
- Move vehicles to higher ground, or park vehicles in garages, if you can.
- Help neighbours who may need assistance.
- If you have been evacuated, it may not be safe to return home even when the floodwaters have receded. Listen to emergency services and local Civil Defence authorities and don't return home until they tell you it is safe to do so.

Protecting pets and other animals

- Bring your pets indoors as soon as possible. Ensure you keep control of your pets.
- Confine pets to one room. Pets may try to run if they feel threatened. Keeping them inside and in one room will allow you to find them quickly if you need to leave.
- Get pet carrier boxes and leashes ready.
- Where possible, move livestock to higher ground.
- 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.
- 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.

During a flood:

- Stay out of flood water. **Never try to walk, swim, drive through or play in flood water.** Many flood deaths are caused by people attempting to drive through water, or people playing in high water.

- Slow-flowing, deep water or fast-flowing, shallow water, can unbalance people and sweep them away. Even water just 15 centimetres deep can sweep you off your feet.
- Keep children away from flood waters. It is not safe for them.
- Do not put yourself at risk to take photos or videos of the flood.
- Always assume that all flood water is contaminated with farm run-off, animal and human sewage and chemicals. Flood water may also be electrically charged from underground or downed power lines.
- If you come into contact with flood water, thoroughly clean hands, clothes and any property touched.

If you are driving:

- **Never try to drive through flood waters.** Most deaths from floods are vehicle related.
- If you come to a flooded area, turn around and go another way. Avoid already flooded areas, and areas subject to sudden flooding. Do not attempt to cross fords, flowing streams, or water-covered roads.
- If your vehicle stalls during a flood, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles.

Driving through water also puts other people's lives and properties at risk. Driving through flood water causes waves which can wash into other vehicles, other people's property and over pedestrians.

Thunderstorms and Tornado

Get Ready

Tāmaki Makaurau Auckland experiences isolated, high intensity thunderstorms. These form when warm moist air rises rapidly into unstable conditions in the atmosphere.

These are intense but relatively compact and unpredictable, making forecasting their exact impact area challenging. They can produce localised flooding and damage buildings and trees, and occasionally cause injuries and deaths. Severe thunderstorms may become more intense and frequent as a result of climate change.

Get Thru

Thunderstorms form incredibly quickly. A Severe Thunderstorm Watch is typically issued within 6-12 hours of the event. Severe Thunderstorm Warnings are issued once a severe thunderstorm is observed on weather radar and provide information on where the storm will move in the next 60 minutes. Because a severe thunderstorm has the potential to cause substantial impacts, damage and disruption, a Thunderstorm Warning will always be depicted with a Red colour-code.

If you see a tornado nearby, take shelter immediately.

If you are inside:

- Move to an interior room or hallway without windows, on the lowest floor. This can be a centre hallway, bathroom or closet. Putting as many walls as you can between you and the outside will provide additional protection.
- Stay away from windows and exterior doors.
- For added protection, get under something sturdy such as a heavy table or workbench. If possible, cover your body with a blanket, mattress or sleeping bag, and protect your head with your hands.

If you are outdoors:

- Lie down flat in a nearby gully, ditch or low spot on the ground. Protect your head with an object or with your arms.
- Tornadoes cause a lot of debris to be blown at very high speeds. Dangerous flying debris can be blown under overpasses and bridges, and the structures themselves can be destroyed. You will be safer lying flat in a low-lying area where the wind and debris will blow over you.

If you are in a car:

- Pull safely onto the shoulder of the road, stop, and get out. Do not try to outrun a tornado in your car.
- Lie down flat in a nearby gully, ditch, or low spot on the ground. Do not get under your vehicle.
- Protect your head with an object or with your arms.

Severe storm

Storms are a combination of many different hazards occurring at the same time, including high winds, storm surge and heavy rain. They can also cause other hazards such as lifeline utility failure and transport accidents.

As well as flooding, storms can cause landslides which damage buildings and the lifeline utility networks.

Get Ready

- Make and practise your emergency plan, make a grab bag and have emergency supplies.
- Stay up to date with the latest weather information from MetService, Te Ratonga Tiorangi. Pay attention to Watches and Warnings, which are also available on the MetService mobile app.
- Make a list of items to bring inside or tie down when strong winds are forecast. A list will help you remember anything that can be broken or picked up by strong winds.
- Identify a safe location in your home for household members to gather during a severe storm. This should be a place away from windows, skylights, or glass doors, which can be broken by strong winds or hail.
- Keep materials at hand for repairing windows, such as tarpaulins, boards and duct tape.
- If you have livestock, know which paddocks are safe to move livestock away from floodwaters, landslides and power lines.

Get Thru

If there are warnings of severe weather for your region:

- Bring inside or tie down anything that can be broken or picked up by strong winds, such as outdoor furniture.
- If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- Remove any debris or loose items from around your property. Branches and firewood may become dangerous in strong winds.
- Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- Bring pets indoors. They can be unsettled by storms, and it is more comforting and safer for them to be with you.
- Ensure livestock are not gathered under an isolated tree or anything that presents a risk from a lightning strike.
- Moor boats securely or move 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.

During a storm:

- Listen to advice provided by Auckland Emergency Management and emergency services and follow their instructions.

- Secure your where/home and critical buildings by closing windows. Pull curtains and blinds over windows. This can prevent injury from flying glass if the window breaks.
- Close all interior and external doors. Closed doors will help prevent damaging winds from entering rooms.
- Take extreme care with items that may conduct electricity if your where/home is struck by lightning.
- Using electric lights is safe, but unplug appliances and avoid using the telephone or any other electrical appliance, especially television sets.
- Turn off air conditioners and heat pumps, which can be overloaded by power surges from lightning.
- If you live in an old house with metal plumbing, avoid using bathtubs, water taps and sinks as these may conduct electricity.
- Use battery-powered radios and water from your emergency supplies.
- Stay up to date with the latest information and updates from MetService. Heavy rain and thunderstorms can be tracked on the MetService radar.

If you are caught outside during a lightning storm:

- If you hear distant thunder or see a flash of light, get indoors immediately.
- A sturdy building is the safest location during a severe thunderstorm.
- Avoid gazebos, rain or picnic shelters and other isolated structures. These offer little protection from large hail, can be struck by lightning, and are often poorly anchored and subject to being uprooted and blown around in strong winds.
- If you are boating, fishing or swimming, get to land, get off the beach, and find shelter immediately.

If there is surface flooding in your area:

- Rain associated with a storm can lead to overloading of the stormwater system and surface flooding, particularly in urban areas. Even though thunderstorms are relatively short, the suddenness and sheer intensity of the rainfall over a localised area can be hazardous.
- Be prepared to evacuate and keep your grab bag.
- Listen to the radio for updates and check the Auckland Emergency Management website and social media channels.
- If you see rising water, do not wait for official warnings. Head for higher ground and stay away from floodwater.
- Do not try to walk, play, swim, or drive in floodwater: even water just 15 centimetres deep can sweep you off your feet, and half a metre of water will carry away most vehicles. Flood water is often contaminated and can make you sick.
- Help others if it is safe to do so, especially people who may require special assistance.
- If you have been evacuated, it may not be safe to return home even when the floodwaters have receded. Listen to emergency services and Auckland Emergency Management and don't return home until they tell you it is safe to do so.

Landslides

Severe storms can lead to landslides.

Get Ready

Make and practise your emergency plan, have a grab bag and emergency supplies.

Regularly inspect your property, especially after long dry spells, or heavy rainfall.

- Look for signs of instability including: 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.
- Watch the land around where you live for signs of increased threat. Look at the hillsides around your home for any signs of land movement (like rockfall, small landslides or debris flows) and any trees that start to tilt over time.
- Watch the patterns of storm water drainage on slopes near your home, and especially the places where runoff water converges, increasing flow over soil-covered slopes. Noticing small changes can alert you to an increased threat of a landslide.
- 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, so be prepared to move quickly. Save yourself, not your belongings.
- Be especially alert when driving. Embankments along roadsides are particularly susceptible to landslides. Watch the road for collapsed areas, mud, fallen rocks, and other indications of a possible debris flow.
- Ensure livestock are in safe paddocks if there is heavy rain. Consider precautionary evacuation of livestock if you believe there is a risk of landslide.
- If you notice any of these changes, seek professional advice as soon as possible. There may be some problems you can fix yourself, but many will require expert help.

Other things you can do:

- Keep gutters, downpipes and drains free of dirt, leaves and other blockages. Trim back or remove vegetation blocking drains and gutters.
- Inspect swimming pools regularly for leaks.
- Regularly empty septic tanks.
- Check retaining wall drainage for blockages and water build-up behind the wall.
- Regularly check and clear drains.

Get Thru

Recognise the warning signs and act quickly.

Landslides can occur without any warning signs. Be aware of the potential for landslides, particularly in the weeks after potential triggering events, such as heavy rainfall, earthquakes, and previous landslides.

If you see a landslide, move quickly out of its path and stay away from it. It is important to recognise the warning signs and act quickly.

If you suspect that a landslide is occurring, or is about to occur in your area:

- Evacuate immediately if it is safe to do so. Seek higher ground outside the path of the landslide. Getting out of the path of a landslide or debris flow path is your best protection.

- If you cannot leave safely, move out of the path of the debris. The side of your house furthest from the landslide is likely to be the safest location within the property.
- Take your pets with you, and move livestock to safe paddocks, if you can do so without endangering yourself.
- Alert your neighbours. They may not be aware of the potential hazard. Advising them of a threat may save their lives. Help neighbours who need assistance to evacuate if you can do so without putting yourself in danger.
- Contact Auckland Council. Council engineers or other geotechnical engineers are the people best able to assess the potential danger.

What to do if a landslide occurs:

- Move quickly out of its path and stay away from it.
- If lives are in danger, evacuate immediately and dial 111. Alert your neighbours if you can do so safely. If you can't get outside, move away from the slide area and dial 111. Stay away from the landslide area. Further landslides may occur.
- Check for injured and trapped persons and animals near the landslide, without entering the landslide area. Direct rescuers to their locations.

Tsunami

Tsunami are series of large ocean waves that can cause significant destruction along coastlines. They are usually caused by underwater disturbances such as earthquakes, landslides or volcanic eruptions, creating waves that travel out in all directions. These waves can appear small and travel at high speeds across the deep ocean, but slow and grow in height and destructive power as they approach the coast.

All of New Zealand, including Auckland, is at risk from tsunami due to our position in the Pacific Ring of Fire. This is a geologically active area surrounding the Pacific Ocean marked by frequent earthquakes and volcanic eruptions because of the collision and subduction of the Earth's tectonic plates.

The National Emergency Management Agency separates tsunami into three types, depending on where they form, with each type creating unique challenges:

- distant source tsunami e.g., generated from Chile, could take 14 hours or more to arrive.
- regional source tsunami e.g. generated from the southwest Pacific, could take between one and three hours to arrive.
- local source tsunami, generated very close to New Zealand, could arrive in minutes.

Get Ready

Find out from the [Auckland Emergency Management Hazard Viewer](#) if the places where you live, work or frequently visit are in tsunami hazard areas. Be aware of tsunami evacuation zones, tsunami evacuation routes, warning methods and signage.

If you are visiting an area at risk from tsunami, check with the hotel, motel or campground operators for tsunami evacuation information, and find out what the local warning system is for tsunami.

Know your tsunami evacuation zones:

- A tsunami evacuation zone is an area that you may need to leave if you feel a long or strong earthquake, or if there is an official tsunami warning.
- Make sure you know where to go, whether you are at home, at mahi/work or out and about. Search for your home, work or school address on the [Auckland Emergency Management Hazard Viewer](#) to find out if they are in a tsunami evacuation zone.

If you feel a long or strong earthquake, you must move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones. Do not wait for an official warning. The earthquake itself is your only warning.

In a regional or distant source tsunami where there is time for an official warning to be issued, you may be advised which zones you need to leave by Auckland Emergency Management.

If you live near the coast but are not located in a tsunami evacuation zone, you do not need to evacuate. Your whare/home could be a safe location for friends and family who live inside an evacuation zone and need to evacuate.

Plan your evacuation routes:

- If your whare/home, farm, kura/school, wāhi mahi / workplace, or any other place you frequently go is in a tsunami evacuation zone, you should plan an evacuation route.
- Your evacuation route needs to take you out of tsunami evacuation zones. Even if you can't get out of your evacuation zone, go as far or as high inland as you can. Every metre makes a difference.

- You should be able to reach your safe location as soon as possible. Your safe location could be a friend or relative's house in short distance outside of the tsunami evacuation zones. Follow posted tsunami evacuation routes where present - these will lead to safety.
- Plan to evacuate on foot or bicycle if you can. After an earthquake, roads and bridges may be damaged or blocked. Plan different evacuation routes to account for this.

Practise your tsunami hīkoi:

- Practise your evacuation route or tsunami hīkoi. A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground. Being familiar with your route may save your life.
- Practise your evacuation walk to high ground or inland by foot or bicycle.
- Make sure you can follow your route at night and during bad weather.
- Practising your tsunami evacuation route helps your muscle memory kick in when an event occurs, even in a very stressful situation.

Kura/School evacuation plan:

- If your children's kura/school is in a tsunami evacuation zone, find out what the kura/school evacuation plan is. Do not travel through tsunami evacuation zones to your children's kura/school during an event.
- Parents and guardians need to know, in advance, all emergency procedures especially the safe locations and family reunification procedures.
- Find out where the kura/school's safe location is so you know where your children can be picked up from, after the "all-clear" is given.

Get Thru

Natural warning signs: Long or Strong, Get Gone

For a local-source tsunami which can arrive in minutes, there is not enough time for an official warning. It is important to recognise the natural warning signs and act quickly.



Remember, **LONG** or **STRONG**, **GET GONE**:

If there is earthquake shaking, drop, cover and hold. Protect yourself from the earthquake first, then act as soon as the shaking stops.

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.

- Walk, run or cycle, if you can. This reduces the chances of getting stuck due to damaged roads or traffic congestion.
- While evacuating, be aware of other hazards. For example, a large local earthquake may damage powerlines and bridges and create liquefaction and landslides.
- Do not return until an official all-clear message is given by the National Emergency Management Agency. Tsunami activity can continue for several hours, and the first wave may not be the largest. If there was an earthquake, expect aftershocks. Each time you feel one, drop, cover, and hold. Aftershocks may generate another tsunami.
- Listen to the radio and/or TV for updates, Auckland Emergency Management website and social media.

Official warnings

- When tsunami travel across the ocean from far away, there is time to issue official warnings.

- The National Emergency Management Agency is responsible for issuing tsunami warnings in New Zealand.
- Tsunami warnings are published on www.civildefence.govt.nz and social media channels. Tsunami warnings will also be broadcast on radio and television.
- If there is a land threat, Emergency Mobile Alerts (EMA) will be issued by the National Emergency Management Agency and Auckland Emergency Management to areas under threat.
- If strong and unusual currents and unpredictable surges are expected near the shore, a local EMA may be issued by your local Civil Defence Emergency Management Group.
- **Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.**
- Depending on the location of the earthquake, you may have several hours in which to take appropriate action.

Cancellations

Once you have evacuated, follow official advice from Auckland Emergency Management about when it is safe to return to tsunami evacuation zones. Do not return until an official all-clear message is given by Civil Defence Emergency Management. Tsunami activity will continue for several hours and the first wave may not be the largest. Aftershocks may cause additional tsunami events.

Biological e.g. pandemic

A pandemic is an outbreak of an infectious disease that spreads across a very large region, multiple countries, or worldwide. The direct impact on human life can be immense, with vulnerable populations, including the elderly and those with underlying health conditions, being particularly at risk.

The risk and impacts of a pandemic extend beyond the immediate health crisis. Education systems face disruptions, as schools and universities close or transition to remote learning. Social interactions are strained, with physical distancing measures and lockdowns impacting social gatherings, cultural events, and everyday interactions.

While the Ministry of Health is the lead agency for human pandemics, Auckland Emergency Management assists in providing regional inter-agency coordination of welfare support.

In a pandemic you may need to stay at home if:

- you are sick
- you are caring for a sick family or household member
- you are caring for a dependant (for example, if schools close).

Get Ready

Here are some simple things you can do to make sure that you and your family/ whānau/ household are prepared for a pandemic.

Have a plan

Make a plan with 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 family if they don't live nearby (for example, who could deliver groceries or meals to sick family members)
- who would look after your children/ dependents if they need to stay at home and you must go to work.

Think about whether you could work from home and what you would need to do this.

List key contacts

- Have key contact numbers in a place that is easy to find (for example, on the fridge door).
- Include the phone numbers of:
 - the people living nearby who you could call if you needed help,
 - your doctor
 - HealthLine (freephone: 0800 611 116)
 - your workplace.

Build up your emergency supplies

- Have a supply of food and drinks to last for at least a week. Choose long-lasting foods in cans and packets, and dried foods.
- Paracetamol or Ibuprofen are good for bringing down a fever and reducing aches and pains. Do not use anything else for children unless you talk to your doctor or pharmacist first.
- Masks worn by sick people can help stop the spread of germs. You can buy masks from a pharmacy. If there is a pandemic, people will be told how and when to use their masks. A mask can be worn only for a short time and needs changing when wet from sneezing and coughing.

- Have tissues and plastic bags for used tissues.
- Think about things to do, if you and your family have to stay home for more than a week (eg, books, games and streaming services).

Get Thru

Hygiene – keeping clean:

- Washing and drying your hands properly is one of the best ways of protecting yourself against the spread of germs. Wash hands for at least 20 seconds with soap or an alcohol-based rub. Drying hands well is important too.
- Wash and dry hands:
 - before preparing food and eating
 - after coughing or sneezing, blowing noses, wiping children's noses, visiting the toilet or looking after sick people.
- Keep your coughs and sneezes covered. Put tissues straight into a covered, lined rubbish bin or a plastic bag.
- Try to stay a metre away from sick people to reduce the spread of germs.

Coastal Inundation

Coastal erosion and inundation can have significant impacts on coastal areas. Coastal erosion refers to the gradual wearing away of land, beaches, and cliffs due to natural processes like wave action, tidal currents, and wind. This erosion can lead to the loss of valuable land, destruction of infrastructure, and the displacement of coastal communities.

- Be ready to act quickly. Coastal inundation can happen quickly and the warning time may be short.
- Follow the instructions and advice of Civil Defence Emergency Management authorities. Local authorities are the most informed about areas most likely to experience coastal inundation and will inform you if an evacuation is required.
- If you feel unsafe, evacuate to higher ground or away from coastal areas. You do not need to wait for an evacuation order to move to safety.
- If you have evacuated, it may not be safe to return home even when the water has returned to normal. Listen to emergency services and local Civil Defence authorities and don't return home until they tell you it is safe to do so.

Get Thru

- Storms can cause inundation (flooding) in coastal areas, depending on the timing of high tides and their relative height, storm surges and accompanying wave/swell conditions.
- Be ready to act quickly. Coastal inundation can happen quickly, and the warning time may be short.
- Follow instructions and advice from Auckland Emergency Management.
- If you feel unsafe, evacuate to higher ground or away from coastal areas. You do not need to wait for an evacuation order to move to safety.
- If you have evacuated, it may not be safe to return home even when the water has returned to normal. Listen to emergency services and Auckland Emergency Management and don't return home until they tell you it is safe to do so.

Power Outage

All broken or downed power lines should be treated as live. You should stay well away and not attempt to cut or move trees that are in contact with lines. Call 111 to report this as a risk to life and property.

Report trees down on public land to Auckland Council on 09 301 0101.

Food safety and illness prevention

Take care with food from your fridge and freezer to avoid food poisoning and manage spoilage issues. Eat perishable foods first, the contents of your freezer second, and then canned foods.

After more than two days without power, highly perishable foods may not be safe to eat.

- Throw out rotten or contaminated food quickly so it doesn't spoil other food in the fridge.
- You can still eat food like raw vegetables, cheese, and bread.
- Dispose of any food from the freezer which has thawed out and been at room temperature for longer than two hours.
- When the power comes back on, it is important not to refreeze food that has defrosted.
- If the frozen food still has ice crystals and the packaging is intact, then it can be refrozen.
- If you are unsure, have a closer look and smell. If the colour has changed, it has a slimy texture or if it smells off, it probably is off.
- If you eat food that has gone off, you can risk infection from salmonella, campylobacter and a range of food poisoning bacteria.

Maintaining hygiene around food preparation and cooking requires more thought than normal.

- Always wash and dry your hands before preparing food – if water is in short supply keep some in a bowl with disinfectant.
- Ensure all utensils are clean before use.
- Cook food thoroughly.

Heating, lighting and cooking

- DON'T be tempted to use unsafe ways to heat your home. Only use fireplaces that have been safety checked, follow the manufacturer's advice when using gas heaters.
- NEVER use outdoor gas heaters inside or try to use your BBQ for indoor heating.
- DO boil water on your camp stove or BBQ for hot water bottles. Wear extra layers of clothing and use extra blankets, close internal doors and curtains to retain heat.
- DO use camp stoves or your BBQ outside and make sure food is cooked thoroughly before eating. Take care with candles or use battery-powered lanterns or torches instead, to prevent fire risk. If using a generator, ensure you have enough fuel to keep it going.

Animal welfare

Pets are just as likely to become unwell by consuming unsafe food. If you are disposing of food due to the power outage and it is not safe for you to eat, it is not safe for your pets to eat. If you are boiling water to drink, do the same for your pets. If medication for your pets requires refrigeration, have a backup plan in place.

If your stock drinking water supply is reliant on power to fill troughs, you will need to ensure it does not run out. Keep your pets away from flooding or contaminated water.

For more information about preparing and planning for your animals in an emergency, visit www.mpi.govt.nz/animals-in-emergencies

Medical help and advice

Contact your doctor or call the Healthline on 0800 611 116 if you're concerned about health issues. Contact your health provider if you need support such as home support services (including those you currently receive).

If life is at risk, call 111.

Security and crime prevention

Unfortunately, emergency situations can also prompt criminal activity. Check that neighbours' properties are secure and remember, if you see anyone committing a crime or behaving suspiciously, phone 111 and report it to Police. If they are in a vehicle, write down the number plate, vehicle description and any other information. DO NOT put yourself in harm's way.

Hot water

Electric hot water in some parts of Auckland is on a separate lines network to electric power. This means you may have power but no hot water. If your power and hot water lines have been restored but your hot water cylinder is not reheating after six hours of the hot water line being reconnected, contact your lines provider Vector on 0508 832 867 or Counties Power on 0800 100 202 for advice.

Staying up to date and in touch

Listen to the radio for up to date news and advice. If you don't have a battery operated radio, perhaps listen in your car. Conserve phone battery by limiting mobile calls and data use.

Make use of local community facilities

If your local library or community centre has power, consider dropping in to meet friends, charge your phone, using the free internet, staying warm and read a book!

If you're driving and traffic lights are out, remember to follow the road code and give way rules.

Financial assistance

The Ministry of Social Development (Work and Income) might be able to help with urgent or unexpected costs such as petrol, food, furniture or living expenses like medical costs, appliance replacement, bedding, food and rent.

You don't have to be on a benefit. You may have to pay the money back depending on your situation. Phone them on 0800 559 009 to discuss your situation.

Insurance

Some insurers provide cover for food spoilage because of a power outage. They may also cover the cost of temporary accommodation if you can't stay at home and your home or property been damaged during the storm. Check your policy, phone your insurer for advice and take photographs of damaged items you're claiming for.

Toilet facilities

If your septic tank system is no longer operational, and you don't have alternative options, call a company to hire a temporary toilet.

Help each other out.

Think about visiting neighbours, friends and family that could need your help or consider inviting them to your place. Share what you can.

Here are some ideas of what you could provide: thermos of hot water for tea and coffee, a hot meal, fresh food, hot water bottles, blankets, a camp stove or BBQ, batteries for torches and radios, access to alternative power sources to charge a mobile phone.

Key Contacts

Emergency Services

NZ Police	Dial 111 (emergencies only) Dial 105 (non-emergencies) www.police.govt.nz Include your local Police station here
Fire and Emergency NZ	Dial 111 (emergencies only) www.fireandemergency.nz www.checkitsalright.nz
St John	Dial 111 (emergencies only) www.stjohn.org.nz
Coastguard Marine Assistance	Dial *500 from your mobile Urgent Marine Assistance VHF Channel 16

Auckland Emergency Management

Dial 0800 222200 (emergencies only)	Website: www.aucklandemergencymanagement.org.nz Email: aeminfo@aucklandcouncil.govt.nz Social Media: Facebook @aklcdem X (formerly Twitter) @AucklandCDEM
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Lifeline utilities providers

- Vector (Electricity and gas) visit www.vector.co.nz
If you can smell gas indoors, dial Fire and Emergency NZ on 111 and then Vector on 0800 764764
- Watercare (water and wastewater) visit www.watercare.co.nz

Accident Clinics

Use this space to list the closest hospital and accident clinics

List other useful locations in your area

Appendix 1: Make a Plan

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: