

Date: Monday, 17 June 2024
Time: 12.00pm
Meeting Room: Boardroom, Ground Floor
Venue: Auckland Town Hall, 301 Queen Street
Auckland

Ngā Hui a te Rōpū Kaitohutohu Take Hunga Hauā / Disability Advisory Panel

OPEN ATTACHMENTS

ITEM	TABLE OF CONTENTS	PAGE
8	Auckland Emergency Management Community Readiness Programme	
	A. Local Board Response and Readiness Plan Example Devonport-Takapuna	3
	B. Auckland Emergency Management Presentation to the Disability Advisory Panel	79
10	Regional Land Transport Plan 2024 - 2034 Auckland Transport	
	A. Summary of the Regional Land Transport Plan 2024	97
	B. Auckland Transport Regional Land Transport Plan Presentation to Advisory Panels	103

DRAFT Devonport-Takapuna Local Board Emergency Readiness and Response Plan

He Tāpui Tāngata Hei Āhuru Mōwai Mo Tāmaki Makaurau

Working Together To Build A Resilient Auckland

June 2024, Version 2.0

aem.org.nz



Auckland
Emergency
Management
Tokonga Mate Ohotata o Tāmaki Makaurau



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Key Contacts & Emergency Information

Dial 111 for emergencies where there is serious, immediate, or imminent risk to life or property & 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 <https://www.police.govt.nz/111-txt/how-register-111-txt>**

*For Urgent Marine Assistance, contact Coastguard Marine Assistance on VHF Channel 16.

Auckland Emergency Management

Dial 0800 222 200 (emergencies only)	Website: www.aucklandemergencymanagement.org.nz Email: aeminfo@aucklandcouncil.govt.nz Social media: Facebook @aklcedem X (formerly Twitter) @AucklandCDEM
Dial 09 301 0101 (other queries for Auckland Council)	Website: www.aucklandcouncil.govt.nz

Radio Stations (for emergency information)

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4FM
- More FM 91.8FM

For elderly or people with disabilities

Taikura Trust (for those under 65) 0800 824 5872 | www.taikura.org.nz.

Whaikaha Ministry of Disabled People: 0800 566 601 | Text 4206 | contact@whaikaha.govt.nz

Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.

If you need to evacuate

Stay with whānau/family or friends or check which Civil Defence Centres (ran by Auckland Emergency Management) or Community Emergency Hubs (run by community) are open on social media channels, website or radio.

***Insert Map of CDCs & CEHs, Accidents and urgent care clinics**

Accident and Urgent Care Clinics

North Shore Hospital, 124 Shakespeare Road, Takapuna, Auckland 0620, 09 486 8900. Emergency department 24 hours.

Shorecare Smales Farm, 74 Taharoto Road, Takapuna, Auckland, 09 486 7777 [Option 1] - 24 hours.

White Cross Glenfield - Urgent Care and GP, 436 - 440 Glenfield Road, Glenfield, Auckland, 09 444 4244 [Option 3] - opening hours.

Report a Problem

Electricity and gas

If you can smell gas, dial Fire and Emergency NZ on 111 and then Vector on 0800 764 764. For outages and faults, go to: <https://www.vector.co.nz/personal/outages-faults>.

You can also report outages to your own electricity provider.

Flooding

In life-threatening situations, always contact 111.

Report any public stormwater network or private property flooding to Healthy Waters, Auckland Council: 09 301 0101.

If the flooding is on a highway or motorway, call Waka Kotahi | NZ Transport Agency on 09 969 9800.

Water and Wastewater

Report a fault to Watercare via Live Chat or call 09) 442 2222 and press 1. For outages and faults, go to:

<https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns>.

Roads

For State Highways (Waka Kotahi): to report urgent issues, call 0800 44 44 49 or for non-urgent issues, go to <https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/>. Go to Waka Kotahi's journey planner to see if your journey may be disrupted: <https://www.journeys.nzta.govt.nz/journey-planner>.

For Auckland roads (Auckland Transport): to report urgent issues, call 09 355 3553, or for non-urgent issues, go to:

<https://contact.at.govt.nz/?cid=cc9a9258-7450-ec11-8f8e-002248181b18>.

Top Tips to Get Ready

- ✓ Know Your Hazards

Check Auckland Emergency Management's Hazard Viewer & Auckland Council's Flood Viewer for your whare/home, work & school.



- ✓ Household Plans (including evacuation plans)

Make a household plan with key contacts and evacuation routes. Make sure everyone in your household knows the plan Remember to include pets & animals!



- ✓ Keep Emergency Supplies

Keep emergency supplies in your home and in your car.



- ✓ Keep Spare Cash

Keep cash for when the electricity is down, and ATMs/card readers cannot be used.

- ✓ Prepare Grab Bags

For each person, to be used if you need to evacuate.



- ✓ Check Your Insurance

Check you are well-covered for disasters and keep electronic & hard copies.

- ✓ Know Your Neighbours/Connect 4

Connect with 4 of your neighbours - share your contact details & household plans to support each other during an emergency.

- ✓ Community Ready

Get connected to your community & know your community's emergency plan.

- ✓ Work Ready

If you own a business, make a plan & keep essential supplies.

- ✓ Get Hazard Ready including: Storms and floods, landslide, earthquake & volcano.

Get your home and land ready for emergencies.



*mini diagrams to be added for top tips

Top Tips to Get Through

In an emergency

- Put your family/ whānau emergency plan into action.

In life threatening situations, contact emergency services on 111

Safe at home?

- Stay at home.
- Use your emergency supplies.
- Stay informed through official sources – AEM website/Facebook/X, NEMA website/Facebook/X, Radio stations (RNZ, Newstalk, The Hits, MoreFM) & Met Service website/Facebook/app.
- Check in on neighbors and others nearby.
- Stay connected to your whānau/family and friends.

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

Unsafe at home?

- Take your grab bag.
- Use your evacuation routes.
- Go to family/ whānau, friends or your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open. (*if English is not your first language, we can provide phone interpreters at Civil Defence Centers for you to communicate your needs).

If you need to evacuate, do not wait for emergency services to tell you to evacuate



