

Hibiscus and Bays Local Board Workshop Programme

Date of Workshop: Tuesday 14 May 2024
Time: 10:00am– 2:00pm
Venue: Local board office – 2 Glen Road, Browns Bay
Apologies:

Item	Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
		Welcome and apologies	Alexis Poppelbaum Chairperson		
1.	10:00am	Parks and Community Facilities update Attachment <ul style="list-style-type: none"> Item 1 - Presentation: PCF Monthly report 	Sandra May Area Manager Prakash Thakur Work Programme Lead	Keeping informed	Receive an update on the community lease options and discuss potential alternative uses.
2.	10:30am	Ventia update Attachment <ul style="list-style-type: none"> Item 2 - Presentation: Ventia 	Shane McInnes Ventia Staff	Keeping informed	Receive an update from Ventia.
3.	11:00am	Infrastructure and Environmental Services: Making Space for Water update Attachment <ul style="list-style-type: none"> Item 3 - Presentation: Making Space for Water 	Elizabeth Johnson Principal Healthy Waters Strategic Programme Yasmin Hall Relationship Advisor	Keeping informed	Receive an update on the Making Space for Water project.

4.	11:30am	Proposed disposal of 1 Greenway Rise, Hobbs Bay Attachment <ul style="list-style-type: none"> Item 4 - Presentation 	Carl May Team Leader Portfolio Review	Keeping informed	Receive an update on the proposed disposal of 1 Greenway Rise, Hobbs Bay.
	12:00pm	BREAK			
5.	12:30pm	2024/2025 Local Economic and Business Grant and Target Rates Grant review Attachments <ul style="list-style-type: none"> Item 5 - Presentation - Local Economic and Business Grant and Target Rates Grant review Item 5a - FY23 HBLB Economic and Business Grant Criteria Item 5b – Accountability: The Browns Bay Business Association Incorporated Item 5c – Accountability: Mairangi Bay Business Association Item 5d – Accountability: Business Whangaparaoa Incorporated Item 5e – Accountability: Torbay Business Association 	Vincent Marshall Grants Advisor	Keeping informed	Review and provide feedback.

6.	1:00pm	<p>Auckland Emergency Management - Local Board Readiness and Response Plan</p> <p>Attachments</p> <ul style="list-style-type: none"> • Item 6 – Presentation: Local Board Readiness and Response Plan • Item 6a – Memo • Item 6b - DRAFT Hibiscus and Bays Local Board Emergency Response and Readiness Plan 	<p>Glenn Browne Community Planning and Readiness Advisor</p> <p>John Cavanagh AEM Head of Business and Welfare</p>	Keeping informed	Receive an update on the process and draft plan development.
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Role of workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Workshops are not open to the public as decisions will be made at a formal, public local board business meeting.
- (d) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (e) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.

HIBISCUS & BAYS

Local Board Report – March 2024

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Anzac Day Preparations under way. Hibiscus Coast Highway/ Whangaparaoa Road

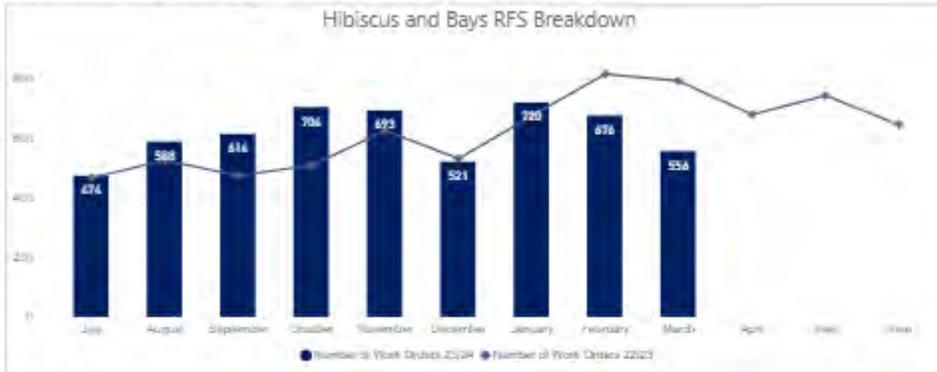
Area Manager update by Sandra May

PERFORMANCE REPORTING

Audit Results and Request for Service

Request for Service Received

Total raised for FY23/24 YTD **5546**



*Only include RFS that have resulted in a Work Order for detail

Breakdown of Top 5 Request for Service for March

Service Name	#Received
Electrical Maintenance Service	55
Loose Litter Collection	51
Plumbing Maintenance Service	38
Structure Maintenance and Repairs	101
Tree Maintenance - General	54

Breakdown of Top 5 Request for Service FY23/24 YTD

Service Name	#Received
Electrical Maintenance Service	586
Loose Litter Collection	326
Plumbing Maintenance Service	559
Structure Maintenance and Repairs	929
Tree Maintenance - General	631

COMMENTARY

RFS number are dropping, with the movement in to wetter and cold weather and reduced daylight, this was expected. Loose litter collection is tracking downwards, which in part will be down to our contractors being vigilant after the bin removal project.

Audit Results



The highlights and lowlights of audits undertaken FY23/24 YTD are:

Highlights YTD
Water Feature
Litter
Gardens & Plants
Furniture, Playgrounds & Recreational Equipment
Building Cleaning

Lowlights YTD
Gardens & Plants
Hard Surfaces & Paths
Streetscapes Green
Tracks (incl. Structures)
Turf

COMMENTARY

Audit numbers are down, but this was expected as we have had a couple of changes on staff/roles and an overlap with previous duties.

The scores have improved reaching 96%. We hope to continue this trend upwards, especially now that bin issues are calming down.



MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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Annual Flower Beds



To ensure the annuals beds were settled in before ANZAC, the planting of these gardens has been brought forward a couple of weeks. This has meant we now have some very pretty flower bed around Hibiscus and bays





MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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Anzac Sites

In preparation for ANZAC day, we have been carrying out cleans/maintenance/painting at the locations of the services



MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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Sherwood Reserve - Playground



Cushion fall top up at Sherwood Reserve, Browns Bay.

Community Reptile Survey Training

17 Volunteers were given a rare and privileged training session at Karaka Cove which will enable those community volunteers to safely identify and record skinks and geckos across the region. Pest Free Hibiscus and Bays volunteers will undertake the surveys in April to add to the understanding of our native taonga species and how their extensive trapping and baiting is contributing to the habitat protection in 109 Reserves on Hibiscus coast. Emphasis was placed on wildlife act requirements, and how to survey them as a community.

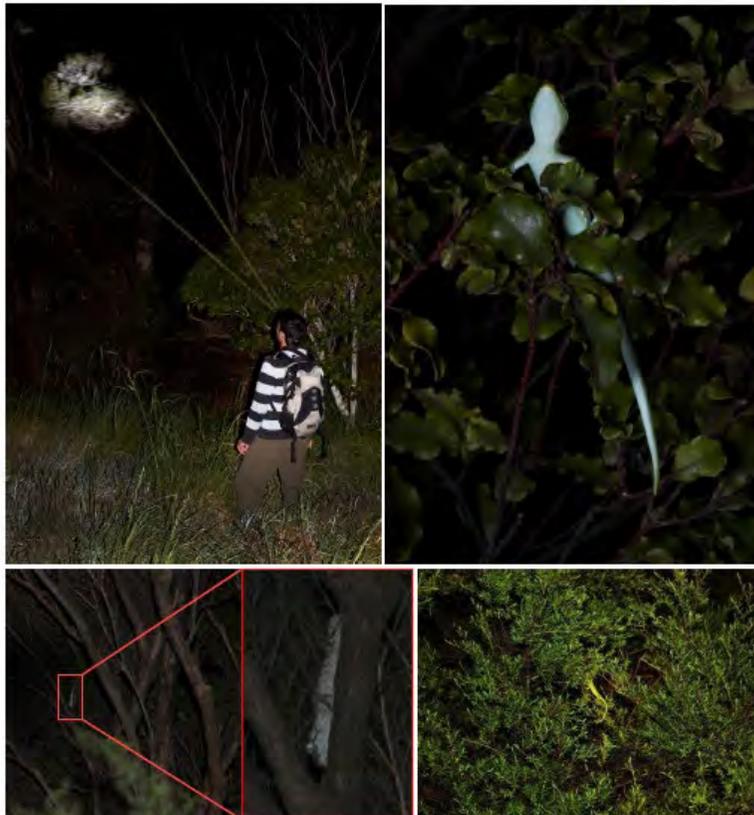


Figure 5. Example images of VES technique, showing the detection of arboreal geckos by their pale ventral surface.



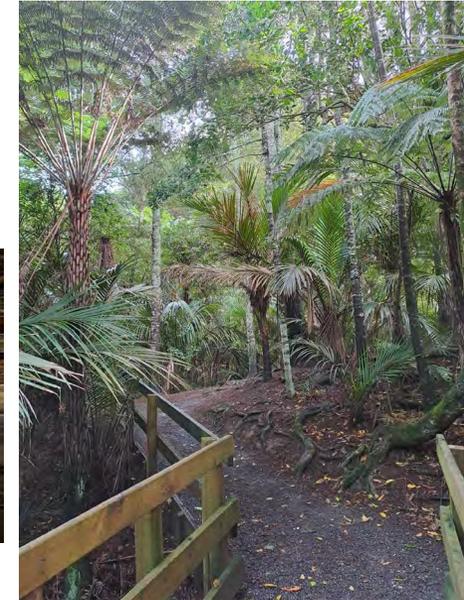
Figure 6. Tracking tunnels used to detect and monitor lizards; gecko (left), skink (right).



Please note: Community Park Ranger will be on annual Leave until May 9th

Updates relating to ongoing workstreams

- Accessibility audits have been carried out at Awaruku Reserve and Sherwood Reserve (Parks Advisory Team). Orewa Reserve is scheduled for an assessment next month.
- Mairangi Bay Reserve Management Plan: Regular catch ups with RSS and the Resilient Land & Coasts Team to inform the Reserve Management Plan review
- Advice provided to Local Board Advisors regarding the process for community groups to develop assets on reserves - Red Beach pump track proposal
- A facebook post has been drafted promoting Waiake Beach Reserve and will be posted on 19/04/24



ARBORICULTURE UPDATE

The cultivation of trees and shrubs

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Arboriculture maintenance – Request for Service



Treescape undertook extensive works in Brandon Reserve, Tiri Road, Manly

A large mature dead Pine tree needed removal due to the risk factors and potential for failure due to the tree leaning towards properties. Treescape utilized their tracked Elevated Work Platform (E.W.P) due to the condition of the tree and it was the safest way to remove the tree.



ARBORICULTURE UPDATE

The cultivation of trees and shrubs

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Arboriculture maintenance – Request for Service



Treescape attend to a significant Pine removal, 25m dead Pine in Hunters Reserve off Stredwick Drive, Torbay. The tree had been highlighted via the 'Report a Problem' online portal. The work utilised Treescape land clearing division as they needed larger machinery. The tree was successfully removed without any damage to the surrounding vegetation and trees with no damage to the reserve itself. The mulch was left onsite and utilised by spreading under the Eucalyptus trees onsite. Job well done.

ARBORICULTURE UPDATE

The cultivation of trees and shrubs

Arboriculture maintenance – Request for Service



Treescape undertook important encroachment pruning on Aberdeen Road, Campbells Bay; a Pepper tree was encroaching on to the road and blocking the street sign warning road users of the school crossing. The work was successful, and the tree is now within specification for road clearance and the sign is visible mitigating potential safety issue.

ECOLOGICAL UPDATE

Plants, animals and their environment

Stredwick Reserve, Torbay

Everything, Including the Bathroom Sink

Stredwick is a General Site Reserve with some critically endangered gumland ecosystem present. Being a General Site, there are only a small number of weeds that are controlled, and unfortunately, there are many more present that are not currently controlled. A significant area of bamboo in the northern-eastern section of the reserve will be the most difficult and costly invasive to control here. It should be tackled before it spreads further, and I will look at making it a priority as funding allows.

Off track, the vegetation is thick and threatening, and so it is bizarre when a random dining set is encountered. How and why did this come to be in the middle of the reserve? I have subsequently logged this (and the bathroom sink) with Report a Problem.

The bathroom rather than the kitchen sink



A bizarre dining set up well off the track



Tangle fern characteristic of a gumland ecosystem

Red roots along the stream are usually from pōhutukawa or rāta



SPORTS FIELDS AND FACILITIES

A field or piece of ground on which agricultural labour is carried out enclosed areas of sports pavilions, stadiums etc

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Metro Park

The team have been working on the larger irrigation repairs now the weather has started to slow down into fall.

Some of this work is challenging during the summer period when the irrigation is running full capacity and needs to be fully shutdown to perform the work.

The team are now working on all irrigation repairs and replacing sprinkler heads and raising the ones that have dropped during summer.





NOTIFICATIONS

Community leasing and land-owner approvals

Community Leasing

Community lease movements

- Report regarding a new lease to Torbay Tennis at Watea Road Reserve set down for April business meeting
- Awaiting lease application information and trust entity issues to be resolved between Metro Community Sports Charitable Trust and Metro Community Trust.
- Awaiting information from the Orewa Tennis Club regarding proposed new development and lease extension for padel tennis courts at the club.
- Proposed lease surrender of Stillwater Community Hall set down for discussion at a local board workshop during April.

Land Advisory

Land-owner applications received are assessed by Land Use Advisory and reviewed by Community Facilities staff. The board will be contacted for feedback in due course.

There were three landowner approval applications **received** in the Hibiscus and Bays Local Board area during March 2024:

- An application by One New Zealand Limited to undertake earthworks at Orewa Reserve and install cable ducting at the southern end of the Orewa Motor Camp, the northern bank of the Ōrewa estuary within the Orewa Reserve and southern bank of the Ōrewa estuary within Amorino Park.
- An application by the Sauna Collective to operate a mobile sauna at Orewa Recreation Reserve.
- An application by the owner of 77 Cliff Road, Torbay to construct a retaining wall partially within Mara Street Reserve.
- An application by the owner of 47 Churchill Road, Murrays Bay for temporary access to Churchill Reserve to facilitate construction of a palisade wall on private property adjacent to the reserve.

There were two landowner approval applications **approved** in the Hibiscus and Bays Local Board area during March 2024.

- An application by Blue Penguin Ltd to operate an ice-cream truck within Stanmore Bay Park and Orewa Recreation Reserve.
- An application by Lisa Jane's Coffee to operate a coffee cart at Arundel Reserve, Orewa.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Urban Ngahere Strategy – planting plans FY2023/2024

The selection of trees for these sites include a mixture of native and exotic climate ready species. There is a total of 37 trees to be planted across the two sites. Planting will take place in May/June 2024.

Totara Views Reserves, Red beach: 20 trees



Waldorf Reserve in Orewa Heights: 17 trees



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Whangaparaoa Library – Gutter replacement

Works have commenced the replacement and renewal of the gutters and membrane on the Whangaparaoa Library roof. The scaffolding in place may require some redirecting – however all access ways are open for use. Contractor is keeping in touch with the onsite stakeholders to keep them informed on progress. Completion in April 2024.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Pumptrack relocation to Mairangi Bay

The pumptrack was relocated from Metro Park East to Montrose Reserve in Mairangi Bay on the 11th of March and will stay onsite until the next move in October 2024.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Signage renewal and improvements update

Signs from Arundel Reserve to Moenui Reserve have all been renewed. This includes the entrance signs, regulatory signs and some new wayfinding signage for Arundel Reserve and Moana Reserve. Dog access signs have been updated to reflect that dogs can be under control off leash at all times in Arundel Reserve and need to be on leash at all times along Orewa Marine Parade, Moana Reserve and Moenui Reserve.





PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Hibiscus and Bays – Park Buildings – Public Toilet Murals Complete



Murals completed:

Red Beach (above),

Sherwood Reserve
(left),

Deep Creek
Reserve (right).



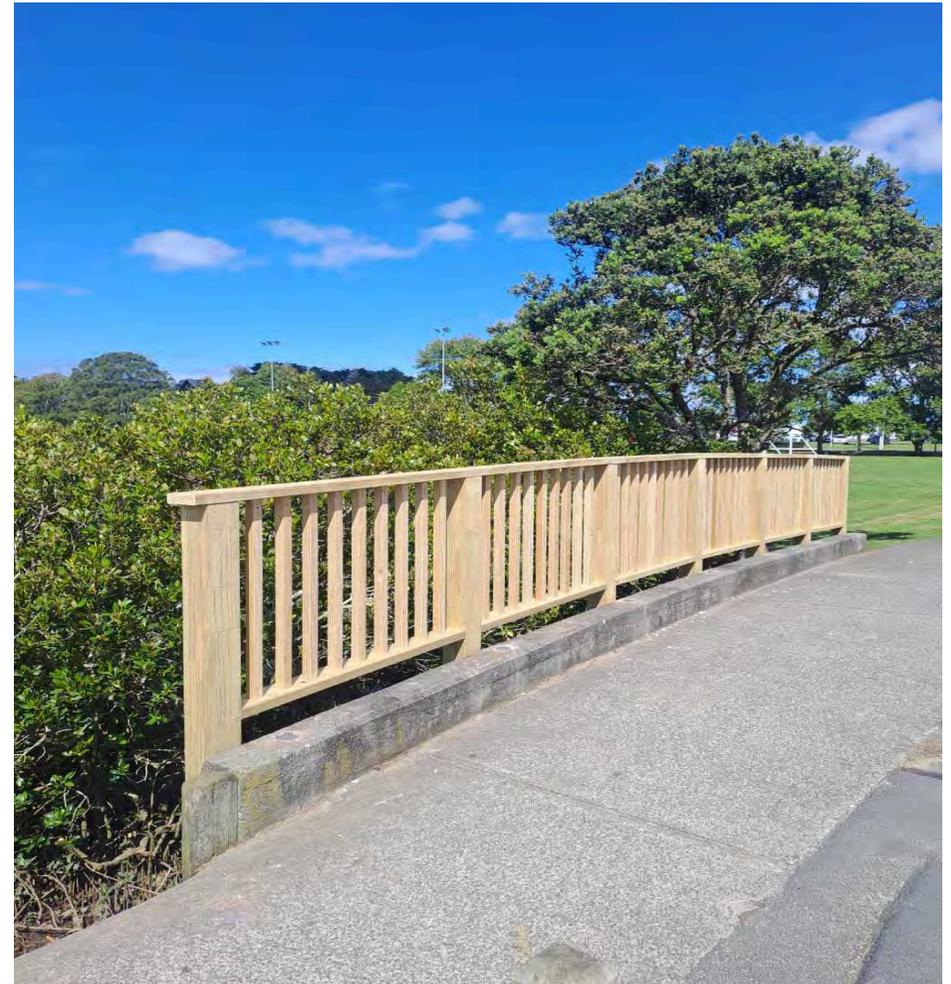


PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Stanmore Bay Park Bridges – Renewal Works

Bridge (next to carpark) complete



Painting of the balustrade in April 2024.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Renewal Works at Stanmore Bay Park Bridges

Bridge (within sports field) under construction



Completion of this bridge anticipated in April 2024 prior to winter football junior programme starting.

PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Roof Replacement and Seismic Strengthening works at Orewa Community Centre

All works within Orewa Community Centre are complete and the centre reopened.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Notification of Works - Waiwera Beach Seawall Renewal

Construction is tentatively scheduled to start on Monday 22nd April 2024 and will be completed by 17th May 2024 (total duration subject to change, based on tides and working conditions).

Mobilisation and Site establishment on Friday 19th April 2024.

Seawall Renewal work at Waiwera place reserve is being carried out to ensure reserve edge is protected against coastal process. Scope of physical works is set out to achieve following objectives:

- Re-stacking of existing armouring rocks to achieve a gentler slope in order to improve structural integrity and to better dissipate wave energy.
- Import and place additional rock armouring.
- Place geotextile cloth at crest and toe of seawall between interface of existing ground and rock armouring.
- Remove gabion baskets from toe of the seawall and at stormwater outlet.
- Remove gabion sized rocks and place directly behind crest of seawall.
- Place rock spawl scour protection at existing stormwater outlet and epoxy exposed reinforcing steel.

The works are restricted from Monday to Friday. No work will take place on holidays or weekends.

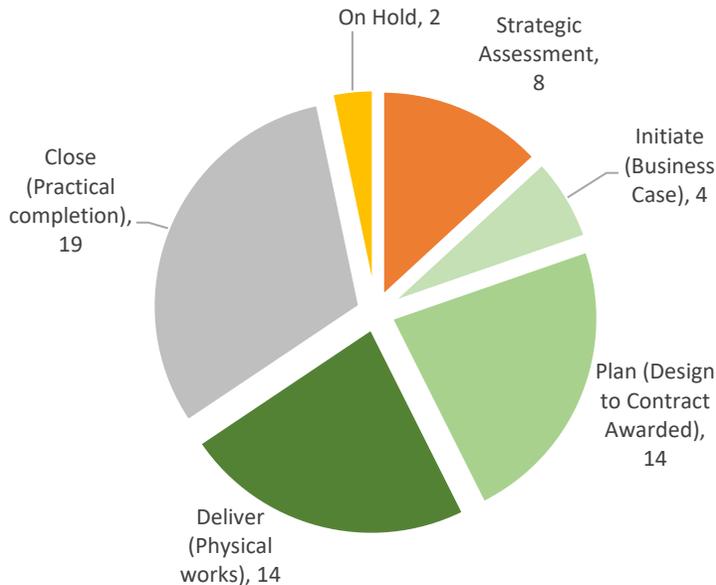


NOTIFICATIONS PROJECT DELIVERY STATUS

Project Delivery

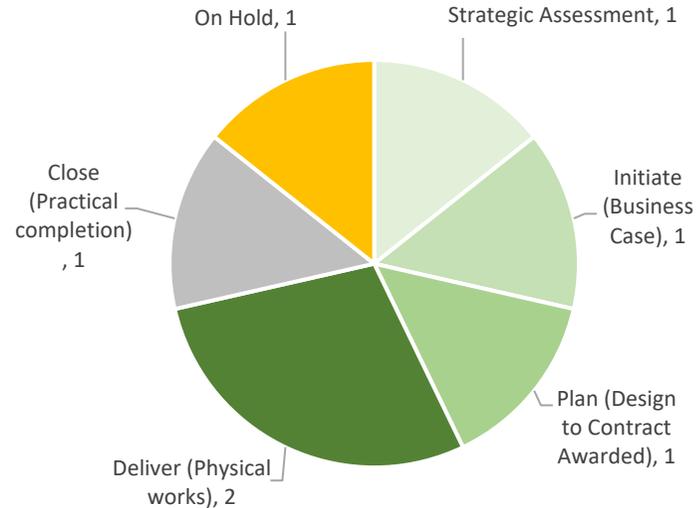
Hibiscus and Bays Local Board - Project Status

Total Number of Projects - 61



Total Number of LDI Projects - 7

Hibiscus and Bays Local Board - Project Status



Notifications - Next Month

Storm Remediation Works

Renewal of Mairangi Bay Park – retaining wall near Bowling Club

Renewal of damaged track at Deborah Reserve, Okura

Renewal of damaged foot bridge at Brookvale Reserve, Stanmore Bay

PROJECT DELIVERY

Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
(OLI) Kohu Street to Marine View, Orewa Beach - renew northern seawall	Green - On Track	Current status: Review of the detailed design is underway. Property survey inspections for properties adjacent to the foreshore are continuing. An application has been submitted to councils Resource Consent team, to ensure the design is 'in General Accordance' with the approved consent. Tender documents are being finalised. The quarterly project newsletter for the community has been drafted. Next steps: The tender process is planned for April. Building consents will be submitted when the design review is complete. Distribution of the newsletter will take place in early April 2024.	Baseline					
			Forecast/Actual					
86 Harvest Avenue, Ōrewa - develop new neighbourhood park	Green - On Track	Current status: The final concept design has been approved in August 2023. Resolution number HB/2023/121. Contract for construction works of the playground awarded. Next steps: Play equipment arrival by June/ July 2024. Construction works commencing onsite in May 2024.	Baseline					
			Forecast/Actual					
Aickin Reserve - install walkway lighting	Green - On Track	Project completed October 2023.	Baseline					
			Forecast/Actual					
Bushglen Reserve - implement concept plan	Green - On Track	Current status: Resource consent conditions being worked through with regard to restorative planting requirements. Awaiting resource consent outcome. Next steps: Volunteer involvement capacity being understood so physical works can commence under permitted activities if resource consent approval is delayed. Expecting works to start by April/May 2024.	Baseline					
			Forecast/Actual					
Centennial Park, Campbells Bay - renew road	Green - On Track	Current status: Construction works nearly completed, minor defects to be worked through. Bollard/timber railing renewal through some of the park to be completed before mid April 2024. Next steps: Practical completion walk over with contractors.	Baseline					
			Forecast/Actual					
Centreway Reserve - renew bridge	Green - On Track	Project completed March 2023.	Baseline					
			Forecast/Actual					
Churchill Reserve - renew walkways and gardens	Green - On Track	Current status: Detail design in progress in conjunction with subject matter expert feedback. Next steps: Tender process close on being initiated so work can be booked in for financial year 2025.	Baseline					
			Forecast/Actual					
Cranston Street Reserve - renew play space	Green - On Track	Current status: Have your say feedback received and concept design developed off of this feedback. Next steps: Present concept design for approval and scope lock ready for tender process.	Baseline					
			Forecast/Actual					
D'Oyly/Stanmore Bay Weir Reserve - renew play space	Green - On Track	Project completed August 2023.	Baseline					
			Forecast/Actual					
Dacre Historic and Esplanade Reserve - improve coastal walkway	Green - On Track	Current status: Physical works commenced on 11/March/2024 Next Steps: Completion is anticipated by the end of March 2024.	Baseline					
			Forecast/Actual					
East Coast Bays Community Centre - refurbish buildings	Amber - At Risk	Current status: Developed design is underway. Next steps: Physical works to commence in future years.	Baseline					
			Forecast/Actual					
East Coast Bays Leisure Centre - reconfigure front of house & renew bathroom flooring	Green - On Track	Project complete in March 2023.	Baseline					
			Forecast/Actual					
East Coast Bays Leisure Centre - refurbish building	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					

PROJECT DELIVERY

Status and summary updates

				Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
				2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4		
Edith Hopper Park - renew play space	Green - On Track	Current status: Concept design developed and presentation prepared for Local Board review. Next steps: Confirm concept design, scope lock and progress to detailed design.	Baseline Forecast/Actual						
Fitzwilliam Drive Reserve - renew walkways and stairs	Green - On Track	Current status: The track renewal works has been completed in June 2023. Next steps: Close out project.	Baseline Forecast/Actual						
Freyberg Park - demolish and rebuild main park building	Green - On Track	Project completed December 2022.	Baseline Forecast/Actual						
Freyberg Park - renew car park and retaining wall	Amber - At Risk	This project will be scoped for works to commence in future years.	Baseline Forecast/Actual						
Freyberg Park - renew sports field # 3	Green - On Track	This project will be scoped for works to commence in future years.	Baseline Forecast/Actual						
Gilshennan Reserve - renew play space and footpaths	Green - On Track	Current status: Review of strategic assessment and network requirements. Review play provision and identify engagement strategy. Site visit with subject matter experts scheduled for 20 March 24 to obtain design requirements and develop public engagement plan. Next steps: Deliver public engagement plan by April- May 2024.	Baseline Forecast/Actual						
Hibiscus & Bays - renew carparks 2020/2021+	Green - On Track	Project completed December 2022.	Baseline Forecast/Actual						
Hibiscus & Bays - renew reserve roads and carparks 2023/2024+	Green - On Track	This project will be scoped for works to commence in future years.	Baseline Forecast/Actual						
Hibiscus & Bays - replace swimming pontoons	Green - On Track	Project completed March 2024.	Baseline Forecast/Actual						
Hibiscus and Bays - actions from signage audit	Green - On Track	Current status: The last signs are being manufactured. Next steps: Installation planned during October/November for remaining signs.	Baseline Forecast/Actual						
Hibiscus and Bays - develop dog parks	Green - On Track	Current status: Staff attended a local board workshop on 28 October 2021 to present the development plan for a dog park at Western Reserve, Ōrewa. Next steps: Attend workshop with local board to gain direction on community engagement and extent of dog park facilities.	Baseline Forecast/Actual						
Hibiscus and Bays - Ngahere urban forest strategy - implement Planting Plans	Green - On Track	Current status: Waldorf Reserve and Totara Views Reserves are the sites that will be planted this year. Next steps: The planting plans will be provided in the local board report for March. Planting to take place in May/June 2024.	Baseline Forecast/Actual						
Hibiscus and Bays - remediate storm and cyclone affected assets	Green - On Track	This project is no longer required and is replaced with #45723 Hibiscus and Bays - Storm Capex Damage - Renewals. Which has been centrally approved as a storm response budget and will be used towards remediating the storm damaged assets.	Baseline Forecast/Actual						

PROJECT DELIVERY

Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Hibiscus and Bays - renew furniture and fixtures 2023/2024+	Green - On Track	Current status: Scoping of sites has been scheduled. Next Steps: Scoping documents to be formulated for pricing in May 2024.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew park buildings 2021/2022+	Green - On Track	Project completed July 2023.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew park buildings 2024/2025+	Green - On Track	Current status: Orewa Reserve Exeloo ordered for delivery and install. Whangaparaoa Library gutter replacement work underway in March 2024. Next steps: Additional park building sites to be visited and prioritised for financial year 2025.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew park play spaces 2023/2024+	Green - On Track	Current status: Sites for initial design to be scoped in the next few months. Next steps: Priority list created and planning phase continued for delivery in future years.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew park structures	Green - On Track	Project completed December 2023.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew playground components and drainage 2021/2022+	Green - On Track	Current status: Renewal of edging and drainage at Rothesay Bay playground scheduled to commence in January followed by renewal works at Gulf Harbour Recreation Reserve. Next steps: Project close out.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew playground components and drainage 2024/2025+	Green - On Track	Current status: Strategic assessment of requirements at each location being worked through to determine scope. Next steps: Physical works to commence in future years.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew signage	Green - On Track	Current status: Dog access signs have been renewed along Orewa Marine Parade and entrance signs at Red Beach Lookout, Aickin Reserve and Shadon Springtime Reserve. Next steps: The next signs to be created and installed include Edith Hopper Park, Manly Beach, Campbells Bay, Murrays Bay, Mairangi Bay, Brunton Park and Ashley Reserve.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew sports field assets	Green - On Track	Current status: Renewal of basketball hoops at East Coast Leisure Centre completed in December 2023. Next steps: Continued planning for renewing assets at identified sites for FY25.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew tracks and footpaths 2024/2025+	Green - On Track	Current status: Western Reserve asphalt renewal and D'Oyly Reserve walkway renewal to be scoped March 2024 for completion this FY24. Next steps: Schedule site visits for other sites that require work, and plan physical works for FY25.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - renew walkways and paths 2021/2022+	Green - On Track	Project completed September 2023.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - Storm Capex Damage - Renewal	Green - On Track	Current Status: The project is being phased out into various stages depending on site priority. A concrete path section at Te Tara Tahuna Cycleway has been completed. New timber barrier has been installed along Clifftop walkway completed, reinforcing of bank at Glenelg Res completed. Okoromai Walkway completed and Swann Beach Reserve fence has been completed. Next Steps: Mairangi Bay Park retaining wall and Brookvale Reserve bridge reinstatement due to being March and April, 2024. Renewal of Murrays Bay and Browns Bay boat ramp has been scheduled to start at end of April 2024. Deborah Reserve tracks and boardwalk renewal due to start March 2024.	Baseline					
			Forecast/Actual					

PROJECT DELIVERY

Status and summary updates

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			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Hibiscus and Bays - Water Feature - renew minor assets	Green - On Track	Current steps: The misting feature is connected to the wind vane to operate only when the wind speed is <5 knots. Testing successful and local board have approved this system. Next steps: Contractor requested to provide a quote to trench and connect the wind vane to pole for a more permanent arrangement.	Baseline Forecast/Actual					
Hibiscus and Bays- Investigate and implement recreation facilities in partnership with the community	Green - On Track	Current status: Investigating site options and community groups for partnerships and sponsors. Next steps: Establish the best sites for recreation facilities and develop relationships with community groups and sponsors.	Baseline Forecast/Actual					
Hibiscus Coast Community House - renew roof and spouting	Green - On Track	Project completed August 2023.	Baseline Forecast/Actual					
Mairangi Bay Beach Reserve - renew bridge across creek by Surf Club	Green - On Track	Current status: Commence design works including preparation of coastal permits and resource consent documentations. Next Steps: Construction work is planned to commence in FY25.	Baseline Forecast/Actual					
Mairangi Bay Reserve - implement development plan	Green - On Track	Project on hold, awaiting the Revised Reserve Management Plan. Current status: Professional services developed preliminary design of the turning heads on Sidmouth Street and Montrose Terrace to prepare for the pedestrianisation of Montrose Terrace along the beachfront. Next steps: Await results of the Mairangi Bay Reserve Management Plan review before progressing further designs of the turning head options and overall concept design of the reserve development.	Baseline Forecast/Actual					
Minor Capital works - Hibiscus and Bays	Green - On Track	Current status: Next steps:	Baseline Forecast/Actual					
Murrays Bay and Crow's Nest Rise Walkway - renew pathways	Green - On Track	Current status: Detail design in progress. Subject matter experts engaged for Resource Consent requirements. Next steps: At completion of design phase preparation for tender process.	Baseline Forecast/Actual					
Murrays Bay Wharf – renewal of handrails	Green - On Track	Project scoping will be done in FY25.	Baseline Forecast/Actual					
Okura Hall - refurbish building	Green - On Track	This project will be scoped for works to commence in future years.	Baseline Forecast/Actual					
Orewa Community Centre - renew roof	Green - On Track	Current status: Physical work is underway. Next steps: Arrange a certificate of public use.	Baseline Forecast/Actual					
Orewa Library - comprehensive renewal incl. roof	Green - On Track	Current status: Business report is being prepared for local board approval. Next steps: Await local board decision.	Baseline Forecast/Actual					

PROJECT DELIVERY

Status and summary updates

				Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
				2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4		
Rosario Reserve - renew play space	Green - On Track	Current status: Project to be scoped in future years. Next steps: Community engagement to take place in future years to inform scope.	Baseline Forecast/Actual						
Shadon/Springtime Reserve - renew playspace	Green - On Track	Project completed August 2023.	Baseline Forecast/Actual						
Stanmore Bay Park - renew park bridges	Green - On Track	Current status: Construction work for bridges #1 & #2 is underway. Next steps: Construction work for bridge #3 is planned in FY25.	Baseline Forecast/Actual						
Stanmore Bay Park - renew sports field #4 and Raiders Club sports field lights	Green - On Track	Project completed October 2023.	Baseline Forecast/Actual						
Stanmore Bay Pool & Leisure Centre - renew minor assets	Green - On Track	Current status: Resurfacing and renewing of stadium 1 & 2 floors. Next steps: Received quote. Planning in progress to undertake this work.	Baseline Forecast/Actual						
Stredwick Reserve - renew walkways	Green - On Track	Project completed December 2023.	Baseline Forecast/Actual						
Torbay Heights - renew walkways and stairs	Green - On Track	Current status: Resource consent preparation in progress. Subject matter experts engaged with site inspection scheduled for March 2024. Next steps: Existing permitted activity being considered so work can commence on there areas whilst resource consent is sought for relevant items that require it.	Baseline Forecast/Actual						
Victor Eaves Park - renew baseball diamond	Green - On Track	Project completed October 2023.	Baseline Forecast/Actual						
Victor Eaves Park - renew premium cricket ground	Green - On Track	This project will be scoped for works to commence in future years.	Baseline Forecast/Actual						
Waiake Beach Reserve – remediate boardwalk and storage shed	Green - On Track	Current status: Our consultants are working on the detailed design. Next steps: Refine the detailed design and apply for resource consent.	Baseline Forecast/Actual						
Western Reserve - renew skatepark half-pipes	Green - On Track	Current status: Engage an artist to paint a mural on the end of the new skate ramp and prepare skate ramp for painting. Next steps: Present artwork to local board before implementation.	Baseline Forecast/Actual						
Whangaparaoa Library - comprehensive renewal	Green - On Track	Project completed November 2023.	Baseline Forecast/Actual						

Ventia Update

Making Space for Water

Elizabeth Johnson – Principal, Wai Ora Strategic Programmes

Hibiscus and Bays local board – 14 May 2024



Workshop purpose

Update on categorisation progress in Hibiscus and Bays local board area

MSFW projects

Advice for Local Board funded projects



Categorisation Update

2751 homeowners have voluntarily opted into the categorisation process regionwide

121 of these are in Hibiscus and Bays Local Board

People can opt-in **until 30 September**



Making space for water initiatives

Operations and maintenance

- Increased maintenance
- Flood intelligence

Neighbourhood solutions

- Community flood resilience
- Stream rehabilitation
- Blue-green networks
- Rural settlements

Site specific interventions

- Overland flow path management



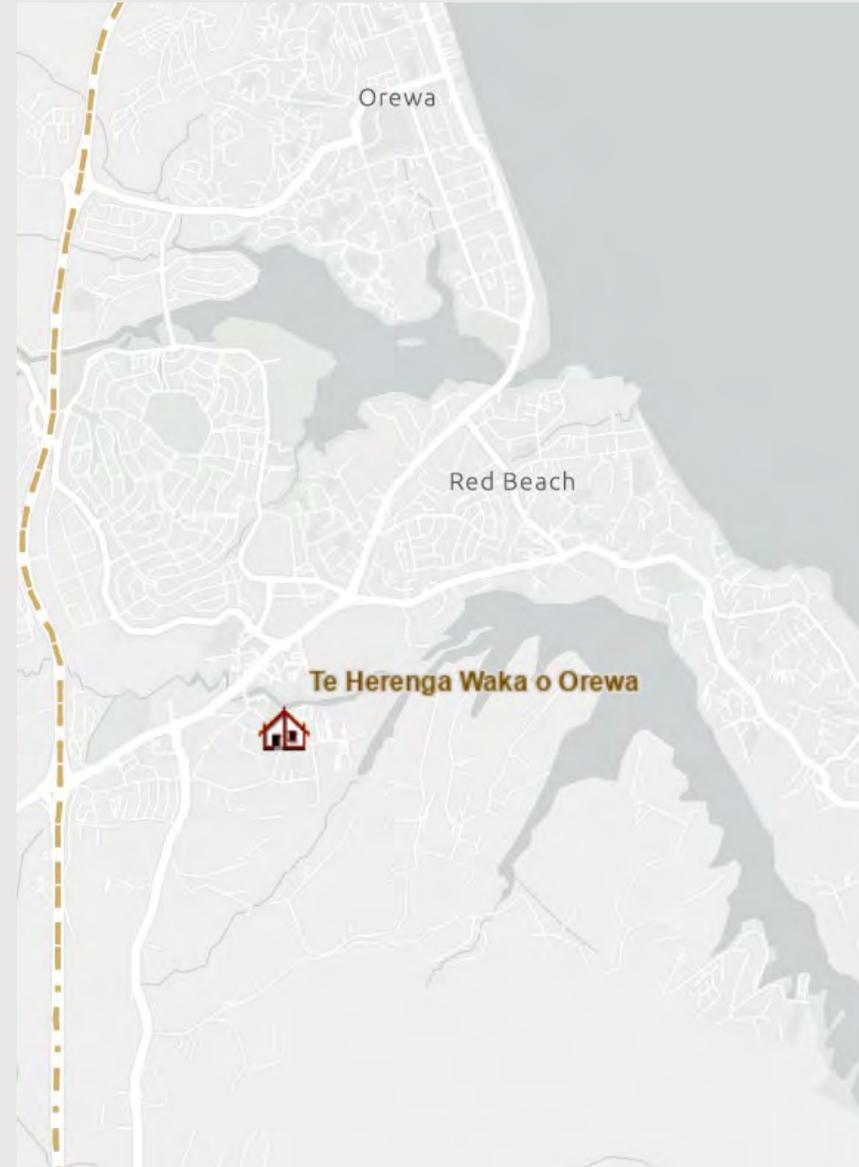
Stream clearance and maintenance

- Streams in private property remain private responsibility
 - Compliance processes to manage blockages
- Community flood resilience initiative educates people on what they can do
- Streams through public land are maintained based on risk
 - Focus on conveyance not amenity
 - Remove blockages, debris
 - Plants that have fallen into the stream



Working with Māori

- MSFW has identified opportunities to work with Māori across all initiatives
- 1 marae in Hibiscus and Bays
- Connecting with communities, building marae resilience, local employment



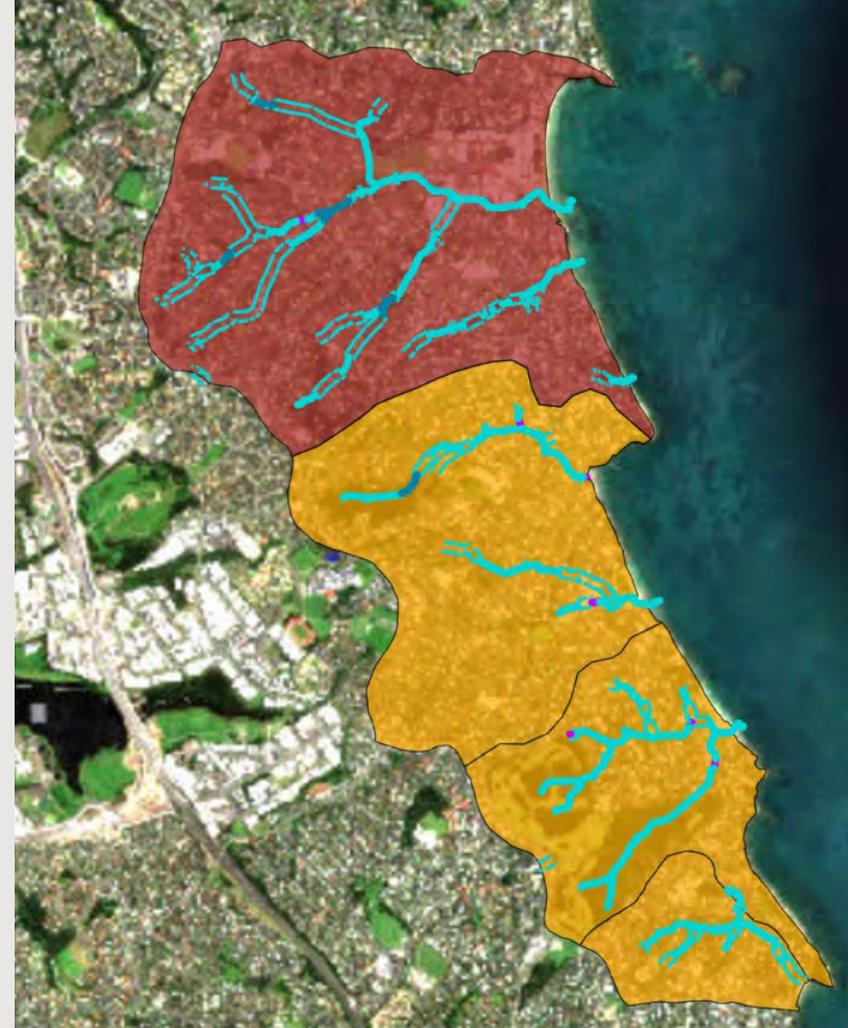
Promoting preparedness

- Central government funding to increase winter storm preparedness
- Includes budget for communications
- Flyers available online and in community hubs
- Practical tips on reducing property risk, including consent information
- Promoting 'Flood Viewer'



Stream criticality

- Network ‘pinch points’
- Known flood risk areas
- Erosion risks
- Population impact
- Public v private stream length
- Velocity, slope, depth
- Assessing where work is needed, to inform future rehabilitation projects



Local board funded flood projects

- Multiple boards wanting to deliver locally funded projects
- Risk of mis-alignment, cross-messaging, inefficient use of staff time
- Recommend advocating to the MSFW team for the work you want to see delivered
- Identify ways existing projects can complement future work







1 Greenway Rise, Hobbs Bay

May 2024

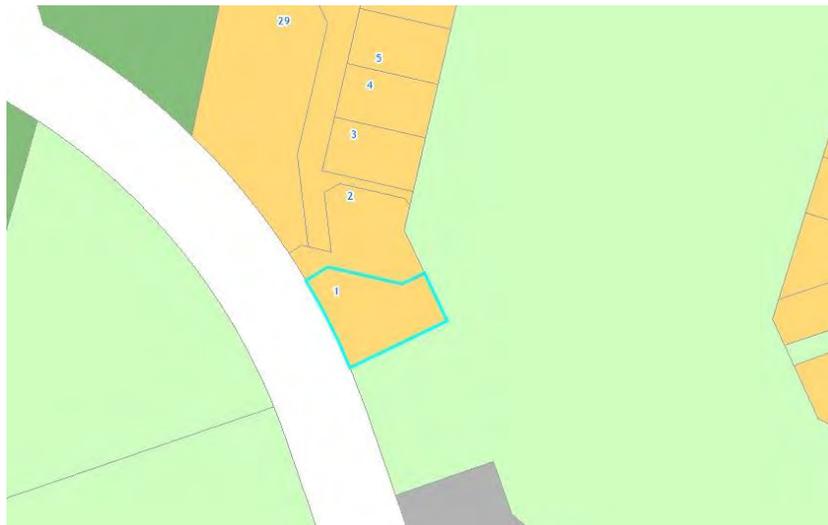
1 Greenway Rise, Hobbs Bay



Aerial view



Google Streetview. Parcel boundary in red



Zoning: Residential – Mixed Housing Suburban



Oblique aerial view from south-west

1 Greenway Rise, Hobbs Bay



Close-up image of: Blue - 1/27 share accessway; Red - Lot 2 DP 309774; Yellow- Lot 1 DP 309774; Purple crossed area - easement area A in favour of Lot 1 over Lot 2



Indicates encroachment in red of the Alec Craig Walkway over Lot 1 Greenway Rise



Adj. 791 Whangaparaoa Road

May 2024

Adj. 791 Whangaparaoa Road



Aerial view



Google Streetview. Parcel boundary in red



Zoning: Open Space – Conservation



Oblique aerial view from west

Service Properties

1. Local board has delegation to approve disposal
2. Could be treated as optimisation
3. Reserve revocation required
4. Council committee has delegation
5. Eke Panuku Board approval June 2024
6. Local Board resolution July 2024
7. Reserve revocation – 6 months to 2 years



eke panuku

Ngā mihi

Review of Transitional Rates Grants & Local Economic and Business Grant 2024/2025

Vincent Marshall

Grants Advisor



Purpose

Review the **2024/2025 Transitional Rates Grant Criteria** Outcomes

- Priorities
- Eligibility criteria
- Important factors



Transitional Rates Grants

- The Transitional Rates Grants round is a closed round only available to existing recipients of the grant round, and is intended to provide rates support to local groups in the Hibiscus and Bays Local Board area.
- Transitional Rates budget was allocated to local boards from Legacy Rates grants and have been continuing since amalgamation.
- From 1 July 2021, this budget falls under the complete discretion of the local board



Transitional Rates Grants – Objectives

The following Objectives apply to Transitional Rates Grants:

- to meet the needs of residents of the Hibiscus and Bays Local Board area, by facilitating ongoing provision of non-commercial (non-business) in such fields as community services, recreational or sporting services
- to assist organisations to provide services during their path to financial self-sustainability to deliver programmes. Consideration will be given to other sources of income each organisation has available such catering income as well as the organisation's Financial Statements
- to make membership of the organisation more accessible to all.



Transitional Rates Grants – Criteria

The following Criteria apply to Transitional Rates Grants:

- Transitional Rates Grants will only apply to land owned by the council or owned and occupied by a charitable organisation, which is used exclusively or principally for sporting, recreation, or community purposes and is located in the Hibiscus and Bays Local Board area.
- Transitional Rates Grants will not apply to organisations operated for private pecuniary profit or which charge tuition fees based on the principal of cost recovery



Transitional Rates Grants – important factors

Important factors for a successful application (where appropriate to a proposed event/project or activity):

- The application for a Transitional Rates Grant must be made in round one of the Hibiscus and Bays Grants Programme and must be applied for the same financial year.
- Note that successful recipients of the Transitional rates scheme will likely receive their grant after the first instalment of their rates are due. The prompt payment of an organisations rates is not the responsibility of the local board.
- All other rules for Transitional Rates Grants are as per the Hibiscus and Bays Grants Programme guidelines for other applications.
- Recipients of the transitional rates grant are also eligible to apply for Hibiscus and Bays Contestable Grants including the Facilities grant.



Purpose

Review the **2024/2025 Economic and Business Grants review**

- Criteria FY22/23
- Accountability FY22/23
- Moving forward FY24/25
- Round dates



Local Economic and Business Grant FY22/23

In FY22/23 the local board hosted a local economic and business grant of \$50,000, a closed round funding to assist **business associations** with funding for planning and developing programmes and projects to support and grow local businesses who contribute to the area's local economic prosperity.

The Local Economic and Business Grant could assist with:

- providing essential skills training for businesses and their staff to increase their business capability
- undertaking a needs analysis to identify issues and opportunities, actions, or initiatives, for business or business sectors
- developing resilience and recovery plans focused on individual businesses, strategic business clusters or sectors
- supporting programmes for business-to-business support using local service providers
- exploring strategic alliances and collaboration opportunities with other local business areas
- opportunities for increased



Specifically, the group needed to focus on the outcome of “Having a strong local economy that supports thriving town centres that attract visitors and business investment and provide opportunities for people to live, work and play locally” LBP 2020.

A strong local economy means that there are:

- more business choices for residents
- more local jobs and employment opportunities
- increased business prosperity
- reduced pressure to commute
- viable and sustainable local business, products, and services.

Application with the below alignment will be prioritised:

- local place-shaping, that adds value by making improvements to town centres to celebrate local businesses and the town centre environment
- opportunities for increased local employment and local recruitment and business supporting business
- providing skills and training that support staff recruitment, upskilling and retention
- focuses on local business resilience and developing plans that move towards economic prosperity.

Priority for eligibility:

- application must clearly outline and state the economic benefit to the local business community
- can be upscaled, by leveraging from other funding or resources
- include a significant contribution from the business association applicant (financial, time, volunteers etc.)
- includes partnerships and collaboration for example, between businesses, the community and business associations



Local Economic and Business Grant FY22/23 accountability

Business name	Project name	Amount	Purpose	Outcome
The Browns Bay Business Association Incorporated	Browns Bay Consumer Spending	Grant \$5,250 Project spend \$5,250	<p>Subscribing for the Marketview BID portal to acquire statistical information for measuring and understanding our customers spending within the wider market.</p> <p>Online access to data and easy-to-interpret reports will enable the measurement and analysis of inflow spending in the Browns Bay BID, from which we can identify opportunities to develop and grow the area's economy.</p> <p>Consumer spending trends (debit card/Eftpos and credit card) by BID, customer origin, business category and date range are easily identifiable, and comparisons are available against other Auckland BIDs.</p> <p>A relatively new tool (Event Analyser) measures the impact of specific events, for example, promotions, community events, holidays, weather, road closures, etc. Reports can be extracted into CSV and customised/reformatted.</p>	<p>Please explain how the funding priority/priorities were met</p> <p>Marketview data is being used by the Town Centre Manager and Executive Board to inform decision-making and assess the success of initiatives in quantitative terms. Relevant data is being made available to stakeholders such as local real estate agents who are actively promoting Browns Bay and seeking commercial tenants. It is also available to businesses and landlords.</p> <p>400 pax reached.</p> <p><i>*Please see attachment for budget breakdown, feedback from participants etc.</i></p>



Local Economic and Business Grant FY22/23 accountability

Business name	Project name	Amount	Purpose	Outcome
Mairangi Bay Business Association	East Coast Bays Business Improvement Districts (BIDs) Collaboration - Restaurant trail featuring 14 restaurants in Long Bay, Torbay, Browns Bay, Murrays Bay, Mairangi Bay and Campbells Bay.	Grant \$14,000 Project spend \$14,124	Two stage project: Stage 1 is to bring representatives from Mairangi Bay Village BID, Torbay BID and Browns Bay BID together in a professionally facilitated workshop(s) to tease out opportunities for them to collaborate together for the benefit of the business community. Stage 2 is focused on implementing one of the initiatives identified. Further detail on what Stage 2 will involve will only be available after the facilitated workshop and alignment of ideas with the criteria for this grant.	Please explain how the funding priority/priorities were met Professionally facilitated workshop carried out. Project identified - restaurant trail featuring 14 restaurants in Long Bay, Torbay, Browns Bay, Murrays Bay, Mairangi Bay and Campbells Bay. Trail mapped out and highlighted the many dining experiences available in East Coast Bays, featuring top restaurants between 1st July and 11th August 2023. 70,000 pax reached. <i>*Please see attachment for budget breakdown, feedback from participants etc.</i>



Local Economic and Business Grant FY22/23 accountability

Business name	Project name	Amount	Purpose	Outcome
Business Whangaparaoa Incorporated	Buy local campaigns, networking events, promotion through sponsorships, opportunities to learn and grow their businesses through network speakers and providing local and wider information to events and activities	Grant \$15,000 Project spend \$15,378	Through our events, activities and support services we target these to support local businesses and in turn this supports our local community. Business and community are entwined and require support from each side for prosperity and growth. By supporting business we can help with local mental health and wellbeing.	<p>Please explain how the funding priority/priorities were met</p> <p>We held all our planned events successfully except for one town centre meet up (Red Beach) which will be held in the 2023-24 year. We had 4 very entertaining and informative network speakers - Simon Bridges, Rachel Klaver, Dave Wild and Lester Haycock with good attendance considering post-Covid.</p> <p>Our town centre meet ups included support and advice for businesses and are resulting in activities and collaborative actions between businesses.</p> <p>Our Buy Local campaign was extremely successful and we had a very good turn out to our Meet the Candidates event.</p> <p>We have grown our membership and reached out to more local businesses increasing the awareness of us and our activities and support we offer. We have the support of and work collaboratively with a number of local organisations.</p> <p>20,000 pax reached.</p> <p><i>*Please see attachment for budget breakdown, feedback from participants etc.</i></p>

Local Economic and Business Grant FY22/23 accountability

Business name	Project name	Amount	Purpose	Outcome
Torbay Business Association – Still to come	Kaupapa Tūhono: Facilitating a connected future for business growth	Grant \$9,000 Project spend tbc	<p>Waiake, Torbay, Long Bay and Okura share a history, many values (e.g. sustainability, act local, environmental restoration/protection, creativity and community), a unique lifestyle and love for our environment, shorelines, Marine Reserve and moana. Rapid urban growth has introduced increased demographic and cultural diversity, a juxtaposition of old Auckland suburbia with modern developments, and city-edge lifestyle blocks. Pandemic driven acceleration in work culture shift has resulted in more employees, self-employed people and small business owners working from home. This project aims to facilitate a shared vision for a more connected and supportive area (rohe) in which business people and businesses collaborate to improve our local economy, business and employment opportunities, and resilience. Without this work, division rather than connection will increase.</p>	<p>Please explain how the funding priority/priorities were met</p> <p><i>*update will be provided as soon as available</i></p>



Local Economic and Business Grant FY24/25 - Resourcing issues



In FY 22/23 Tataki Auckland Unlimited provided subject matter expert support to review the grant applications and provide recommendations for funding. The BID team provided support for the collaborative application engaging facilitator to workshop ideas with the three BAs.



Since then, Tataki Auckland Unlimited has been directed by the governing body to focus on other priorities and local support in the economic and business development space is no longer available. Additionally, the BID team within council are BID governance experts only, not experts in the economic development space and therefore are not best placed to provide SME recommendations.



The Grants team have the ability to support the processing of the closed EBG round, however are also not SMEs in the economic space and cannot provide recommendations.



Local Economic and Business Grant FY24/25 - Recommendations

1. Focus on activities that deliver on the LBP 2023 initiatives
 - Encourage local business associations to continue to support business development, to contribute to safer, more vibrant, and attractive town centres, that continue to meet the changing needs of our residents
 - Support an enhanced sense of community through safer, vibrant and connected town centres and neighbourhoods
2. Activities in FY22/23 that have successfully delivered on the above are:
 - Data research
 - Business 2 business networking events
 - Business educationAdditional activities to consider including:
 - Safety improvements

Please provide your comments now



Proposed grant round dates 2024/2025

Transitional Rates Grants				
Grant round	Opens	Closes	Decision made	Projects to occur after
Round One	29 July 2024	6 September 2024	22 October 2024	1 November 2024
Local Economic and Business Grants				
Grant round	Opens	Closes	Decision made	Projects to occur after
Round One	29 July 2025	6 September 2024	22 October 2024	1 November 2024



Thank you



Hibiscus and Bays Local Board - Local Economic and Business Grant

About the Hibiscus and Bays Local Board Economic and Business Grant

The local economic development and business grant funding is intended to assist business associations with funding for planning and developing programmes and projects to support and grow local businesses, who contribute to the area's local economic prosperity.

Businesses are key in providing the "local" in local economic development.

Growing business is not just about doing more, it is about being smarter, future-proofing business, and supporting change to meet the current and future needs.

The Local Economic and Business Grant could assist with:

- providing essential skills training for businesses and their staff to increase their business capability
- undertaking a needs analysis to identify issues and opportunities, actions, or initiatives, for business or business sectors
- developing resilience and recovery plans focused on individual businesses, strategic business clusters or sectors
- supporting programmes for business-to-business support using local service providers
- exploring strategic alliances and collaboration opportunities with other local business areas
- opportunities for increased local employment, local recruitment and local business supporting local business.

The grant is only open to business associations in the Hibiscus and Bays Local Board area.

Applications must demonstrate alignment with the Hibiscus and Bays Local Board Grant Outcomes and funding priorities.

Priorities for Hibiscus and Bays Local Board Local Economic and Business Grant Programme and desired outcomes

The local Economic and Business Grant Funding programme will support activities that meet the Hibiscus and Bays Local Board Plan 2020.

Specifically, they need to focus on the outcome of "Having a strong local economy that supports thriving town centres that attract visitors and business investment and provide opportunities for people to live, work and play locally".

A strong local economy means that there are:

- more business choices for residents
- more local jobs and employment opportunities
- increased business prosperity
- reduced pressure to commute
- viable and sustainable local business, products, and services.

Funding Priorities

We welcome grant applications for projects and programmes that align to the following priorities:

- local place-shaping, that adds value by making improvements to town centres to celebrate local businesses and the town centre environment
- opportunities for increased local employment and local recruitment and business supporting business
- providing skills and training that support staff recruitment, upskilling and retention
- focuses on local business resilience and developing plans that move towards economic prosperity.

Priority for eligibility

We will prioritise applications for the Hibiscus and Bays Local Board local Economic and Business grants that:

- can be upscaled, by leveraging from other funding or resources
- include a significant contribution from the business association applicant (financial, time, volunteers etc.)
- includes partnerships and collaboration for example, between businesses, the community and business associations.
- application must clearly outline and state the economic benefit to the local business community.

Local Economic and Business Grant

Grant round:	Open date	Close date	Decision date	Projects to occur after:
Round One	1 June 2022	8 July 2022	18 August 2022	1 December 2022

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form

Application No. LEBG222301 From The Browns Bay Business Association Incorporated
Form Submitted 7 Feb 2023, 12:20PM NZDT

Contact Details / Ngā kōrero whakapā

* indicates a required field

Applicant

Business Association Name *

The Browns Bay Business Association Incorporated
Must match the name on the bank account information supplied

Address

Physical Address

*
105 Clyde Rd
Browns Bay Auckland 0630
Must be a New Zealand postcode

Please click [here](#) for the postcode finder website

Website

Website address

<http://www.brownsbay.org.nz>

Facebook page

<https://www.facebook.com/LoveBrownsBay>

Contact details

Admin contact person *

Kim Murdoch

Project contact person

Kim Murdoch

Position held in organisation (if applying as an organisation) *

Town Centre Manager

Position held in organisation (if applying as an organisation)

Town Centre Manager

Contact Number *

(02) 2047 9740

Contact Number

(02) 2047 9740

Email address *

manager@brownsbay.org.nz

Email address

manager@brownsbay.org.nz

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form

Application No. LEBG222301 From The Browns Bay Business Association Incorporated
Form Submitted 7 Feb 2023, 12:20PM NZDT

Project/activity information

*** indicates a required field**

Project title *

Browns Bay Consumer Spending
Must be no more than 10 words

Project description based on the application *

Subscribing for the Marketview BID portal to acquire statistical information for measuring and understanding our customers spending within the wider market. Online access to data and easy-to-interpret reports will enable the measurement and analysis of inflow spending in the Browns Bay BID, from which we can identify opportunities to develop and grow the area's economy. Consumer spending trends (debit card/Eftpos and credit card) by BID, customer origin, business category and date range are easily identifiable, and comparisons are available against other Auckland BIDs. A relatively new tool (Event Analyser) measures the impact of specific events, for example, promotions, community events, holidays, weather, road closures, etc. Reports can be extracted into CSV and customised/reformatted.
Must be no more than 120 words

If the project has changed from the above, please describe the changes *

The project has not changed from the description given in the funding application. The data is available to our business community and stakeholders by request to the Town Centre Manager, who can either provide the login or download pertinent details and supply a report.

Must be no more than 200 words.
Include how the wider community can access your project

Amount granted *

\$5,250.00
Must be a dollar amount.

Total amount of grant spent (if different)

\$5,250.00
Must be a dollar amount.

Actual number of people reached *

400
Must be a number.
directly or indirectly, please explain how i.e. campaign reach, business collaboration, etc

Actual date of project/ activity

01/07/2022
Must be a
date.
Start date

30/06/2023
Must be a
date.
End date

Project Outcomes

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form

Application No. LEBG222301 From The Browns Bay Business Association Incorporated
Form Submitted 7 Feb 2023, 12:20PM NZDT

Please select the relevant funding priority/priorities below:

Select main Hibiscus and Bays priority your project supports

Focuses on local business resilience and developing plans that move towards economic prosperity

Please explain how the funding priority/priorities were met

Marketview data is being used by the Town Centre Manager and Executive Board to inform decision-making and assess the success of initiatives in quantitative terms. Relevant data is being made available to stakeholders such as local real estate agents who are actively promoting Browns Bay and seeking commercial tenants. It is also available to businesses and landlords.

How far have you come in meeting these outcomes?

Completely met Partially met Not met

Please tell us how?

The grant funding paid for a 12-month subscription for Marketview. Because of the ongoing nature of the project, meeting outcomes is ongoing.

Must be no more than 200 words

Please upload photos of your project/activity

Filename: Event Analyser-Xmas Pde-3Dec22.pdf
File size: 175.2 kB

Filename: Manager's Report.pdf
File size: 2.7 MB

Filename: Summary Dec22.pdf
File size: 551.1 kB

Project evaluation

Please summarise feedback towards your project/activity, if available

Feedback from some Executive Committee members of the Business Association is that it is helpful to see how our precinct is performing relative to other similar precincts, such as Milford and Takapuna. We must continue to develop our ideas on how access to spend data can help strengthen Browns Bay's business centre, and identify areas of opportunity, such as bringing spending power from other districts, to Browns Bay. Real estate agents find the data helpful for enticing prospective commercial tenants to the area.

This can be from people involved in the project, or from people reached by the project. Must be no more than 200 words

Attach audience/participant feedback if available

No files have been uploaded

Attach response/participant feedback

Based on feedback and your experiences, is there anything you would do differently next time?

No. The tool has many features and the Town Centre Manager continues to learn how to

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form

Application No. LEBG222301 From The Browns Bay Business Association Incorporated
Form Submitted 7 Feb 2023, 12:20PM NZDT

extract data for different requirements. Marketview provides excellent support.

Must be no more than 200 words

Project expenditure

Please provide itemised costs of the project/activity. Refer to your application and the decision outlined in your application decision letter as a guide for what to include.

- If you or your group are GST registered, please **do not** include GST in the amounts.
- If you or your group are **not** GST registered, please **do** include GST (where applicable) in the amounts.

Expenditure item	Amount	Attach evidence of what the grant was spent on e.g. receipts, bank statements, computer generated ledgers (MYOB/Xero)
Annual Subscription	\$5,250.00	Filename: MKT0002261.pdf File size: 78.5 kB
	\$	No files have been uploaded
	\$	No files have been uploaded
	\$	No files have been uploaded
	\$	No files have been uploaded

Communication and marketing

Please share any supporting materials ie flyers, photos, etc

No files have been uploaded

Please summarise feedback from businesses within the BAs/BIDs

No files have been uploaded

Please note you will be required to present to the Hibiscus and Bays Local Board the outcomes of your funding via a forum presentation likely to be held on Tuesday, 7th March. time to be confirmed.

Declaration

I/we declare that to the best of my knowledge the information supplied here by myself or on behalf of the organisation is correct.

Yes No

I/we will be willing to be contacted by council to have the project/activity shared as a good news story.

Yes No

**2022/2023 HBLB Local Economic and Business Grant
Hibiscus and Bays LB Local Economic and Business Grant Accountability
Form**

Application No. LEBG222301 From The Browns Bay Business Association Incorporated
Form Submitted 7 Feb 2023, 12:20PM NZDT

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 2 of 2)

Application No. LEBG222302 From Mairangi Bay Business Association
Form Submitted 31 Oct 2023, 11:53AM NZDT

Contact Details / Ngā kōrero whakapā

* indicates a required field

Applicant

Business Association Name *

Mairangi Bay Business Association

Must match the name on the bank account information supplied

Address

Physical Address

*

386 Beach Rd
Mairangi Bay Auckland 0630
Must be a New Zealand postcode

Please click [here](#) for the postcode finder website

Website

Website address

<http://www.mairangibayvillage.co.nz>

Facebook page

<https://www.facebook.com/mairangibayvillage/?ref=bookmarks>

Contact details

Admin contact person *

Robynne Pringle

Project contact person

Mark Peddie

Position held in organisation (if applying as an organisation) *

Contractor

Position held in organisation (if applying as an organisation)

Chair Mairangi Bay Business Association

Contact Number *

021 909 415

Contact Number

(02) 1211 8545

Email address *

wordworxnz@gmail.com

Email address

chair@mairangibayvillage.co.nz

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 2 of 2)

Application No. LEBG222302 From Mairangi Bay Business Association
Form Submitted 31 Oct 2023, 11:53AM NZDT

Project/activity information

*** indicates a required field**

Project title *

East Coast Bays Business Improvement Districts (BIDs) Collaboration
Must be no more than 10 words

Project description based on the application *

This proposal for funding has two stages.

Stage 1 is to bring representatives from Mairangi Bay Village BID, Torbay BID and Browns Bay BID together in a professionally facilitated workshop(s) to tease out opportunities for them to collaborate together for the benefit of the business community.

Stage 2 is focused on implementing one of the initiatives identified. Further detail on what Stage 2 will involve will only be available after the facilitated workshop and alignment of ideas with the criteria for this grant.

Must be no more than 120 words

If the project has changed from the above, please describe the changes *

The project identified and implemented, was a restaurant trail featuring 14 restaurants in Long Bay, Torbay, Browns Bay, Murrays Bay, Mairangi Bay and Campbells Bay. The project was named Feast Coast Bays and ran between 1st July and 11th August 2023.

Must be no more than 200 words.

Include how the wider community can access your project

Amount granted *

\$14,000.00

Must be a dollar amount.

Total amount of grant spent (if different)

\$14,124.73

Must be a dollar amount.

Actual number of people reached *

70000

Must be a number.

directly or indirectly, please explain how i.e. campaign reach, business collaboration, etc

Actual date of project/ activity

01/07/2023

Must be a
date.
Start date

11/08/2023

Must be a
date.
End date

Project Outcomes

Please select the relevant funding priority/priorities below:

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 2 of 2)

Application No. LEBG222302 From Mairangi Bay Business Association

Form Submitted 31 Oct 2023, 11:53AM NZDT

Select main Hibiscus and Bays priority your project supports

Focuses on local business resilience and developing plans that move towards economic prosperity

Please explain how the funding priority/priorities were met

Professionally facilitated workshop carried out. Project identified - restaurant trail featuring 14 restaurants in Long Bay, Torbay, Browns Bay, Murrays Bay, Mairangi Bay and Campbells Bay. Trail mapped out and highlighted the many dining experiences available in East Coast Bays, featuring top restaurants.

How far have you come in meeting these outcomes?

Completely met Partially met Not met

Please tell us how?

Trail feedback shows restaurants were busy during period of project. Feast Coast Bays encouraged the public to dine at a selection of standout restaurants in East Coast Bays and offered a spot prize of a luxury weekend escape for two, to Mudbrick Winery, including two nights at Mudbrick Cottage and a three course dinner at Mudbrick Restaurant with return ferry fares. Patrons also had the chance to win \$100 vouchers which they could then spend at any of the trail restaurants. There were 24 voucher winners.

Must be no more than 200 words

Please upload photos of your project/activity

Filename: voucher winner.jpg

File size: 213.7 kB

Filename: winner Feast Coast Bays.jpg

File size: 291.7 kB

Project evaluation

Please summarise feedback towards your project/activity, if available

Feedback document attached.

This can be from people involved in the project, or from people reached by the project. Must be no more than 200 words

Attach audience/participant feedback if available

Filename: Feast Coast Bays - Analysis.docx

File size: 22.5 kB

Filename: TBA Feedback for FCB Accountability Report.docx

File size: 16.9 kB

Attach response/participant feedback

Based on feedback and your experiences, is there anything you would do differently next time?

An easier means of entry would be better received.

A digital entry form would simplify collection of entries, avoiding physical collection, and provide better, faster analysis of data.

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 2 of 2)

Application No. LEBG222302 From Mairangi Bay Business Association

Form Submitted 31 Oct 2023, 11:53AM NZDT

Must be no more than 200 words

Project expenditure

Please provide itemised costs of the project/activity. Refer to your application and the decision outlined in your application decision letter as a guide for what to include.

- If you or your group are GST registered, please **do not** include GST in the amounts.
- If you or your group are **not** GST registered, please **do** include GST (where applicable) in the amounts.

Expenditure item	Amount	Attach evidence of what the grant was spent on e.g. receipts, bank statements, computer generated ledgers (MYOB/Xero)
Prize vouchers	\$602.00	Filename: Gift Voucher Receipts-Kim Murdoch.pdf File size: 562.8 kB
Social media reimbursement Browns Bay	\$129.63	Filename: 1080-Feast Coast Bays (1).pdf File size: 54.0 kB
Channel Magazine advertising	\$750.00	Filename: ClientInvoice_1163751 (1).pdf File size: 34.4 kB
Prize vouchers	\$202.50	Filename: El Greco receipts.jpg File size: 679.5 kB
Brochure stands	\$232.00	Filename: Invoice 13712 (1).pdf File size: 529.5 kB
Advertising Torbay Magazine	\$245.00	Filename: Invoice INV-1879 (1) (1).pdf File size: 144.6 kB
Advertising Torbay Magazine	\$245.00	Filename: Invoice INV-1905 (1).pdf File size: 144.6 kB
Advertising Torbay Magazine	\$475.00	Filename: Invoice INV-2055 (1).pdf File size: 36.0 kB

**2022/2023 HBLB Local Economic and Business Grant
Hibiscus and Bays LB Local Economic and Business Grant Accountability
Form (Version 2 of 2)**

Application No. LEBG222302 From Mairangi Bay Business Association

Form Submitted 31 Oct 2023, 11:53AM NZDT

Design	\$330.00	Filename: Invoice INV-6771 (2).pdf File size: 85.3 kB
Design and advertising	\$645.00	Filename: Invoice INV-7202 (2).pdf File size: 85.4 kB
Printing	\$62.60	Filename: Invoice INV-7365 (2).pdf File size: 85.5 kB
Printing	\$20.00	Filename: Invoice INV-7384 (2).pdf File size: 85.3 kB
Design, print, entry boxes and pads	\$5,305.00	Filename: Invoice INV-7397 (2).pdf File size: 87.1 kB
Design for social media campaign	\$110.00	Filename: Invoice INV-7717 (1).pdf File size: 85.3 kB
Design, social media tile	\$55.00	Filename: Invoice INV-7777 (1).pdf File size: 85.3 kB
Advertising Shore Lines magazine	\$590.00	Filename: Invoice INV-7904 (1).pdf File size: 85.2 kB
Advertising Hibiscus Matters	\$611.00	Filename: IV00045983_2023-06-14 (2).pdf File size: 113.2 kB
Advertising Hibiscus Matters	\$611.00	Filename: IV00046420_2023-07-11 (1).pdf File size: 112.8 kB
Prize vouchers	\$200.00	Filename: La Spiaggia Vouchers (1).jpeg File size: 435.3 kB
Prize vouchers	\$100.00	Filename: PAPERMOON (1).jpeg File size: 445.8 kB

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 2 of 2)

Application No. LEBG222302 From Mairangi Bay Business Association

Form Submitted 31 Oct 2023, 11:53AM NZDT

Prize vouchers	\$100.00	Filename: Taksim Vouchers (1).jpeg File size: 481.7 kB
Prize vouchers	\$204.00	Filename: thumbnail_IMG_4689.jpg File size: 523.3 kB
Facilitated workshop	\$1,300.00	Filename: Werkits invoice.pdf File size: 56.3 kB
Prize vouchers	\$800.00	Filename: Receipts for vouchers FCB (003).pdf File size: 1.2 MB
Prize vouchers	\$200.00	Filename: Black Antler voucher.pdf File size: 307.3 kB

Communication and marketing

Please share any supporting materials ie flyers, photos, etc

Filename: FCB Sept23 Magazine pg (002).png
File size: 878.9 kB

Filename: Feast Coast Bays BROCHURE complete.pdf
File size: 15.0 MB

Please summarise feedback from businesses within the BAs/BIDs

Filename: Feast Coast Bays - Analysis.docx
File size: 22.5 kB

Filename: TBA Feedback for FCB Accountability Report.docx
File size: 16.9 kB

Please note you will be required to present to the Hibiscus and Bays Local Board the outcomes of your funding via a forum presentation likely to be held on Tuesday, 7th March. time to be confirmed.

Declaration

I/we declare that to the best of my knowledge the information supplied here by myself or on behalf of the organisation is correct.

Yes No

I/we will be willing to be contacted by council to have the project/activity shared as a good news story.

Yes No

**2022/2023 HBLB Local Economic and Business Grant
Hibiscus and Bays LB Local Economic and Business Grant Accountability
Form (Version 2 of 2)**

Application No. LEBG222302 From Mairangi Bay Business Association
Form Submitted 31 Oct 2023, 11:53AM NZDT

Accountability Form

* indicates a required field

Project/activity information

Project description based on the application

Through our events, activities and support services we target these to support local businesses and in turn this supports our local community. Business and community are entwined and require support from each side for prosperity and growth. By supporting business we can help with local mental health and wellbeing.

This question is read only.

If the project has changed from the above, please describe the changes

Through our events, activities and support services we use these to support local businesses. We offer opportunities for businesses to reach their customers through buy local campaigns, networking events, promotion through sponsorships, opportunities to learn and grow their businesses through network speakers and providing local and wider information to events and activities. We work with other business services to bring their expertise with events and support to our businesses. We will bring together businesses in "cluster" town centres to collaborate and support each other.

Amount granted *

\$15,000.00
Must be a dollar amount

Total amount of grant spent (if different)

\$15,378.49
Must be a dollar amount

Actual number of people reached *

20000
Must be a whole number starting at zero

Actual date of project/activity *

01/07/2022 *
Start date

30/06/2023
End date

How far have you come in meeting these outcomes? *

Completely met Partially met Not met

Please tell us how your project met/partially met or did not meet the outcomes identified in your application. *

We held all our planned events successfully except for one town centre meet up (Red Beach) which will be held in the 2023-24 year. We had 4 very entertaining and informative

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network speakers - Simon Bridges, Rachel Klaver, Dave Wild and Lester Haycock with good attendance considering post-Covid. Our town centre meet ups included support and advice for businesses and are resulting in activities and collaborative actions between businesses, our Buy Local campaign was extremely successful and we had a very good turn out to our Meet the Candidates event. We have grown our membership and reached out to more local businesses increasing the awareness of us and our activities and support we offer. We have the support of and work collaboratively with a number of local organisations. See letters of support attached.

Must be no more than 200 words

Please upload photos of your project/activity *

Filename: buy local article.png
File size: 14.1 MB

Filename: buy local display.png
File size: 12.4 MB

Filename: feb 23 network-2.png
File size: 17.1 MB

Filename: feb 23 network.png
File size: 15.1 MB

Filename: Insurance payments July to Sept 2022.png
File size: 6.6 kB

Filename: karepiro town centre.png
File size: 2.1 MB

Filename: may 23 networking.jpg
File size: 2.5 MB

Filename: meet candidates.png
File size: 14.7 MB

Filename: nov 22 network.png
File size: 232.5 kB

Filename: Sept 22 network.png
File size: 1.1 MB
No more than 10

Project evaluation

Please summarise feedback towards your project/activity, if available

We get comments and thanks particularly after each network event and have often forwarded notes from the events to business owners who may not have been able to attend. Public feedback to our Buy Local campaign was very good, people enjoyed having the opportunity to support local and be in to win prizes and businesses also found it useful to get stats from the campaign.

Must be no more than 200 words.

This can be from people involved in the project, or from people reached by the project

Attach audience/participant feedback if available

No files have been uploaded

Attach response/participant feedback

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Based on feedback and your experiences, is there anything you would do differently next time? *

No, nothing major differently going into the new 2023-24 year. Our events are popular. The only thing we will do differently is, from the feedback to our town centre meet ups we will subsequently be running some Giant Family Fun Days which will use the placemaking equipment given by Auckland Council during this year and hold some in the town centres to drive locals to the areas and promoting the businesses in those areas in various ways decided through a few smaller sub-committees we are now setting up alongside 2-3 business owners in those areas. We will also run our Buy Local alongside the hopeful launch of our Coastal Trail.

Must be no more than 200 words

Project expenditure

Please provide itemised costs of the project/activity. Refer to your application and the decision outlined in your application decision letter as a guide for what to include.

- If you or your group are GST registered, please **do not** include GST in the amounts.
- If you or your group are **not** GST registered, please **do** include GST (where applicable) in the amounts.

Expenditure item	Amount	Attach evidence of what the grant was spent on (e.g. receipts, bank statement showing outgoing payments, and/or paid invoices)
Photo Carnival susidy	\$20.00	Filename: #22102101 - Photo Carnival - Business Whang. pdf File size: 76.8 kB
Business Activator - March 2023 - 20% management plus event management	\$304.00	Filename: Activator invoices March 23.pdf File size: 445.1 kB
Business Activator - Aug 2022 - 20% management plus event management	\$120.00	Filename: Business Activator - August 2022 - Invoice .pdf File size: 107.0 kB
Business Activator - April 2023 - 20% management plus event management	\$184.00	Filename: Business Activator - April 2023 - Invoice I.pdf File size: 52.5 kB
Business Activator - Dec 2022 - 20% management plus event management	\$112.00	Filename: Business Activator - December 2022 - Invoic.pdf File size: 90.9 kB
Business Activator - Feb 23 - 20% management plus event management	\$336.00	Filename: Business Activator - February 2023 - Invoic.pdf File size: 53.7 kB

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Business Activator - July 22 - 20% management plus event management	\$192.00	Filename: Business Activator - July 2022 - Invoice.pdf File size: 106.0 kB
Business Activator - June 23 - 20% management plus event management	\$184.00	Filename: Business Activator - June23.pdf File size: 82.2 kB
Business Activator - May 23 - 20% management plus event management	\$216.00	Filename: Business Activator - May 2023 - Invoice INV.pdf File size: 52.4 kB
Business Activator - May 23 - 20% management plus event management	\$160.00	Filename: Business Activator - November 2022 - Invoic.pdf File size: 107.6 kB
Business Activator - Oct 22 - 20% management plus event management	\$176.00	Filename: Business Activator - October 2022 - Invoice.pdf File size: 108.1 kB
Business Activator - Sept 23 - 20% management plus event management	\$296.00	Filename: Business Activator - September 2022 - Invoi.pdf File size: 107.9 kB
Business Activator - Jan 23 - 20% management plus event management	\$140.00	Filename: Business_Activator_-_January_2023_-_Invoice.pdf File size: 398.2 kB
AllBrand	\$25.00	Filename: AllBrand - Activator Biz cards - Invoice IN.pdf File size: 55.0 kB
AllBrand	\$145.00	Filename: Allbrand - Brochure print invoice - 1sign.pdf File size: 612.1 kB
AllBrand	\$186.00	Filename: AllBrand brochures No 2- Invoice INV-0291-1sign.pdf File size: 86.0 kB
Buy Local Thank You	\$86.96	Filename: buy local thank you-100.pdf File size: 579.2 kB
Coast Print	\$199.00	Filename: Coast print - buy local forms and posters - cpinvoice.pdf File size: 723.9 kB

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Coast Print	\$25.00	Filename: Coast Print - flyers - gulf harbour.pdf File size: 647.8 kB
Coast Print	\$40.00	Filename: Coast Print - Karep iro flyers - cpinvoice31.pdf File size: 648.1 kB
Coast Print	\$50.00	Filename: Coast Print - New World.pdf File size: 954.5 kB
Coast Print	\$15.00	Filename: Coast Print extra Plaza flyers - cpinvoice3.pdf File size: 647.9 kB
Coast Print	\$25.00	Filename: Coast Print invoice - Manly Meet Up March 2.pdf File size: 641.9 kB
Coast Print	\$125.00	Filename: coast print-Buy Local entry forms Invoice-125.pdf File size: 642.5 kB
Coast Print	\$25.00	Filename: cpinvoice3119 - Red Beach-signed1.pdf File size: 647.7 kB
Sign Solutions	\$99.00	Filename: Dave Wild billboards - updates - Invoice IN.pdf File size: 84.4 kB
Dave Wild gift	\$22.60	Filename: dave wild gift receipt.pdf File size: 924.2 kB
Discount Domains	\$29.95	Filename: Domain Renewal - March 2023.pdf File size: 35.4 kB
Emily Thomas	\$192.00	Filename: Emily BW Invoice June 23-1sign.pdf File size: 60.0 kB
Emily Thomas	\$240.00	Filename: Emily May 23 invoice - 1sign.pdf File size: 491.2 kB

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 Form Submitted 31 Jul 2023, 11:37AM NZST

Network gift	\$23.47	Filename: expenses receipts for 24-05-23.pdf File size: 646.0 kB
Wood Spirit	\$255.56	Filename: expenses receipts for 24-05-23.pdf File size: 646.0 kB
Ferntinental	\$300.00	Filename: Ferntinental network catering Invoice INV-0109 signed.pdf File size: 110.3 kB
Paraoa	\$123.48	Filename: Food and drinks receipts Dec 2022.pdf File size: 1.5 MB
JB Insure	\$252.87	Filename: Insurance payments July to Sept 2022.png File size: 6.6 kB
Spice & Soda	\$41.74	Filename: Karepiro catering receipt.pdf File size: 613.2 kB
Krave	\$798.00	Filename: Krave - Invoice-INV-632 - Feb catering-1sig.pdf File size: 244.7 kB
Buy Local reimbursement	\$43.48	Filename: Linku2 Holdings - buy local reimbursement -.pdf File size: 105.5 kB
Linku2 Web hosting	\$518.50	Filename: Linku2 Ltd - Business Whangaparaoa web host-june23.pdf File size: 72.0 kB
Local Matters	\$348.00	Filename: Local Matters - IV00041444_2022-08-08-buy-local.pdf File size: 119.3 kB
Manly Bowling Club	\$200.00	Filename: Manly Bowling Club - venue hire-meet candidates.pdf File size: 129.5 kB
Coast Print	\$25.00	Filename: Meet Candidates print - cpinvoice3064.pdf File size: 683.2 kB

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22/23 Accountability Form - Other Local Board Grants
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Catering/gifts	\$71.11	Filename: meet candidates receipts.pdf File size: 730.0 kB
Paraoa	\$52.18	Filename: mid-Xmas receipts-92.00.pdf File size: 701.1 kB
New World	\$28.69	Filename: New World receipt - Simon Bridges thank you - \$32.99.pdf File size: 515.7 kB
Sign Solutions	\$361.63	Filename: NZ Sign Solutions - billboards - Lester Hay.pdf File size: 118.3 kB
Sign Soilutions	\$576.58	Filename: NZ Sign Solutions - billboards and boxes - buy local.pdf File size: 161.4 kB
Sign Solutions	\$54.00	Filename: NZ Sign Solutions - sign changes to member .pdf File size: 127.9 kB
Paraoa	\$134.95	Filename: Paraoa catering receipt- stanmore meet up.pdf File size: 409.2 kB
Rachel Klaver gift	\$17.40	Filename: Rachel Klaver gift reimburse.PDF File size: 14.3 kB
India Village	\$86.96	Filename: Reimbursement-expense claim form - Manly Village.pdf File size: 291.9 kB
Sign Solutions	\$276.74	Filename: Sign Sols - Feb network billboards Invoice INV-0842.pdf File size: 140.2 kB
Sign Solutions	\$68.00	Filename: Sign Solutions - billboards to members - may 23.pdf File size: 108.3 kB

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22/23 Accountability Form - Other Local Board Grants
Application No. LEBG222304 From Business Whangaparaoa Incorporated
Form Submitted 31 Jul 2023, 11:37AM NZST

Sign Solutions	\$54.00	Filename: Sign Solutions member billboards - Invoice INV-0786 1sig.pdf File size: 139.6 kB
Coast Print	\$30.00	Filename: stanmore central flyers - cpinvoice3129-1si.pdf File size: 648.1 kB
The Archer	\$300.00	Filename: The Archer - network food - Invoice sept 22.pdf File size: 101.5 kB
The Archer	\$167.64	Filename: The Archer catering receipt new world.pdf File size: 499.0 kB
Turnbulls	\$800.00	Filename: Turnbull Associates Limited Fee_01-12-2022.pdf File size: 117.9 kB
Xero / Gmail	\$54.00	Filename: Xero - Aug22 - Invoice INV-1352 (1).pdf File size: 98.0 kB
Xero / Gmail	\$54.00	Filename: Xero - June23 - Invoice INV-1464.pdf File size: 98.5 kB
Xero / Gmail	\$54.00	Filename: Xero - May23 - Invoice INV-1449 (1).pdf File size: 98.0 kB
Xero / Gmail	\$54.00	Filename: Xero - Nov-Invoice INV-1384 2022.pdf File size: 120.7 kB
Xero / Gmail	\$54.00	Filename: Xero - September 2022 - invoice.pdf File size: 93.8 kB
Xero / Gmail	\$54.00	Filename: Xero and Gmail - December 2022 - Invoice IN.pdf File size: 120.7 kB
Xero / Gmail	\$54.00	Filename: Xero and Gmail - Feb 2023 - Invoice INV-141.pdf File size: 87.2 kB

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22/23 Accountability Form - Other Local Board Grants
Application No. LEBG222304 From Business Whangaparaoa Incorporated**
Form Submitted 31 Jul 2023, 11:37AM NZST

Xero / Gmail	\$54.00	Filename: Xero and Gmail - January 2023 - Invoice INV.pdf File size: 121.3 kB
Xero / Gmail	\$54.00	Filename: Xero and Gmail - October 2022 - Invoice INV.pdf File size: 120.7 kB
Xero / Gmail	\$54.00	Filename: Xero Gmail and domain renewal for 2023 march.pdf File size: 86.7 kB
Xero / Gmail	\$54.00	Filename: Xero invoices April 23.pdf File size: 445.1 kB
Xero / Gmail	\$54.00	Filename: Xero- July - Invoice INV-1343 (1).pdf File size: 97.9 kB
JB Insurance	\$850.00	Filename: Business Whangaparaoa Insurance ghd signed.pdf File size: 1.2 MB
Summary of management contribution	\$3,900.00	Filename: Marketing, Management and Running of events.pdf File size: 134.4 kB

How was the local board recognised/acknowledged? *

The Local Board was acknowledged through we display their flag at every event, we include the Local Board logo on all collateral, the Local Board is able to have a speaking slot at all of our main network events and they are acknowledged and thanked at all opportunities.

For multi-board applications, please advise for each local board which approved a grant for your project/activity. Must be no more than 200 words

Attach examples of communications and local board acknowledgement *

Filename: 20230524_181722.jpg
File size: 2.0 MB

Filename: Buy Local final flyer-ws.jpg
File size: 301.0 kB

Filename: BW-07.jpg
File size: 1.0 MB

2022/2023 HBLB Local Economic and Business Grant
22/23 Accountability Form - Other Local Board Grants
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Filename: Copy of buy local-ws.jpg
File size: 279.4 kB

Filename: Copy of Copy of Dave Wild billboard.png
File size: 461.0 kB

Filename: display.png
File size: 12.4 MB

Filename: Lester Haycock image.jpg
File size: 127.6 kB

Filename: Simon Bridges billboard-v2.jpg
File size: 171.4 kB

Filename: thank you letter.pdf
File size: 333.7 kB

Feedback

Is there anything else you'd like to tell us or add to your accountability form? You may attach a file below if needed

Attached is a full report of events and activities with photos and images and a breakdown of the funding spend.

Must be no more than 300 words.

Filename: Coast Youth - Letter of Support.pdf
File size: 132.7 kB

Filename: LEBG222304 - Final Funding Full Year Report - July 2022 to June 2023-final1.pdf
File size: 15.4 MB

Filename: Letter of Support - Hibiscus Coast Zero Waste-signed.pdf
File size: 125.0 kB

Filename: Te Herenga Waka o Orewa - Letter of Support for Business Wgp 170123.pdf
File size: 120.1 kB

Is there any feedback you'd like to give regarding the grant process?

No

Declaration

I/we declare that to the best of my knowledge the information supplied here by myself or on behalf of the organisation is correct. *

Yes No

I/we will be willing to be contacted by council to have the project/activity shared as a good news story. *

Yes No

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 1 of 2)

Application No. LEBG222303 From Torbay Business Association
Form Submitted 3 Feb 2023, 2:04PM NZDT

Contact Details / Ngā kōrero whakapā

* indicates a required field

Applicant

Business Association Name *

Torbay Business Association

Must match the name on the bank account information supplied

Address

Physical Address

*

61 Fitzwilliam Dr
Torbay Auckland 0630

Must be a New Zealand postcode

Please click [here](#) for the postcode finder website

Website

Website address

<http://torbay.co.nz>

Facebook page

<http://facebook.com/Torbay-Village-New-Zealand>

Contact details

Admin contact person *

Marewa Glover

Project contact person

Steve Piiner

Position held in organisation (if applying as an organisation) *

Secretary

Position held in organisation (if applying as an organisation)

Chairperson

Contact Number *

(02) 7275 7852

Contact Number

(02) 2300 4329

Email address *

magazine@torbay.co.nz

Email address

chairperson@torbay.co.nz

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 1 of 2)

Application No. LEBG222303 From Torbay Business Association
Form Submitted 3 Feb 2023, 2:04PM NZDT

Project/activity information

*** indicates a required field**

Project title *

Kaupapa Tūhono: Facilitating a connected future for business growth
Must be no more than 10 words

Project description based on the application *

Waiake, Torbay, Long Bay and Okura share a history, many values (e.g. sustainability, act local, environmental restoration/protection, creativity and community), a unique lifestyle and love for our environment, shorelines, Marine Reserve and moana. Rapid urban growth has introduced increased demographic and cultural diversity, a juxtaposition of old Auckland suburbia with modern developments, and city-edge lifestyle blocks. Pandemic driven acceleration in work culture shift has resulted in more employees, self-employed people and small business owners working from home. This project aims to facilitate a shared vision for a more connected and supportive area (rohe) in which business people and businesses collaborate to improve our local economy, business and employment opportunities, and resilience. Without this work, division rather than connection will increase.
Must be no more than 120 words

If the project has changed from the above, please describe the changes *

The project has not changed. It is in progress.

Where this form requires a mandatory response that is not applicable yet, for example on the expenditure, we have attached the proposed budget.

Must be no more than 200 words.

Include how the wider community can access your project

Amount granted *

\$9,000.00

Must be a dollar amount.

Total amount of grant spent (if different)

\$0.00

Must be a dollar amount.

Actual number of people reached *

0

Must be a number.

directly or indirectly, please explain how i.e. campaign reach, business collaboration, etc

Actual date of project/ activity

01/03/2023

Must be a
date.
Start date

30/06/2023

Must be a
date.
End date

Project Outcomes

2022/2023 HBLB Local Economic and Business Grant Hibiscus and Bays LB Local Economic and Business Grant Accountability Form (Version 1 of 2)

Application No. LEBG222303 From Torbay Business Association

Form Submitted 3 Feb 2023, 2:04PM NZDT

Please select the relevant funding priority/priorities below:

Select main Hibiscus and Bays priority your project supports

Focuses on local business resilience and developing plans that move towards economic prosperity

Please explain how the funding priority/priorities were met

The project is still in progress. We have promoted the project via an article in the Torbay Magazine (attached). We have talked with 2 community groups about running some visioning workshops, and we have spoken with one potential analyst. We are awaiting quotes from them.

How far have you come in meeting these outcomes?

Completely met Partially met Not met

Please tell us how?

The project is still in progress.

Must be no more than 200 words

Please upload photos of your project/activity

No files have been uploaded

Project evaluation

Please summarise feedback towards your project/activity, if available

Not applicable yet.

This can be from people involved in the project, or from people reached by the project. Must be no more than 200 words

Attach audience/participant feedback if available

No files have been uploaded

Attach response/participant feedback

Based on feedback and your experiences, is there anything you would do differently next time?

Not applicable yet.

Must be no more than 200 words

Project expenditure

Please provide itemised costs of the project/activity. Refer to your application and the decision outlined in your application decision letter as a guide for what to include.

- If you or your group are GST registered, please **do not** include GST in the amounts.
- If you or your group are **not** GST registered, please **do** include GST (where applicable) in the amounts.

Expenditure item

Amount

Attach evidence of what the grant was spent

**2022/2023 HBLB Local Economic and Business Grant
Hibiscus and Bays LB Local Economic and Business Grant Accountability
Form (Version 1 of 2)**

Application No. LEBG222303 From Torbay Business Association

Form Submitted 3 Feb 2023, 2:04PM NZDT

on e.g. receipts, bank statements, computer generated ledgers (MYOB/Xero)

0	\$0.00	Filename: Kaupapa Tūhono Budget.docx File size: 48.7 kB
	\$	No files have been uploaded
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Communication and marketing

Please share any supporting materials ie flyers, photos, etc

Filename: HBLB Supporting Document for Grant LEBG222303.pdf
File size: 585.7 kB

Please summarise feedback from businesses within the BAs/BIDs

No files have been uploaded

Please note you will be required to present to the Hibiscus and Bays Local Board the outcomes of your funding via a forum presentation likely to be held on Tuesday, 7th March. time to be confirmed.

Declaration

I/we declare that to the best of my knowledge the information supplied here by myself or on behalf of the organisation is correct.

Yes No

I/we will be willing to be contacted by council to have the project/activity shared as a good news story.

Yes No

Hibiscus and Bay Local Board Emergency Readiness & Response Plan

Workshop 2

Glenn Browne

Senior Community & Planning Readiness Advisor

May 2024



DRAFT Hibiscus & Bays Local Board Readiness and Response Plan DRAFT

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Local Board ER&RPlan development process

April

Workshop 1:

Introductory workshop with Local Board

Purpose:

- To agree approach.
- To nominate working group.

14 May

Workshop 2: August

Purpose:

- To workshop Local Board draft plan and receive feedback.
- To identify key community groups to test plan with.

20 August

Workshop 3:

Purpose:

- To agree final draft Local Board Plan.
- To agree communication plan.

October

Business meeting:

Purpose:

- To adopt plan.
- Commence community engagement as per Communication and Engagement Plan.

Drafting of Local Board Emergency Readiness & Response Plan

*Local Board Working Group (or representative(s)),
Senior AEM Advisor,*



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Workshop purpose

To introduce the Draft Hibiscus and Bays Local Board Emergency Readiness and Response Plan template and to seek feedback on:

- hazards likely to affect the Hibiscus and Bays Local Board Area, and
- the proposed Civil Defence Centres and Community Emergency Hubs for residents of Hibiscus and Bays
- To identify key community emergency resilience groups that the Local Board would like to invite into the process for preparing the Local Board Emergency Readiness and Response Plan.
- To discuss the Local Board Emergency Readiness and Response Lead role.



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1. The Local Board Emergency Readiness & Response Plan



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BROADER EMERGENCY MANAGEMENT SYSTEM
 — emergency services — lifelines — health providers — welfare services —

The 4 Rs across Auckland Council

REDUCTION

- Strategies and plans, for example:
- Auckland Plan
 - Te Tārūke-ā-Tāwhiri
 - Future Development Strategy
 - Water Strategy
 - Infrastructure Strategy
 - Natural Hazard Risk Management Action Plan

Tools, including:

- Legislative
- Non-statutory
- Communication

RECOVERY

Medium to large scale recovery coordination across recovery environments and sector groups: Economic, Social, Built and Environmental



READINESS

- Operational
- Planning
 - Training
 - Exercises
 - Multi-agency groups
 - Equipment
 - Preparations for recovery
- Community
- Public awareness
 - Empowering communities
 - Individuals, whānau, businesses

RESPONSE

- Monitoring and initial action
- Warning and alerting systems
- Lead and support agencies
- Declarations
- Apply Coordinated Incident Management System to emergency events



Collaborative research forums

Consultation in related plans and strategies

Communication and public education

CDEM induction and CIMS training as required

Auckland Council Emergency Support

Recovery planning and coordination of small scale recovery

Community and business resilience

Risk assessment

Operational maintenance

Asset remediation

— mana whenua and mātāwaka — the community —

The 4 R's of Emergency Management



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Emergency Readiness & Response Plan DRAFT contents



DRAFT Hibiscus & Bays Local Board Readiness and Response Plan DRAFT

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HIBISCUS & BAYS LOCAL BOARD | READINESS AND RESPONSE PLAN | 8



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The hierarchy of plans





1.2 Hazards and risks



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Hazards and risks in Tāmaki Makaurau

Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024 – 2029

Table 2: Auckland Hazard Risk Ratings

Hazard (In no order)	Likelihood	Consequence	Risk Rating
Earthquake	Unlikely	Major	High risk
Tsunami	Unlikely	Major	
River flooding (catchment flooding)	Possible	Moderate	
Widespread severe storm	Possible	Moderate	
Human Pandemic	Possible	Moderate	
Severe thunderstorm / tornado	Likely	Minor	
Electricity supply failure	Possible	Moderate	
Volcanic eruption – Auckland Volcanic Field	Rare	Major	Medium Risk
Volcanic eruption – distant source	Rare	Moderate	
Animal pest / disease	Possible	Minor	
Plant pest / disease	Possible	Minor	
Urban flooding (flash flood)	Possible	Minor	
Drought	Possible	Minor	
Fire – built environment / structure fire	Possible	Minor	
Fire – vegetation / wildfire	Possible	Minor	
Fuel supply failure	Possible	Minor	
Hazardous substance event	Possible	Minor	
Heatwave	Possible	Minor	
Marine pollution incident	Possible	Minor	
Storm surge	Possible	Minor	
Water supply failure / contamination	Possible	Minor	
Cyber attack	Possible	Minor	
Civil unrest	Unlikely	Minor	Low risk
Terrorism	Unlikely	Minor	
Mass transport accident	Unlikely	Minor	
Dam failure	Rare	Minor	



High risk hazards and risks

Hazard in no order	Likelihood	Consequence	Risk rating
Earthquake	Unlikely	Major	High risk
Tsunami	Unlikely	Major	High risk
River flooding	Possible	Moderate	High risk
Widespread severe storm	Possible	Moderate	High risk
Human pandemic	Possible	Moderate	High risk
Severe thunderstorm / tornado	Likely	Minor	High risk
Electricity supply failure	Possible	Moderate	High risk



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1.2 Civil Defence Centres



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Civil defence centres

Welfare Services in an Emergency Director's Guideline [DGL 11/15] NEMA

- A Civil Defence centre (CDC) is a facility that is established and managed by Auckland Emergency Management during an emergency to support individuals, families/whānau, and the community.
- Civil Defence Centres are open to members of the public, and may be used for any purpose, including the provision of shelter, an information point and delivery of welfare services to the affected community. This can include provision of immediate food and water, and representative from the Ministry of Social Development or the Insurance Council.



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Provisional Civil Defence Centres

Provisional CDCs	Possible provisions
Orewa Community Centre	Welfare support such as immediate shelter, connection to partner agencies such as Ministry of Social Development and an information point
East Coast Bays Leisure Centre	
Stanmore Bay Pool and Leisure Centre	



Provisional Civil Defence Centres and Community Emergency Hubs

 Possible Community Emergency Hubs and/ or response (Community-Led)

 Civil Defence Centres



Community response

- There are a number of active community groups likely to provide immediate support to their immediate community in an emergency.
- Community groups are able to stand up quickly in response to an emergency happening in their immediate location, and provide basic services such as shelter and communication to Auckland Emergency Management. This is vital in achieving situational awareness of impacts across the region.



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Possible community response and support

Community Group	Proposed Location
Browns Bay Rothesay Bay Resilient Communities	Rothesay Bay Community Hall
Browns Bay Rothesay Bay Resilient Communities	Windsor Park - Resource Hub
Mid Bays Resilient Communities	Mairangi Presbyterian Church
Mid Bays Resilient Communities	Mairangi Bay Community Church
Mid Bays Resilient Communities	Mairangi Arts Centre – Back Up Hub
Whangaparaoa Community Resilience Group	St Stephens Anglican Church
Whangaparaoa Community Resilience Group	Manly Methodist Church
Whangaparaoa Community Resilience Group	YMCA Shakespear Lodge Camp
Whangaparaoa Community Resilience Group	Whangaparaoa College
Whangaparaoa Community Resilience Group	Hibiscus Coast Community RSA





2. Engagement with community resilience groups



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Resilient Communities Network

- 3 community network groups
- Mid Bays Resilient Communities Network
- Campbells Bay, Rothesay Bay Resilient Communities Network
- Whangaparāoa Community Resilience Group
- Ōrewa network in development



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Community Emergency Readiness Engagement



Hibiscus and Bays Local Board
Auckland Council

**Do you want to help build
Community Emergency Readiness**

Join Rodney Neighbourhood Support and Auckland Emergency Management for our inaugural Ōrewa Community Resilience Group gathering. Together we will learn, network and help build community emergency readiness. There is a role for everyone to play, please do join us.

When: Monday 29th April. 10 -12

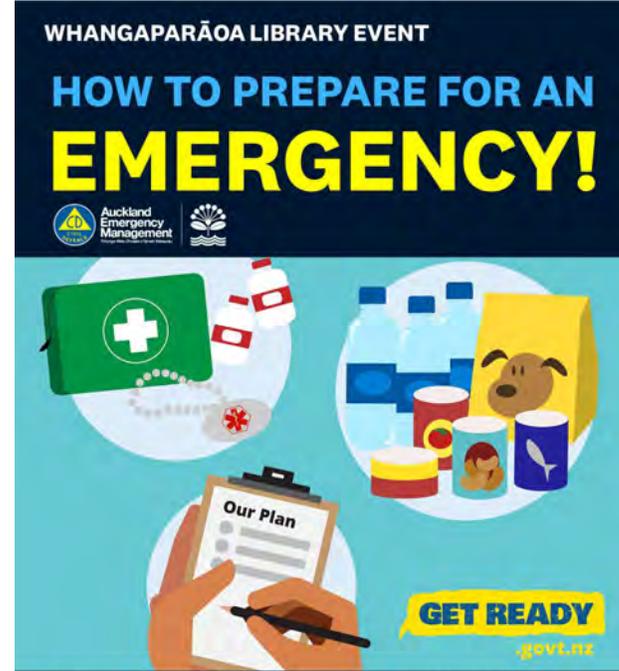
Where: Ōrewa Community Centre Hall 40 - 46 Ōrewa Square

RSVP: Sue Robertson, Rodney Neighbourhood Support
rns.coordinator1@gmail.com



WHANGAPARĀOA LIBRARY EVENT

**HOW TO PREPARE FOR AN
EMERGENCY!**



GET READY
aucklandcouncil.govt.nz

Are you prepared for an emergency? Do you know what you need to have on hand and do to keep your family and you safe? Come along to this critical talk by Auckland Emergency Management and find out what you can do to be prepared!

When: Tuesday, 21 May 2024 at 11am

Where: Whangaparāoa Library's Pōhutukawa Room

RSVP to WhangaparaoaLibraryEvents@aucklandcouncil.govt.nz



Orewa Community Emergency Network How to Prepare for an Emergency Community Workshops



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Resilient Communities Network empowerment

- Connected Communities and AEM partnership
- Focus on building capacity and capability of existing groups
- Create a Hibiscus and Bays network cluster across existing groups.
- Support capability building through an emergency readiness training programme.
- Support capacity building and community engagement through social media support, preprepared readiness advertising resources.
- Attend local community events



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Engagement on Local Board ER&R Plan

- Senior Community and Readiness Advisor will engage the following groups through the development of the Local Board ER&R Plan.
 - Mid Bays Resilient Communities Network
 - Campbells Bay, Rothesay Bay Resilient Communities Network
 - Whangaparāoa Community Resilience Group
- This engagement will be completed by August and feedback presented at workshop 3 - 20 August
- Auckland Emergency Management to present the ER&R Plan template to the Auckland Council Ethnic, Pacific, Disability, Youth, Senior and Rainbow diversity panels for feedback



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3. Roles and responsibilities of the Emergency Readiness & Response Lead



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Emergency Readiness & Response (ER&R) Lead Roles and responsibilities

- Work with the Senior Advisor Auckland Emergency Management on an as required basis between workshop sessions to ensure that the Plan is responsive to local needs.
- Attend a three-yearly Local Board Emergency Readiness and Response Forum (with representation from all 21 Local Boards) to receive information and updates on matters relating to emergency management.
- To advocate emergency readiness and preparedness within the Hibiscus and Bays community.



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Next steps



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Next steps

1. Confirmation of the Local Board Emergency Readiness & Response Lead/s. To be confirmed at the 28 May Business Meeting.
2. Establishment of the Hibiscus and Bays Local Board Emergency Readiness and Response Plan Working Group
3. Engagement with key community resilience groups

Next workshop: August 2024 – presentation of draft ER&R Plan



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Patai?



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Memorandum

Tuesday 7 May 2024

To: Hibiscus and Bays Local Board

Subject: Hibiscus and Bays Local Board Emergency Readiness and Response Plan

From: Glenn Browne, Senior Community Planning and Readiness Advisor, Auckland Emergency Management.

Purpose

1.1 To:

- Introduce the Draft Hibiscus and Bays Local Board Emergency Readiness and Response Plan template and to seek feedback on:
 - hazards likely to affect the Hibiscus and Bays Local Board Area, and
 - the proposed Civil Defence Centres for residents of Hibiscus and Bays
- To identify key community emergency readiness groups that the Local Board would like to invite into the process for preparing the Local Board Emergency Readiness and Response Plan.
- Introduce the Local Board Emergency Readiness and Response Lead role.

2. Summary

- 2.1 The development of the Draft Hibiscus and Bays Local Board Emergency Readiness and Response Plan (the ER&R Plan) is in progress. The ER&R Plan is developed around the 4 Rs of Emergency Management Framework: Reduction, Readiness, Response and Recovery. The ER&R Plan will contain important information about hazards likely to impact the Hibiscus and Bays community, where to seek information during an emergency event, local Civil Defence Centre and Community Emergency Hub locations, and how businesses, community groups and individuals can prepare themselves for an emergency. The ER&R Plan will also provide information about roles and responsibilities of the Auckland Council Group, Auckland Emergency Management office and the Local Board.
- 2.2 The purpose of this workshop is to seek feedback specifically on hazards affecting the Hibiscus and Bays Local Board area, and the Civil Defence Centre locations. Guidance is also sought as to which community groups the Local Board would like to invite into the emergency planning process, with an opportunity to review and provide feedback on the draft Local Board ER&R Plan.
- 2.3 The role of Local Board Emergency Readiness and Response Lead(s) is to work with the Senior Community Planning and Readiness Advisor on an as required basis between workshop sessions to ensure the ER&R Plan is responsive to local needs. In addition, the Lead(s) are to attend the Emergency Readiness and Response Forum three times per year, which will provide participants with opportunities to learn more about readiness and response in a collaborative environment, to increase their capacity to advocate for readiness and response measures within their local boards and community, and to provide informal guidance to relevant staff on related issues.

3. Context

Hibiscus and Bays Local Board Emergency Readiness and Response Plan

- 3.1 Auckland Emergency Management is assisting twenty Auckland Local Boards to develop an Emergency Readiness and Response Plan for their local area (Noting Aotea Local Board already has an existing emergency readiness and response plan). At the 9 April workshop (Workshop One) the Hibiscus and Bays Local Board agreed to the proposed approach to develop an Emergency Readiness and Response Plan for the Hibiscus and Bays Local Board Area. The approach is to develop the ER&R Plan over three workshops with the Local Board, before the final ER&R Plan is adopted at a Business Meeting end 2024. This is workshop two of three.
- 3.2 The Hibiscus and Bays Local Board ER&R Plan template has been developed around the New Zealand integrated approach to emergency management, and in line with the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024 – 2029. This revolves around the 4Rs of the Emergency Management Framework: reduction, readiness, response and recovery. **Figure 1** below explains the 4Rs of emergency management and how they are applied across Auckland Council.

Figure 1: The 4 Rs of Emergency Management



- 3.3 The ER&R Plan will contain important information about hazards likely to impact the Hibiscus and Bays community, where to seek information during an emergency event, Civil Defence Centres

and Community Emergency Hubs locations, and how businesses, community groups and individuals can prepare themselves for an emergency. The ER&R Plan template that will form the basis of the Hibiscus and Bays Local Board ER&R Plan can be found in **Attachment 1**. We know that coastal inundation, flooding and power outages are of particular concern to you, and these hazards will be addressed in the Hibiscus and Bays Local Board ER&R Plan.

- 3.4 Throughout the ER&R Plan information is provided about the roles and responsibilities of the Auckland Council Group, Auckland Emergency Management office and the Local Board for each of the reduction, readiness, response and recovery phases. For example, Auckland Emergency Management leads in the readiness and response phases, while wider Auckland Council has responsibility in the reduction space. The lead for recovery depends on the scale of the recovery required. There are a range of areas where we take collaborative action across council. The ER&R Plan also outlines the role of Local Board members across each of these phases. For further information about the role of Local Board members refer Emergency Management Elected Members' Guide (July 2023).
- 3.5 In a community, the 4Rs are the foundations in developing resilience. Aucklanders are encouraged to develop emergency plans for their home and business using the information in the plan Hibiscus and Bays Local Board ER&R Plan.
- 3.6 To assist with the development of the Hibiscus and Bays Local Board ER&R Plan, this workshop will focus on:
 - known hazards within the Hibiscus and Bays Local Board Area.
 - the proposed locations for Civil Defence Centres.
- 3.7 Future discussions with the nominated Local Board Emergency Readiness and Response Lead(s) will ensure other factors, specific to the Hibiscus and Bays Local Board, are also captured in the development of the plan.

4. Discussion

Hazards and risks in Tāmaki Makaurau

- 4.1 The Hazard Risk Rating Tool from the Tāmaki Makaurau Auckland CDEM Group Plan 2024 – 2029 introduces Auckland's hazardscape which consists of 27 hazards. Developed through six workshops and 21 survey results from partner agencies, the risk scores for the 27 identified hazards were calculated and their risk rated (Refer **Attachment 2**).
- 4.2 Seven of the 27 hazards are identified as high risk. They include earthquakes, tsunami, river flooding (catchment), widespread severe storm, human pandemic, severe thunderstorm / tornado and electricity supply failure. The Hibiscus and Bays Local Board rohe/region is largely a coastal area with some low-lying topography, and we understand coastal inundation, flooding, landslides and electricity supply failure are of particular concern to the community.
- 4.3 Map 1 shows the new tsunami modelling, which was released on 1 February 2024. The new maps comprise two evacuation zones, a shore and marine threat zone (in red) and a land threat zone (in yellow). These zones reflect the National Warning Messages issued by the National emergency management Agency during tsunami emergencies to make it clear what areas are impacted. The new models show the areas of Hibiscus and Bays at risk from damaging tsunami waves is less than previously expected, noting that Orewa would still be significantly impacted by tsunami.

4.6 The proposed Civil Defence Centre sites are proposed to provide the following:

Provisional CDC	Proposed to provide
Orewa Community Centre	Basic welfare support (e.g. shelter) and connection to welfare partner agencies (e.g. Ministry of Social Development).
East Coast Bays Leisure Centre	
Stanmore Bay Pool and Leisure Centre	

4.7 Auckland Emergency Management acknowledges the constraints of these centres, including flooding at East Coast Bays and proximity to the tsunami inundation zone. In addition to the Civil Defence Centres, Auckland Emergency Management has identified that there are a number of active community groups that are likely to provide support in an emergency through the Resilient Community Network, some of these being hubs. In parallel to the preparation of this ER&R Plan, Auckland Emergency Management are working closely with those Resilient Community Networks to assist them with identifying how they would support their communities and what they are comfortable offering.

Potential Community Response	Potential locations
Browns Bay Rothesay Bay Resilient Communities	Rothesay Bay Community Hall
Browns Bay Rothesay Bay Resilient Communities	Windsor Park - Resource Hub
Mid Bays Resilient Communities	Mairangi Presbyterian Church
Mid Bays Resilient Communities	Mairangi Bay Community Church
Mid Bays Resilient Communities	Mairangi Arts Centre – Back Up Hub
Whangaparaoa Community Resilience Group	St Stephens Anglican Church
Whangaparaoa Community Resilience Group	Manly Methodist Church
Whangaparaoa Community Resilience Group	YMCA Shakespeare Lodge Camp
Whangaparaoa Community Resilience Group	Whangaparaoa College
Whangaparaoa Community Resilience Group	Hibiscus Coast Community RSA

Community and key stakeholder engagement

4.8 There are three established resilient community network groups across the local board area. Mid Bays Resilient Communities Network, Campbells Bay, Rothesay Bay Resilient Communities Network and Whangaparāoa Community Resilience Group. Following discussions with the Community Broker Hibiscus and Bays, and having meet with each of the Resilience Groups, Auckland Emergency Management and Connected Communities are working together to establish a Resilient Communities Network. The two departments will collaborate to empower the existing groups to build capacity and capability through:

- Building capability through an emergency readiness training programme.
- Supporting community engagement through social media, readiness advertising resources such as flyers, fridge magnets.
- Attending local community events to promote the groups and the wider network.

4.9 In local board Workshop One, the Local Board requested that Auckland Emergency Management focus on community readiness engagement in the Hibiscus Coast Subdivision. On 29 April 2024 Auckland Emergency Management and Rodney Neighbourhood Support co-hosted the inaugural Ōrewa Community Resilience Group meeting. The meeting was well supported, with 16 participants representing a wide variety of organisations from across the rohe. To develop this work further, a core group will meet again on 22 May 2024.

4.10 As part of developing the ER&R Plan, there is an opportunity to engage key resilience groups with an interest in emergency readiness and response in the development of the ER&R Plan. Auckland Emergency Management recommends that the Senior Community and Readiness Advisor engage the following groups through the development of the Local Board ER&R Plan:

- Mid Bays Resilient Communities Network,
- Ōrewa Community Resilience Group
- Campbells Bay, Rothesay Bay Resilient Communities Network and
- Whangaparāoa Community Resilience Group

Role of the Emergency Readiness and Response Lead(s)

4.11 The Emergency Readiness and Response Leads are key partners with Auckland Emergency Management in developing community readiness and sharing of information. They will contribute community insights, localised hazard knowledge, community leadership and situational awareness during a response.

4.12 The roles and responsibilities of the Local Board Emergency Readiness and Response Lead(s) is to:

- Ensure they are familiar with the Emergency Management Elected Members' Guide (July 2023), and associated roles and responsibilities.
- Grow their understanding of readiness and response and its significance for the wellbeing of Aucklanders
- To participate in a working group to develop the ER&R Plan, ensuring it reflects the Hibiscus and Bays local context.
- Work with their Senior Community Planning and Readiness Advisor to communicate the local board's priorities
- Promote the importance of readiness and response within their local board and associated community.
- Share relevant learnings with other elected members within their local board to further increase awareness of the importance of response and readiness

- Regularly participate in the Emergency Readiness and Response Forum. The Emergency Readiness and Response Forum will serve as an informal governance-level leadership group for the wider organisation, giving feedback and direction about local board preferences at a high level.
- During an emergency, forum members will support other local board members and their communities to enact their role as communicators, networkers, and advocates, consistent with the Emergency Management Elected Members' Guide 2023.

5. Next steps

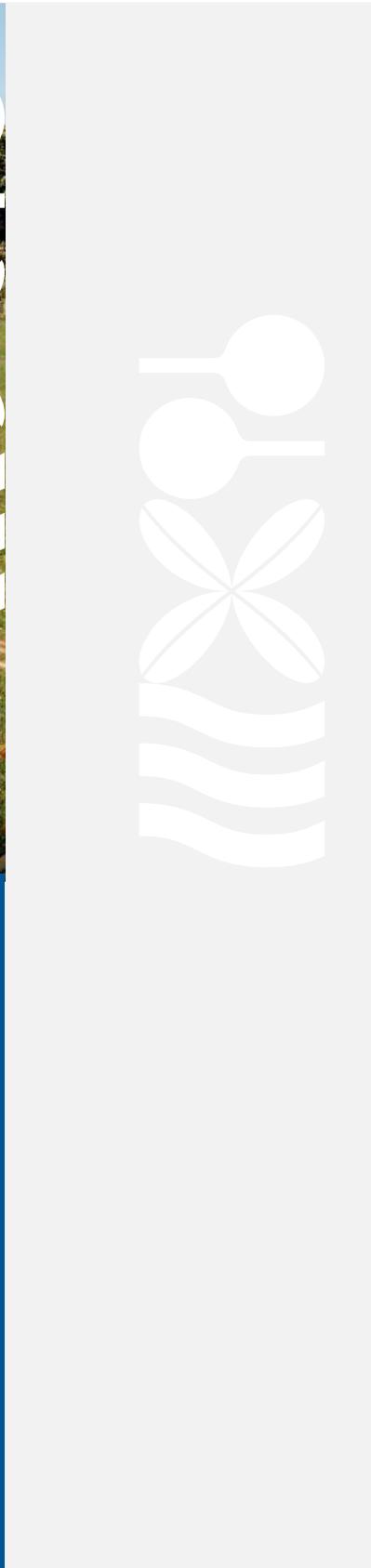
- Seek expressions of interest for a Local Board Emergency Readiness & Response Lead. Nominated representatives will be confirmed via a Business Meeting on 28 May 2024.
- Establishment of the Hibiscus and Bays Local Board Emergency Readiness and Response Plan Working Group.
- Senior Community and Planning Advisor to engage key community resilience groups in discussion on the ER&R Plan.
- Auckland Emergency Management to present the ER&R Plan template to the Auckland Council Ethnic, Pacific, Disability, Youth, Senior and Rainbow diversity panels for feedback.
- Senior Community and Planning Advisor to present the draft Hibiscus and Bays Emergency Readiness and Response Plan 20 August Workshop Three together with feedback from engagement activities with the Hibiscus and Bays Resilience Groups and Auckland Council diversity panels.

Attachments

Attachment 1: Local Board Emergency Readiness and Response Plan - Template

Attachment 2: Auckland Hazard Risk Ratings

Hazard (In no order)	Likelihood	Consequence	Risk Rating	
Earthquake	Unlikely	Major	High risk	
Tsunami	Unlikely	Major		
River flooding (catchment flooding)	Possible	Moderate		
Widespread severe storm	Possible	Moderate		
Human Pandemic	Possible	Moderate		
Severe thunderstorm / tornado	Likely	Minor		
Electricity supply failure	Possible	Moderate		
Volcanic eruption – Auckland Volcanic Field	Rare	Major	Medium Risk	
Volcanic eruption – distant source	Rare	Moderate		
Animal pest / disease	Possible	Minor		
Plant pest / disease	Possible	Minor		
Urban flooding (flash flood)	Possible	Minor		
Drought	Possible	Minor		
Fire – built environment / structure fire	Possible	Minor		
Fire – vegetation / wildfire	Possible	Minor		
Fuel supply failure	Possible	Minor		
Hazardous substance event	Possible	Minor		
Heatwave	Possible	Minor		
Marine pollution incident	Possible	Minor		
Storm surge	Possible	Minor		
Water supply failure / contamination	Possible	Minor		
Cyber attack	Possible	Minor		
Civil unrest	Unlikely	Minor		Low risk
Terrorism	Unlikely	Minor		
Mass transport accident	Unlikely	Minor		
Dam failure	Rare	Minor		



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DRAFT

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 or Community Emergency Hubs are open on social media channels, website or radio (refer to page [40-42](#) for more details on CDC/CEH).

Hibiscus and Bays (Provisional) Civil Defence Centres (run by Auckland Emergency Management)

Name	Address	Services Provided & Accessibility
East Coast Bays Leisure Centre		
Stanmore Bay Pool & Leisure Centre		
Orewa Community Centre		

Hibiscus and Bays Community Emergency Hubs (run by Community)

Name	Location	Services Provided & Accessibility
TBC		



Accident and Urgent Care Clinics

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

ADD ACCIDENT AND URGENT CARE CLINIC

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.

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 for your where/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, for a list of recommended emergency items click here

- ✓ 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. What's in a grab bag? Click here:

- ✓ Check Your Insurance

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

- ✓ Know 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.

Top Tips to Get Through

- ✓ Stay Informed

Radio stations | Auckland Emergency Management website/Facebook/X | National Emergency Management Agency website/Facebook/X | Emergency Mobile Alert (EMA) | Met Service app/website

- ✓ Know how to evacuate and where to go

Know the location of your nearest Civil Defence Centres in case you need to evacuate. Community Emergency Hubs may also open in your area. Check radio stations and Auckland Emergency Management website/social media to see what locations are open.

- ✓ Stay connected to your whanau/family and friends

Use text & social media, during an emergency, calls to phone lines may be down.

DRAFT

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Introduction

This plan has been prepared in collaboration between Auckland Emergency Management (AEM) and the Hibiscus and Bays Local Board. It is intended to be a guide and to support families, communities and businesses living and working in the Local Board rohe/region, to help respond to emergencies. This plan provides local information and advice to support the community to prepare and respond to hazards faced by our local board area. A hazard is something that has the potential to adversely affect our people, property, economy, environment, or other assets that we value. Hazards are assessed based on their likelihood of occurrence and their resulting impacts.

Auckland's sub-tropical climate and latitude means we see our share of severe weather, and a changing climate will increase this risk. Aotearoa New Zealand is in a geologically active location, being on the boundary of two tectonic plates provides a range of hazards. Tāmaki Makaurau Auckland is above (within) the Auckland Volcanic Field and is also at risk from the effects of earthquakes outside of our region.

The Hibiscus and Bays Local Board rohe/region is largely a coastal area with some low-lying topography. The types of hazards that might be experienced in the Local Board region/rohe include, but aren't limited to:

- Flooding
- Severe Storms, Thunderstorms and Tornadoes
- Landslides
- Coastal Inundation
- Earthquakes
- Tsunamis
- Volcanoes
- Wildfire
- Biological (e.g. pandemic)

This plan aims to give advice on how to REDUCE the impact of an emergency, be READY for an emergency with the confidence that you know how to RESPOND and know what to do when something unexpected happens. It also includes tips that will help you, your community or business start the RECOVERY journey after an event. In Appendix 3 of this plan, there are Hazard Factsheets, where you can find out information about what to do in specific emergencies. This is not a definitive list of hazards, and it is important to be prepared for the unexpected.

Civil Defence and Emergency Management

Civil defence and emergency management is a community of government organisations and community groups such as, MetService, Vector, Waka Kotahi, Auckland Transport, Watercare Emergency Services, Health NZ/Te Whatu Ora who work together to help our communities get ready and to support our communities to get through in an emergency. Civil Defence is vital to keeping our communities safe and is most effective when we all play our part. Being in a well-informed position to look after your family/whānau, household or employees is equally as important as the emergency services attending to urgent calls.



Auckland Emergency Management is a part of Auckland Council and works in partnership with emergency services and other organisations to ensure effective coordination of civil defence and emergency management within its area.

The aim of Auckland Emergency Management is to:

- Understand Auckland's hazards and the risks they may pose.
- Coordinate all planning activities related to hazard and emergency management.
- Encourage cooperation and joint action within the region.
- Assist our communities to become more resilient to hazards and be prepared for emergencies.

You can read more about Auckland Emergency Managements role, in our Group Plan 2024 here:

Auckland Emergency Management provides a coordinated and integrated approach to the way significant risks and hazards are managed in the Auckland region, across the Four Rs:



In an emergency, Auckland Emergency Management coordinates the response from the Emergency Coordination Centre. Council staff will be deployed to assist in Civil Defence Centres, or alternatively support the coordination of the emergency. Some emergency responses will be led by the Ministry of Health (e.g. pandemics) or Fire and Emergency New Zealand (e.g. wildfires) and Auckland Emergency Management may assist in these situations.

Some emergencies need extra coordination and resources. In this case, a state of local emergency can be declared. A state of local emergency gives the relevant Civil Defence Emergency Management Group special powers to deal with the emergency. For very large widespread emergencies, the Minister for Emergency Management can declare a state of national emergency.

Not all emergency events are declared states of emergency, but that doesn't mean that authorities are not responding to the situation, and you may still need to take action to keep yourself and your whānau safe.

Roles in an Emergency

Communities, Whānau/Family & Individuals	Local Boards	Auckland Emergency Management	Auckland Council	Emergency Services (FENZ, NZ Police, St John's)
<p>The role of the community, or whānau, and individuals is to get prepared for emergencies and to support each other during preparedness and in a response. Some communities may stand up Community Emergency Hubs for their community to gather at during an emergency, others may offer spontaneous support by offering food, blankets or temporary shelter.</p>	<p>The Local Board's role involves assisting Auckland Emergency Management in encouraging household, community and business preparedness of people in their rohe/region. The Local Boards role is also to provide reassurance to communities and acts as an important link or information to flow between emergency management agencies and the community. It is also important that the Local Board lets the community know where to go for support and assistance.</p>	<p>Auckland Emergency Management is a part of Auckland Council and works in partnership with emergency services and other organisations to ensure effective coordination of civil defence and emergency management within the Auckland Region.</p>	<p>Auckland Emergency Management is a part of Auckland Council. Employees of Auckland Council are often deployed to Auckland Emergency Management during an emergency response. Auckland Council also provides other resources to support Auckland during an emergency.</p>	<p>Emergency Services such as, Fire and Emergency New Zealand, New Zealand Police and Hato Hone St John's are trained to respond in an emergency. Emergency Services and AEM work together during an emergency, and prioritise their response based on risk to life or property.</p>

Emergency Management Plans

The diagram below demonstrates how emergency management plans link together.

Diagram to be added*



The AEM Group Plan

Each Civil Defence Emergency Management Group (CDEM), in Aotearoa New Zealand is required to have a group plan. This plan is a statutory requirement under the Civil Defence Emergency Management Act 2002. The current plan was prepared by the Auckland CDEM Group and came into effect in March 2024.

The Group Plan presents the vision and goals of the Auckland CDEM Group for this period, how Auckland will achieve this vision, and a framework for measuring progress. It is designed to be the five-year plan for the Auckland CDEM Group, key partners and stakeholders involved in CDEM functions. It also provides the public with an understanding of the role they themselves can play in building individual and community resilience within the Auckland region.

The Hibiscus & Bays Local Board Plan

Local board plans are strategic three-year plans developed in consultation with the community. They set out the direction for the local area reflecting community aspirations and priorities, and guide:

- decisions on local activities, projects, and facilities
- local board input into the council's regional strategies and plans
- how local boards will work with other agencies, including community groups, central government agencies and council-controlled organisations that play key roles in the area
- funding and investment decisions

One of Hibiscus and Bays Local Board key initiatives is to Support the development of community led resilience networks in our area, so our community and organisations will know who does what, where to get information and how to help, including in emergencies.

The Local Board Emergency Readiness and Response Plan

The Local Board Emergency Readiness and Response Plan provides clarity to Local Board members, communities and Auckland Emergency Management about our responsibilities across the four R's. It also includes information about how to prepare for emergencies, when to evacuate, and where to evacuate to.

Community Response Group & Community Hub Plans

The purpose of a Community Response [Resilience] Plan is to:

- Provide information that enable, empowers and supports individuals and communities to take ownership of their own emergency preparedness
- Increases the understanding of hazards and reduces the impacts to our communities.
- Promotes problem solving and encourages self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduces the reliance on first responder agencies and Auckland Emergency Management following an emergency. (Community Resilience Planning – overview)

A Community Response Group may also have a separate Community Emergency Hub Plan which is likely to be an operational document for those members of the community who will provide a shelter for people to go to during an emergency.

Household or Business Emergency Plan

A household emergency plan lets everyone in your household know what to do in an emergency and how to get ready. Having a plan helps make actual emergency situations less stressful (Home Ready section of AEM website). Likewise, a Business Continuity Plan identifies how your business or organisation can keep its essential functions up and running during a time of disruption, or temporarily business operations safely if you need to do so. (AEM website – Work Ready).

Hibiscus and Bays Community

The Hibiscus and Bays Local Board area encompasses Campbells Bay, Mairangi Bay, Browns Bay, Long Bay, Ōkura, Stillwater, Silverdale, Stanmore Bay, Whangaparāoa, Gulf Harbour, Army Bay, Millwater, Ōrewa, Hatfields Beach and Waiwera.

*Statistics

What makes us unique

**Insert any key info re. Communities e.g. Can include info re. Community resilience groups etc?? (alongside community broker)

Māori and the Hibiscus and Bays Local Board area

In the Hibiscus and Bays, the following iwi and hapū whakapapa (have ancestral ties) to this area: Ngāti Wai – Ngāti Wai, Ngāti Manuhiri Ngāti Whātua – Te Rūnanga o Ngāti Whātua, Ngāti Whātua o Kaipara, Ngāti Whātua Ōrākei, Waiohūa-Tāmaki – Te Kawerau ā Maki, Ngāi Tai Ki Tāmaki, Ngāti Te Ata Waiohūa Marutūāhu – Ngāti Paoa, Ngaati Whanaunga, Ngāti Maru, Ngāti Tamatera, Te Patukirikiri

Both oral history and archaeology tells us that Long Bay Beach / Te Oneroa a Kahu is the location of some of the earliest known human occupation in the whole of the Tāmaki Makaurau / Auckland area, from Hibiscus Coast Waka, Wikiki Kingi (Ngāi Tai, Tainui, Waikato) & Vern Rosieur (Ngāti Manuhiri, Ngāti Rehua) 10 around the mid-1400s (2). Since then, there has been a near continuous human occupation in the area, all the way from Te Haruhi Bay, Whangaparāoa, down to the beaches of the East Coast Bays. It is obvious to see why, given the beauty and abundance that this coastline still offers today. Today, there are many markers of that long presence, and the local board is keen to acknowledge these. As well, more recent changes of urbanisation have seen many mataawaka in our area (Māori who live in Auckland but are not in a mana whenua group from Auckland). The local board has been a strong supporter of Te Herenga Waka o Ōrewa, a mataawaka marae in Silverdale since its inception. This is a local hub for all in the Hibiscus and Bays to learn te reo, and to experience te ao Māori. Te Herenga Waka o Ōrewa has close links to the community, and the local board continues to strongly support their aspirations.

2 (PDF) The Long Bay Restaurant site (R10/1374), Auckland, New Zealand, and the archaeology of the mid-15th century in the upper North Island (researchgate.net)

Reduction

What is reduction?

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

Why is reduction important?

Reduction saves lives and property. If we know of a risk and it has not been acted on, one of the first questions asked after an incident is - why did we let this happen? Many things can be rebuilt or restored, but some losses are irreplaceable and can have a deep and lasting impact on communities, businesses and people’s well-being. Effective hazard risk management and reduction can help reduce long-term impacts, and support recovery after an emergency is over.” (Auckland Emergency Management Elected Member’s Guide)

Roles in Reduction

Community, Whānau & Individuals	Local Board	Auckland Emergency Management	Auckland Council
<p>Communities and businesses can play a part in reduction through understanding the hazards and risks within your local area, place of work, school, or anywhere else you regularly visit. Check the Auckland Hazard viewer.</p> <p>For example, communities can host events where they support those who are not able to clear their private drains and culverts to reduce the risk of flooding by keeping their drains clear, add permeable areas and manage water flow.</p> <p>And individuals and whānau can reduce the risk of landslides by getting advice from professionals, control of reduce the speed of flowing water, and do some planting on slopes.</p>	<p>We will:</p> <p>Educate and support the community through preparedness measures which in turn reduces their overall exposure to risk. Apply a long-term lens, beyond the current election term, into the future.</p> <p>These might include Neighbours’ Day events, stream plantings, food security projects, and active transport initiatives.</p>	<p>Auckland Emergency Management is working “with partners to promote region-wide hazard information across multiple platforms to improve knowledge and understanding of hazards. Providing warnings and alerting tools” (Group Plan).</p>	<p>There are many risk reduction initiatives across Auckland Council including the Making Space for Water programme led by Healthy Waters. This is a system of waterways and parks which will provide space for stormwater to flow thus reducing impacts of flooding where people live.</p> <p>The Plans and Places department are ensuring “planning instruments for the built environment are consistent with National Policy, informed by a robust understanding of current and expected future hazards and enable reduction” (Group Plan).</p>

Readiness

What is readiness?

Readiness means we have a plan that will support Emergency Services and communities to have well-coordinated responses in an emergency before it happens. This helps to make sure we have fast, effective response efforts and that we all know what part we play in responding to an emergency.

Some things we do to be emergency ready:

- Identify resources.
- Designate roles and responsibilities.
- Create procedures.
- Organise activities, initiatives and education that improve disaster readiness in the wider community.
- Make sure we know where to evacuate to if we need to.
- Make sure we know how to keep informed.

Why is readiness important?

It is important to make emergency plans so when an emergency happens, we know what to do. If we knew about the risk in advance and didn't address it, people would ask, 'Why weren't we ready?' By being ready, we can further reduce the impact of an emergency and be able to recover faster and stronger." (Auckland Emergency Management Elected Member's Guide)

Roles in Readiness

Community, Whānau & Individuals	Local Board	Auckland Emergency Management
<p>Communities can assist with readiness by developing plans for themselves and their households, keeping enough emergency supplies to last three days or more and knowing where your nearest evacuation centres are.</p> <p>Communities can support each other by getting to know your neighbours and discussing how you can support each other in response – especially those who may be disproportionately affected by disasters (e.g. elderly, people with disabilities, persons with English as a second language).</p>	<p>We will:</p> <p>Encourage our community to take action to prepare themselves.</p> <p>Promote events in our community that support emergency preparedness.</p> <p>Look for opportunities to build local resilience and support ideas and projects that encourage strong, positive and cooperative social connections.</p> <p>Use our local knowledge to identify community groups and partners who may be able to play a role during response and recovery.</p>	<p>Operational readiness includes development and refinement of contingency plans for dealing with our high priority hazards; plus, training and exercising for staff and key partners involved in responding to emergencies. Identifying and mitigating gaps within lifelines utilities (infrastructure and network operators e.g. energy, transport, water, telecommunications).</p> <p>Working with key stakeholders to identify potential welfare needs of communities as a result of emergencies, and plans on how to support those welfare needs.</p>

<p>Communities can develop community response plans and consider setting up Community Emergency Hubs as a place of shelters, connection and information during emergencies.</p> <p>Businesses can develop Business Continuity Plans to keep essential functions up and running during emergencies or disruptions.</p> <p>Individuals can join a range of organisations, such as FENZ, as volunteers to assist with the response efforts during an emergency. Training will be required with these organisations during readiness to ensure you have the skills and experience required to safely assist during a response.</p>	<p>Develop relationships and support local community organisations, networks and agencies who support community emergency preparedness and social and environmental well-being during an emergency event. They may be running community centres, marae, or religious centres, small local businesses or groups that gather to strengthen social connections.</p> <p>Work with Auckland Emergency Management to identify who in our community might be disproportionately affected by an emergency.</p> <p>Contribute to planning and participating in exercises or training held by Auckland Emergency Management to ensure you are familiar with your role in an emergency.</p> <p>Promote and attend local emergency planning events in our community. These could include response planning hui, business continuity and Kotahitanga workshops, community scenario exercises and community events that promote emergency awareness</p>	<p>Assisting community readiness includes training, scenario exercising, developing preparedness information, community planning, attending events and social media.</p>
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In an emergency, unless your whare/home is unsafe to stay in - stay at home. You may be stuck at your whare/home for several days.

This section will support you and your whānau/family to understand how to prepare for emergencies and what you might need to survive for three or more days without assistance.

Know Your Hazards

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

Appendix 3 includes local hazard information for our area, including helpful maps.

Household Plans

Every household plan will be different, because of where we live, who lives with us and who might need our help. You can use the Make a Plan template at Appendix 1, to make your household plan and tailor it to you and your whānau/family's needs. Add key contact details including your support network, your GP or other health providers.

- If you or someone you live or work with has a disability, consider specific needs or arrangements that may be required (refer section xx for further tips)
- Consider more specific needs for your plan if you live in a high rise building or on a lifestyle block.
- Identify a safe location in your whare/home for you to gather in a severe storm, this should be away from windows, skylights or glass doors which can be broken by strong winds or hail.

You can involve children in planning for an emergency by giving them small tasks to do. For example, get them to check the date on your stored water or test the torch is working.

Talk to them in an honest, practical, and calm way about:

- what might happen in an emergency,
- what you can do to keep safe, and
- what your plan is if you can't get to your whare/home.

This can help to reduce fear and anxiety and helps everyone know how to respond. The more involved children are in planning, the less scared they will be when an emergency happens.

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.

Tip: Email the plan to all your whānau/family and keep a copy on your fridge.

People with disabilities, who have medical conditions or who are elderly

Steps To Get Ready:

Talk with your household and your support network about:

- the types of supplies you might need,
- the support you need,
- where you will go if you can't stay at your whare/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.

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

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, keep a smaller cooler bag and ice packs in the freezer.
- Wear a medical alert tag or bracelet so people can know what assistance you may need if you are not able to tell them.
- Know who to call for help if you are dependent on life-sustaining equipment or treatment that might not work in an emergency.

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

If you are medically dependent on electricity or water

If you need home dialysis, and a continuous supply of high quality water, please advise [Watercare](#).

If you have medical devices that need electricity, you must let your electricity retailer know.

If you are dependent on telecommunications, please speak with your health provider about what you should do in case of electricity outages.

If you are deaf or hard of hearing

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

- Give your main support people 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

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 your whare/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.

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 notebook and pen, 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 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 and sunglasses to decrease visual 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.

Pets & Animals

- **Ensure they are part of your plan and that you have extra supplies for them.**
- **Bring your pets indoors as soon as possible. Ensure you keep control of your pets by confining them 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.**
- **Have a pet carrier box and leash ready.**

- **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.**
-

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 or at risk of flooding, you should plan an evacuation route.

Tip: know the emergency procedures and safe locations of your children's schools (plus the whānau/whānau/family reunification procedures).

- Your evacuation route needs to take you out of tsunami evacuation or flood 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. In the case of tsunami, 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.

Tip: Practise your 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. Practising your tsunami evacuation route helps your muscle memory kick in when an event occurs, even in a very stressful situation.

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.

Know Where to Evacuate to

Find out where your Civil Defence Centres and Community Emergency Hubs are located. In an emergency check Auckland Emergency Management's social media, website and the key radio channels for which Civil Defence Centres and Community Emergency Hub's are open. For further information refer to [page xx](#) 'How to Evacuate and Where to go' for more details.

Keep Emergency Supplies

You probably have most of the [emergency supplies](#) 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.

Emergency Supplies for your home/whare:

- ✓ Water for 7-14 days - make sure you have at least nine litres of water for every person. This will be enough for drinking and basic hygiene.
- ✓ Long-lasting food that doesn't need cooking, spare gas for your camping stove or BBQ (never use these indoors) and food for babies and pets. Include any dietary needs.

- ✓ Toilet paper, plastic bags and large plastic buckets for an emergency toilet.
- ✓ Unscented bleach (often the cheaper supermarket brands), cloths, and rubber gloves.
- ✓ Work gloves and a properly fitted P2 or N95 mask.
- ✓ Torches (instead of candles for lighting, to reduce fire risk) and spare batteries.
- ✓ Power bank (keep charged to charge mobile phones and rechargeable torches if the power is out for some time).
- ✓ Battery powered radio.
- ✓ First aid kit.

Tip: Your car can provide with radio for updates and a place to charge devices.

*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.

*If you have asthma or a respiratory disorder, make sure your grab bag has masks and medication required. Emergencies like volcanic eruptions and earthquakes can make it harder to breathe.

Tip: 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.

How to Store Water for Emergencies

- Check expiry dates regularly on bottled water and if you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use plastic jugs or cardboard containers that have had milk in them. Milk protein cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill 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.

Keep Spare Cash

During emergencies, electricity outages may occur and ATM's plus EFTPOS machines may not work. Keeping spare cash is important so you can get necessary supplies.

Prepare Grab Bags

Grab bags can have:

- ✓ Trainers/walking shoes, warm clothes, raincoat, hat
- ✓ Water & snacks
- ✓ Hand sanitiser
- ✓ Power bank & phone charger
- ✓ Cash
- ✓ Photo ID
- ✓ Medications
- ✓ First aid kits
- ✓ Torch
- ✓ Battery radio
- ✓ Pet medication, food, carrier/leash
- ✓ Baby items (food, formula & nappies)



Have [grab bags](#) ready for everyone in your whānau/family. A grab bag is a small backpack with essential supplies that can be carried with you, [if you need to evacuate](#).

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

Grab bags can and should be tailored to you and your whānau/family's needs, for children – you might want to pack a toy, book or something to keep them entertained. But remember you might need to evacuate on foot and carry your grab bag for a distance, so don't make it too heavy. Torch, battery radio and first aid kit could be per household, rather than for each grab bag.

Remember, you don't need extra supplies of each item... we understand it can be expensive, so let's get creative:

- When you evacuate, put on your trainers or walking shoes.
- Old warm clothes or blankets you are bringing to the charity shop or putting in the bin – chuck them in your grab bag or in the back of your car.
- Bought bottles of fizzy drinks for a party? Re-use the bottles for water!
- Some items you may still need to buy, but we don't need to buy it all at once. How about putting aside \$10 a week for a few weeks to build up your spare cash? Or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in the grab bag.
- Use your car radio or check if your neighbours have a radio where you can get key updates.

Tip: Plan ahead for what you will do if you are in your car when an emergency happens, you may be travelling away from your whare/home. A flood or major traffic accident could leave you stranded in your vehicle for some time.

Keep some essential supplies in your car for emergencies - and consider bringing your grab bag with you when you leave your home.

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

Check your Insurance

Home and contents insurance is important to help assist you after a disaster. Private home insurance policy will also automatically provide coverage for land insurance ([EQCover](#)) with Toka Tū Ake EQC.

Regularly review your insurance. Remember to check what your policy does and does not cover, and whether you will have enough insurance to cover the costs of rebuilding your home plus replacing your contents.

You are likely to have been sent your insurance documents via email. Consider keeping a hard copy in your grab bag (if electricity is out or cell towers are down).

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.

Now is a good time to connect so you'll be ready if a disaster situation occurs. It makes everyday life much more enjoyable! It's by doing things together that communities begin to thrive, adapt and get stronger:

- Share contact details with your neighbours so you can contact one another if an emergency occurs.
- Tell your neighbours about your emergency plan and ask about their plans.
- Find out who amongst your neighbours may be able to help you or may need your help in a disaster.
- Create a network with four other people where you will let each other know that a Civil Defence alert has been issued. Don't rely on one person.
- Other local organisations, such as [Hibiscus & Bays Local Board](#) can help you get to know the people who live near to you.

Community Ready

When a disaster strikes, it is often community members who are the first to respond and help. Practical help for people in need comes mostly from neighbours, whānau and friends living nearby or existing local community groups, faith-based organisations and volunteer organisations, such as Neighbourhood Support, Lions, Rotary, Salvation Army, Residents Association or sports clubs. Further assistance can come from social or interest groups you identify with or belong to.

Emergency Services are better able to prioritise their disaster response work if communities also act for themselves and others. We need to work together for the safety and wellbeing of all.

No one knows your community better than you and the people in it. Auckland Emergency Management encourages all communities to come together and talk about how to get ready and plan what you will do during an emergency (AEM website – Community Ready).

Key Considerations for Communities

What resources does your community have? Consider places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organizations?

What hazards are a big risk for your community, and what areas are particularly vulnerable?

How can you support your community for 3 days or more without government help (food and shelter)?

How will you communicate with each other? (Remember to consider power outages)

Who in your community made need more support in an emergency (e.g. culturally and linguistically diverse (CALD), tourists, babies/children, elderly, people with disabilities), and how will you plan to support them?

Some community groups / organisations have their own emergency guides, such as the xxxxxxxx Community Response [Resilience] Plans are published on [Auckland Emergency Management's website](#), alongside tips and templates on [community response planning](#) for communities who don't have plans. Contact aeminfo@aucklandcouncil.govt.nz for support with developing your community response [resilience] plans.

Work (Business) Ready

Auckland Emergency Management has provided 4 steps to being [Work Ready](#).

These steps are:

- Understand the risks to your business.
- Prepare for an emergency.
- Have a business continuity plan.
- Get involved in your community.

Visit the website to make sure your business is prepared for an emergency and your staff know what to do.

Some hazards need us to be prepared in different ways. This section will support you and your whānau/family to understand how to get ready for different hazards.

Storm and Flood Ready

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

- If choosing to use sandbags to keep water away from your house or other buildings. Sandbags can be used to divert water away from your house, place of work or other buildings. Sandbags and fill material are available from retail hardware stores such as Bunnings or Mitre 10. They can be used to block doorways, drains, and other openings into properties, as well as to weigh-down manhole covers, garden furniture, and to block sink, toilet, and bath drains, to prevent water backing up.

Sandbags require time and effort to fill and place, so they need to be filled and placed in advance of flooding, rather than in the middle of a flood or a storm to be effective. They also won't stop water coming from under a house, through floorboards or other access points.

Sandbags

If you don't have sand, any fine material including soil can be used. You can also use pillowcases as makeshift sandbags.

Filling the bags:

- **Fill bags with sand or any other fine material. Don't use gravel or rocky soils as they will let the water through.**
- **It's easiest if two people are involved - one to hold the bag and the other to shovel the sand in.**
- **Only fill bags to half or two-thirds full. This gives the sand room to expand as it absorbs the water.**
- **Don't tie or seal the bag when you put it in place, fold the flap into a triangle and tuck it under the bag.**

Placing the bags:

- **Clear any debris from the area where the bags will be placed.**
- **If you can, put a large sheet of heavy-duty waterproof plastic between the sandbags and the building or surface.**
- **Place your first row of sandbags lengthwise and flat to the ground, butting each end to the next, folding the open end of the sandbag underneath.**
- **Place bags in layers like a brick wall, overlapping each row. Place the second row of sandbags on top staggering the joints.**
- **Stamp bags firmly into place to eliminate gaps and create a tight seal.**
- **Bags can be placed like this to a height of three layers, if further height is required, place sandbags behind to add strength to your wall.**

Disposing of the bags:

Sandbags must be disposed of following use due to contamination, as they will rot if left in the sun.

You can take your debris and damaged items to a Waste Transfer station in Auckland. The closest to the Devonport-Takapuna Local Board rohe is North Shore Transfer Station, 117 Rosedale Road, Pinehill.

- **If you are unable to take it to a facility, please phone Auckland Emergency Management on 0800 22 22 00 so we can assess the best option for collecting your waste.**

Earthquake Ready

- Get your [Home Ready for earthquakes](#) by:
 - Blue Tack or Museum Wax to stick items onto shelves.
 - Strengthen materials used for hanging pictures/photo frames.
 - Restraints for TVs and heavy furniture.

Practise [Drop, Cover and Hold](#) at least twice a year. You can do this when the clocks change and by taking part in Aotearoa New Zealand [ShakeOut](#). It's important to practise the right action to take so that when a real earthquake happens, you know what to do.

Tip: Identify safe spaces to Drop, Cover and Hold within your whare/home, school, work and other places you often visit.

- Somewhere close to you, no more than a few steps away, to avoid injury from flying debris.

- Under a strong table. Hold on to the table legs to keep it from moving away from you.

- Away from windows that can shatter and cause injury. And from tall furniture that can fall on you. Protect your head and neck with your arms.

- Not in a doorway. In most whare/homes, doorways are not stronger than any other part of a house and a swinging door can cause more injury property during an earthquake as you may be at risk of falling debris - leave the building after an earthquake, if it is safe to do so.

Volcano Ready

- Be aware that in the event of ash fall, you may need to remain indoors for several days. Add the following to your emergency supplies:
- [Masks and goggles](#) without side vents ("Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask. Adult masks do not fit smaller children well, so may offer little protection)
- Plastic wrap or plastic sheeting (to keep ash out of electronics).
- Cleaning supplies, including air dusters (available at hardware stores), a broom, a shovel, and spare bags and filters for your vacuum cleaner.
- Advise people not to try and remove ash from their roof due to the risk of working at heights and also not to wash ash down drains as it will block them and harden.
- You could be stuck in your vehicle, so remember to store emergency supplies there.

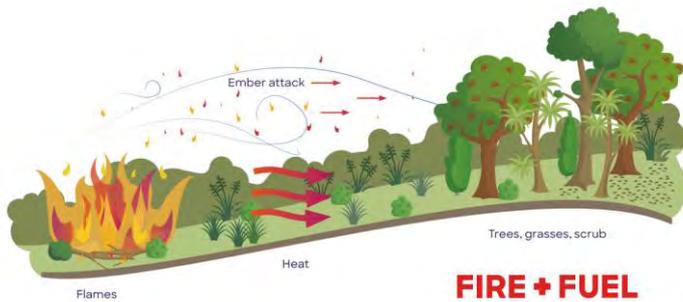
Wildfire Ready

Your home could be at risk of damage or loss due to the spread of wildfire. Homes far away from fire stations could also face a longer response time from firefighters. It's important to understand how fires grow and spread so you can take steps to reduce the risks around your home. Embers can travel more than two kilometres from a wildfire. Your

greatest risk is that these embers reach your home and ignite a fire. Wildfire travels faster uphill, and homes on a steep slope or at the crest of a hill are at greater risk.

Tip: Make sure your Rural Area Property Identification (RAPID) property number is easy for emergency services to find

How fires grow and spread



Although every property has specific risks, and you'll need to consider your own situation, there are simple steps you can take to greatly reduce the risk of fire to your home.

Create a 10-metre safety zone around your house and other structures on your property by:

- Clearing combustible materials and vegetation (e.g. leaves, dead branches and stacks of firewood).
- Keeping your lawns short.
- Regularly clearing material from gutters, spouting and areas around decks. Consider screening with mesh.
- Planting low flammability plants and trees (for more information, go to: bit.ly/plant-flammability).

Low flammability plants aren't fireproof, but they don't readily ignite and have the following characteristics:

- moist supple leaves
- little accumulation of dead wood and dry dead material within the plant
- watery sap that doesn't have a strong odour
- low levels of sap or resin.

Outbreak, Epidemic & Pandemic Ready

Make a plan with whānau/family and friends that includes:

- **who will help with food and supplies if you and your household are ill,**
- **who will look after your extended whānau/family if they don't live nearby (for example, who could deliver groceries or meals to sick whānau/family members)**
- **who would look after your children/ dependents if they need to stay at your whare/home and you must go to work.**
- **how to check on friends, family and neighbours who might need help.**

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

- 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 local doctor or health clinic/provider,
 - HealthLine (freephone: 0800 611 116),
 - your workplace.
- Keep first aid kits up to date.
- Have a supply of food and drinks to last for at least a week. Choose long-lasting foods in cans and packets, and dried foods.
- Masks 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 few hours 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 whānau/family have to stay at your whare/home for more than a week (eg, books, games and streaming services).

Response

What is response?

Response describes the actions taken immediately before, during or directly after an emergency that saves lives, protects property. Response ends when the response objectives have been met or a transition to recovery has occurred.

Why is response important?

The more quickly we respond to events and the more coordinated the approach, the less the community will be impacted. Working together in a coordinated way can save time and resources, which in turn can save lives and money.

Roles in Response

Community, Whānau & Individuals	Local Board	Auckland Emergency Management
<p>First of all, check that your whanau/family is safe. Remember to use social media and texts, to leave phone lines free for emergency services. After this, check in with your neighbours and support each other where you can.</p> <p>Listen to the radio for updates.</p> <p>Follow any community response plans and if there is a need, you may want to assist with standing up your local Community Emergency Hub.</p> <p>Individuals who are part of organisations, trained to assist in an emergency, maybe be called on for support (see our readiness section for more details). If you do not belong to an organisation or have not received the training to assist, some organisations (e.g. Student Volunteer Army) may provide ad hoc support to communities impacted by emergencies.</p>	<p>We will:</p> <ul style="list-style-type: none"> Be present to identify high-level needs of the community. Direct community members towards the right place to get the support they need. Act as a conduit for information as requested by the Emergency Control Centre. Dispel rumours, correcting information, and validating issues. Consider recovery issues. Help response resources and the community work together. 	<p>Auckland Emergency Management will lead the coordination of response activities for geological hazards (e.g. earthquake, tsunami, volcano, landslide), meteorological (e.g. floods, severe wind) and infrastructure failure (e.g. large-scale electricity outage) (Group Plan).</p> <p>Auckland Emergency Management operates a 24-hour Duty Team who actively monitor and coordinate the initial response to an incident (Group Plan). When more support is required, the Emergency Coordination Centre may be activated to coordinate the response.</p>

In life threatening situations, contact emergency services on 111.

If you need to evacuate, go to family/whānau, friends or your closest Civil Defence Centre for support. Don't wait for emergency services to tell you to evacuate.

If you need additional support, go to your local Community Emergency Hub (see page xx).

If English is not your first language, we can provide phone interpreters at Civil Defence Centres for you to communicate your needs.

Stay informed before, during and after an emergency

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

Auckland Emergency Management official social media channels

- [Facebook: Auckland Emergency Management](#)
- X (previously Twitter): [@AucklandCDEM](#)
- [Website: 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 \(civildefence.govt.nz\)](#)
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 Aotearoa New Zealand.
- [X \(previously Twitter\): National Emergency Management Agency](#)
Find emergency and disaster updates.
- [Get Ready](#)
For advice on preparing for disasters.
- [Our Auckland](#) will update the website with key information to know where to get support and other key information.
- [Waka Kotahi](#) (NZTA) and [Auckland Transport](#) will provide updates on road closures.

Emergency Mobile Alert

[Emergency Mobile Alerts](#) are messages about emergencies that are sent by authorised emergency agencies to capable mobile phones. The alerts give people immediate warning 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, during yearly tests.

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.

Met Service

Severe Weather Watches and Warnings are issued by MetService, Te Ratonga Tirorangi. They are available through radio, television, the MetService website and mobile app, by registering for email, via radio and television, also on social media from @MetService on Facebook and X, formerly known as Twitter.

As a weather event gets closer, MetService will issue a 'Severe Weather Watch' (with colour-code Yellow) or a 'Severe Weather Warning' (with colour-code Orange or Red depending on the severity of the event).

Severe Weather Codes

Severe Weather Watch – Yellow: Bad weather is coming. Either the weather will be substantial, but not serious enough to reach 'warning' criteria, or MetService are more confident about what might happen but there is still some uncertainty.

Severe Weather Warning – Orange: MetService are confident about what is going to happen. They warn about when and where the impacts of this weather will be significant.

Severe Weather Warning – Red: This event is extreme and is among the worst that we get – it will have substantial impacts and it is possible that a lot of people will be affected. This may be similar to Cyclone Gita in February 2018, the Fiordland/Southland floods of February 2020, the Canterbury flood of May 2021, or the Buller flood of July 2021.

Stay Connected to your whānau/family and friends

Look after each other during emergencies.

Please remember to use text/social media, do not make calls unless you need urgent help. This will free up phone lines for emergency services and those at most in need of support and assistance.

Texts don't need power or internet and can be sent in mass for spreading important information quickly.

How to Evacuate and Where to Go

If you are told to evacuate, move immediately and follow official advice.

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

Pick up your Grab Bags if it is safe for you to do so. If you are experiencing a landslide, do not stop to pick up supplies, get out of your whare/home immediately.

Go to the place you have identified in your household emergency plan. If possible, plan to stay with friends or whānau.

Note: In large events, mass evacuation centres may be opened. If this is the case, this will be communicated via media channels and community networks.

If you do not have a place to go, the following options are available:

Insert map of CDCs and CEHs.

Community Emergency Hubs

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. Auckland Emergency Management can advise and work with communities who wish to pre-identify a place, such as a church, sports club or hall, and plan to set up and operate a Community Emergency Hub

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.



Hibiscus and Bays Community Emergency Hubs

*Please check if they are open before evacuating to these CEHs.

Name	Address	Contact details (how people will find out if they are open)	Website/social media	Services Provided	Accessibility
				Tea and coffee, toilets charging devices Food, sanitary products nappies, pet food clothing, blankets, linen kitchen supplies support for families to navigate support services	

Civil Defence Centres and Shelters

Civil Defence Centres (CDCs) are opened based on community need.

Civil Defence Centres are equipped to provide affected people with a safe place to eat, sleep and access essential support services. These are run by Auckland Emergency Management and staffed by Auckland Council staff, welfare organisations and central government agencies.

A Civil Defence Centre may open and operate only as a Shelter. Shelters are also run by Auckland Emergency Management and staffed by Auckland Council staff and offer a more basic level of support. Blankets and hot drinks are available.

Hibiscus and Bays (Provisional) Civil Defence Centres

*Please check if they are open before evacuating to these CDCs. These locations may be subject to change based on the impact of the emergency, so always check official sources to find out where to go.

Name	Address	Capacity	Services provided	Accessibility
East Coast Bays Leisure Centre	2 Glen Road, Browns Bay	500		
Stanmore Bay Pool & Leisure Centre	159-177 Brightside Road, Stanmore Bay	330		
Orewa Community Centre	40 Orewa Square, Orewa	TBC		

Volunteering

Looking to volunteer during response?

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

New Zealand Response Team (NZRT) volunteers are qualified responders who assist in emergency services and responding agencies during emergencies. During response, we deploy the Auckland Response Teams to complement or support the emergency services if the size of an incident or event is beyond what they can usually manage. In Auckland, we have two Response Teams who serve the wider Auckland community. NZRT3 West Auckland is registered as a non-profit emergency response trust and is based in Henderson. NZRT5 North Shore is based in Sunnynook (<https://www.aucklandemergencymanagement.org.nz/>).

Taskforce Kiwi volunteers are defence and emergency services veterans, and members of the wider community, with the skills, experience, motivation and grit to help communities through direct assistance before, during and after disasters. They are not first responders, instead they work alongside existing emergency management agencies and communities, providing skilled volunteer resources to help fellow Kiwi's on their worst day. Taskforce Kiwi deploys teams of suitably trained and experienced volunteers into the field before, during and after disasters, providing a variety of services to impacted communities, working alongside existing emergency management staff and volunteers(<https://www.taskforcekiwi.org/>).

Fire and Emergency New Zealand's volunteers "help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, our volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help" (<https://www.fireandemergency.nz/volunteering/>).

Land Search and Rescue (LANDSAR) volunteers provide "search and rescue assistance to the lost, missing and injured across New Zealand" (<https://www.landsar.org.nz/about/>).

Coastguard volunteers "are on the frontline, crewing rescue vessels and aircraft, operating radios, coordinating search and rescue incidents, and saving lives at sea" (<https://volunteers.coastguard.nz/>).

Surf Life Saving New Zealand volunteers lead "beach and coastal safety, drowning prevention and rescue authority in Aotearoa" (<https://www.surflifesaving.org.nz/about-us/what-we-do>).

Student Volunteer Army volunteers shift between local need and global outlook and make tangible differences in the world every day – whether it's simply mowing a neighbour's lawn or taking action to reverse the effects of climate change. Through our work in crises across Aotearoa over the last decade, they have evolved to become leaders of second wave crisis response, helping communities recover after disaster. (<https://volunteer.sva.org.nz/>).

If you are not a trained volunteer with one of these organisations or another umbrella organisation, check in how you can support your neighbours or others in your area who may need support or assistance. There are also other

organisations such as, [Mitre 10 Helping Hands](#) or [Volunteering Auckland](#) who may have opportunities to assist communities during emergencies.

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Recovery

What is recovery?

After a disaster, people and communities face disruption and disconnection. Cities and even countries may struggle to get back on their feet and get a sense of the ‘new normal’. Recovery is about returning to the routines of daily life, restoring connections and regaining a sense of well-being. Communities and the private sector play a key role in helping achieve that. The council’s role is to coordinate and manage a recovery.

Why is recovery important?

Emergencies and disasters bring change, often significant, for people, whānau and communities. Change may mean that people may need to do some things differently. It may mean coping with serious loss or injury. Recovery is about how we adjust to these new circumstances, not just as individuals, but as communities and a society. Recovery can also be an opportunity for positive changes. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future events. Recovery is complex. Achieving a recovery’s intended outcomes requires communication, coordination, collaboration and time.

We can try to prepare for disasters, but often we will need support in the days, weeks and months after a disaster to get back on our feet.” (Auckland Emergency Management Elected Member’s Guide)

Roles in Recovery

<p>Communities can support each other through staying informed, sharing recovery information for those impacted, and finding creative ways to support those who have been impacted.</p> <p>Community members can attend training, such as Psychological First Aid to learn ways to assist those who may be struggling to cope.</p> <p>Communities can host events such as coffee mornings, to remain connected to each other in difficult times.</p> <p>Communities can review and refine their community</p>	<p>We will:</p> <p>Reassure our community and highlight successes, but also be realistic – the recovery process is complex and will sometimes take a long time.</p> <p>Champion the issues our community faces to the recovery team.</p> <p>Use our local knowledge and understanding of our community to contribute to local awareness and help identify problems and vulnerabilities.</p> <p>Provide political leadership by ensuring appropriate scrutiny and provision of</p>	<p>Before emergency events, AEM develops and refines preparations to effectively lead and deliver recovery from an emergency. After recovery from an emergency, debriefs and the lessons learned are incorporated into the work programme to be better prepared for the next recovery.</p> <p>After major events, such as the Severe Weather Events in 2023, required larger recovery operations and cannot be managed within Auckland Emergency Management alone. Therefore, a Recovery Office was stood</p>	
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resilience plans, identifying what did and what did not work, and what they can improve.	resources to the recovery team. Support the recovery teams' efforts in your community.	up in Auckland Council to assist with recovery across the four recovery environments (natural, social, built & economic).	
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Stay Informed

[Our Auckland](#) will update the website with key information to know where to get support and other key information.

[Waka Kotahi](#) (NZTA) and [Auckland Transport](#) will provide updates on ongoing road closures.

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.

Looking after your [mental wellbeing](#) is important - it's normal for you and your whānau to be upset and to feel drained during and after emergencies.

- Text or call 1737 and speak with a trained counsellor.
- Speak to a health professional – your GP or mental health provider (can also be through your GP practice).
- Online resources including [All Right](#) and [He Waka Ora](#).

Report a problem

Report any flooding, flood risks, or electricity outages to the relevant organisation. See our Key Contacts and Emergency Information page for how to do so.

Housing assistance

If you have had to evacuate your where/home, only return to your where/home if the Rapid Assessment Team at Auckland Council or emergency services have advised it is safe to do so!

If your house has received a [placard](#) (sticker), the home owner will get correspondence from your [rapid building assessment](#) case manager at Auckland Council (please ensure your contact details are up-to-date through your rates) to advise you on next steps.

Tenants and landlords can get support for damage to rental property in a disaster through [Tenancy Services](#).

[Kāinga Ora](#) customers can get assistance with repairs and support.

[Temporary Accommodation Support \(TAS\)](#) can help with support, advice, and potentially temporary accommodation.

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 cover the cost of temporary accommodation if you can't stay at home and your whare/home or property been damaged during the storm. Some insurers provide cover for food spoilage because of an electricity outage.

Check your policy, phone your insurer for advice and [take photographs](#) of damaged items you're claiming for.

[New Zealand Claims Resolution Service \(NZCRS\)](#) provides free, legal advice for people dealing with home insurance claims as a result of a disaster.

Toka Tū [Ake EQC](#) provides information for those navigating insurance claims (storm, floods and landslides).

Toilet facilities

- 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.
- *If your wastewater treatment system needs electricity for pumps etc, and you don't have alternative options, call an equipment hire company to hire a temporary toilet.

Waste management

You can also take your debris and damaged items to a Waste Transfer station in Auckland. The closest to the Hibiscus and Bays Local Board rohe is [North Shore Transfer Station, 117 Rosedale Road, Pinehill](#).

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If you have damp items requiring disposal, it is important to remove them from your home to keep your home dry and healthy. Ask your friends, family and neighbours to help you move your items. If you need more support, contact Auckland Council to arrange assistance.

If you need to replace damaged household items, contact a Community Recycling Centre. Within the Hibiscus and Bays Local Board rohe, the XXXXXXXXXXXXX, provides a range of services for the community, including gathering and distributing items to families affected by a disaster. If you would like to donate items to those in need, check their Facebook page, if possible, to see what items they are able to accept during a disaster recovery.

Security and crime prevention

Unfortunately, emergency situations can also prompt criminal activity. Check that your own property and that of your neighbours' 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

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https://www.aucklandemergencymanagement.org.nz/media/wxslin1a/20230804-aem-elected-members-guide-v1_rev2.pdf

Auckland Emergency Management. 2023. Elected Member's Guide. Auckland, New Zealand.

https://www.aucklandemergencymanagement.org.nz/media/wxslin1a/20230804-aem-elected-members-guide-v1_rev2.pdf

Hibiscus & Bays Local Board Plan 2023. Auckland, New Zealand.

<https://www.aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/local-boards/all-local-boards/hibiscus-bays-local-board/Documents/hibiscus-bays-local-board-plan-2023.pdf>

Ministry of Civil Defence and Emergency Management. 2019. National Disaster Resilience Strategy. Wellington, New Zealand. <https://www.civildefence.govt.nz/assets/Uploads/documents/publications/ndrs/National-Disaster-Resilience-Strategy-10-April-2019.pdf>.

Research and Evaluation Unit (RIMU), Auckland Council. 2019. 2018 Census Results Local board and special area information sheets. Auckland, New Zealand. <https://knowledgeauckland.org.nz/media/1181/auckland-area-2018-census-info-sheets-all-local-boards.pdf>

Appendix 1 - Useful Links

Reduction

- Reduce the risk of landslides <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx>
- Reduce the risk of flooding
www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx
www.aucklandcouncil.govt.nz/floodviewer <https://www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx>
- Blue-Green Network <https://www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/managing-growth-our-stormwater-network/Pages/blue-green-networks.aspx>

Readiness

Home Ready (Grab bags, household plans, essential supplies)

- Hazard Viewer:
<https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c649c8>
- Home Ready (AEM) <https://www.aucklandemergencymanagement.org.nz/home-ready>
- Grab bags: <https://www.aucklandemergencymanagement.org.nz/home-ready#item2>
- Home Ready (NEMA) <https://getready.govt.nz/en/prepared/household>
- High rise Building Ready <https://www.wremo.nz/get-ready/home-ready/high-rise-buildings/>
- Lifestyle Block Ready <https://www.aucklandemergencymanagement.org.nz/lifestyle-block>
- Preparing Animals for Emergencies: <https://www.mpi.govt.nz/animals/animal-welfare/animal-welfareemergency-management/preparing-animals-for-emergencies/> .
- Flood Viewer www.aucklandcouncil.govt.nz/floodviewer
- Preparing for flooding <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/prepare-flooding-emergencies.aspx>
- Make Your Home Safer <https://getready.govt.nz/en/prepared/household/make-your-home-safer>
- Drop Cover and Hold <https://getready.govt.nz/en/emergency/earthquakes/drop-cover-hold>
- Shake Out <https://getready.govt.nz/en/involved/shakeout>
- Tsunami hikoi <https://getready.govt.nz/en/emergency/tsunami/tsunami-hikoi#:~:text=What%20is%20a%20tsunami%20h%C4%ABkoi%3F%20A%20tsunami%20h%C4%ABkoi,Zealand%20is%20at%20risk%20of%20earthquakes%20and%20tsunami.>
- Protect yourself from breathing volcanic ash <https://www.ivhnhn.org/ash-protection>
- Emergency information in different languages:
<https://www.aucklandemergencymanagement.org.nz/resources> <https://getready.govt.nz/en/prepared>
*change language in top left corner
- For people with disabilities:
Auckland Emergency Management Resources
<https://www.aucklandemergencymanagement.org.nz/resources>
Advice for Disabled People (NEMA) <https://getready.govt.nz/en/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing>
Audio, Large Print and Easy Read <https://getready.govt.nz/en/alternate-formats/audio> (or call the Telephone Information Service by dialling 09 302 3344 menu option 4116.)
Taikura www.taikura.org.nz

Community Ready

- Community Ready (AEM): <https://www.aucklandemergencymanagement.org.nz/community-ready>
- Community Response [Resilience] Plan templates <https://www.aucklandemergencymanagement.org.nz/community-ready#item2>
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans <https://www.aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards>
- Resilient Auckland North: Community Plans <https://www.resilientaucklandnorth.org.nz/community-plans>
Neighbourhood Support North Shore <https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore>

Work Ready (Businesses)

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

Response

- State of Emergency <https://getready.govt.nz/en/emergency/who-does-what-in-an-emergency>
- Emergency Mobile Alert <https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert>
- Met Service <https://www.metservice.com/>
- Radio New Zealand <https://www.rnz.co.nz/>
- Newstalk ZB <https://www.newstalkzb.co.nz/>
- The Hits <https://www.thehits.co.nz/>
- More FM <https://www.morefm.co.nz/home.html>
- Facebook (AEM) <https://www.facebook.com/aklcedem/>
- X [previously Twitter] (AEM) <https://twitter.com/AucklandCDEM>
- Auckland Emergency Management website <https://www.aucklandemergencymanagement.org.nz/>
- Facebook (NEMA) <https://www.facebook.com/NZCivilDefence>
- X [previously Twitter] (NEMA) <https://twitter.com/NZcivildefence>
- NEMA website <https://www.civildefence.govt.nz/>

Volunteer Organisations

- Auckland Emergency Management Response Teams <https://www.aucklandemergencymanagement.org.nz/get-involved/auckland-response-team>
- FENZ <https://www.fireandemergency.nz/volunteering/>
- LandSAR <https://www.landsar.org.nz/volunteer-with-land-search-and-rescue/>
- Coastguard <https://volunteers.coastguard.nz/current-vacancies/>
- Surf Life Saving NZ <https://www.surflifesaving.org.nz/join-us/become-a-surf-lifeguard>
- Student Volunteer Army <https://www.facebook.com/StudentVolunteerArmy/>
- Mitre 10 Helping Hands <https://www.mitre10.co.nz/helpinghands>

Recovery

- Our Auckland <https://ourauckland.aucklandcouncil.govt.nz/>
- Roads
AT <https://at.govt.nz/projects-roadworks/road-works-disruptions/>
Waka Kotahi <https://www.facebook.com/nztaakl>
- Wellbeing support
- Te Whatu Ora <https://info.health.nz/>
All Right <https://www.allright.org.nz/coping-tough-times>
He Waka Ora <https://hewakaora.nz/>
- Emergency toilets <https://www.tewhatauora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop>
- Tenancy Services <https://www.tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster/>
- Placards (stickers) <https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx>
<https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx>
- Work and Income <https://www.workandincome.govt.nz/>
- Temporary Accommodation Support (TAS) <https://www.tas.mbie.govt.nz/>
- Kāinga Ora <https://kaingaora.govt.nz/en/NZ/tenants-and-communities/support-for-customers-impacted-by-a-natural-disaster/>
- New Zealand Claims Resolution Service (NZCRS) <https://www.nzcrs.govt.nz/>
- Toka Tū Ake EQC Factsheets <https://www.eqc.govt.nz/our-publications/information-about-egcover-claims-for-storm-flood-and-landslip-damage/>

Emergency Services

In an emergency dial 111, for general information and updates visit:

NZ Police	www.police.govt.nz
Fire and Emergency NZ	www.fireandemergency.nz www.checkitsalright.nz
St John's	www.stjohn.org.nz
Coastguard Marine Assistance	https://www.coastguard.nz/boating-safely/in-an-emergency/

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:

Appendix 3 - Hazard Factsheets

Electricity Outage

Electricity outages can occur independently of any other hazards or as a result of an emergency event.

All broken or downed electricity 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 your own electricity outage as soon as it occurs to Vector on 0508 832 867.

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

Food Illness and 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 (minimise freezer opening), 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 whare/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.

Tip - Pets are just as likely to become unwell by consuming unsafe food. If you are disposing of food due to the electricity 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 electricity to fill troughs, you will need to ensure it does not run out. Keep your pets away from flooding or contaminated water.

Electric 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

Conserve phone battery by limiting mobile calls and data use.

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.

Flooding

Also refer to Fact Sheets on Electricity Outage, Severe Storms, Thunderstorms, and Landslides.

During wet weather, stormwater naturally flows overland to the lowest point. In regular, small rain events, this usually has minimal impact on people or property. However, when there is heavy rain and the stormwater network reaches capacity or there is a blockage, greater volumes of water flow overland and may cause flooding. Climate change is increasing the number and intensity of extreme rain events, so we all need to be prepared and become more resilient to flooding.

Because of Tāmaki Makaurau / Auckland's geography, most of our flooding is flash flooding which can occur rapidly after intense rainfall. Flash floods and floods in general are dangerous when:

- Water is very deep or travelling very fast.
- Floodwaters have risen very quickly.
- Floodwater contains debris, such as trees or building materials.
- Floodwater is contaminated by raw wastewater or other biological contaminants.

Floods can cause injury and loss of life, local evacuations, damage to property and lifeline utility disruption. Normally, the ground will absorb any rain that falls, or it collects harmlessly in stormwater drains, streams or rivers. However, if the ground is too wet (saturated) or the rain falls too quickly, the ground, stormwater or river systems may no longer be able to cope with the rain fall and it can cause flooding.

There are different types of flooding, more information of where flood hazards are in Auckland can be found on the [Flood Viewer](#):



Flood plains – Areas predicted to be covered by flood water during heavy rain. Flood plains appear in low-lying areas or next to streams and rivers. As many historical streams have been piped, flood plains may appear in areas where you haven't seen water before.

Diagram showing how a floodplain that has activated in heavy rain fall, note how it is now much wider the floodplain area is compared to the river is under normal conditions.

Flood prone areas - Low-lying areas where water can become trapped and collect during heavy rain, especially if the stormwater outlet is blocked or reaches capacity. Flood prone areas can occur naturally in the landscape or be created by man-made features such as roads and railway embankments. They can be extremely large areas, and properties are built within them.



Diagram showing overland flow paths and water collecting in a low lying area posing a flood hazard.



Overland flow paths – The route water will naturally take across the ground during heavy rain when the stormwater network is at capacity, or where there is no stormwater network. Water can move very quickly over land, creating temporary fast flowing streams as it travels downhill. Items like rubbish, fences and buildings can be swept away by overland flow paths or create blockages which can cause flooding.

Diagram showing an overland flow path flowing down a slope during heavy rain.

Storm surges and coastal inundation: See below section “coastal inundation” for more information about this type of hazard.

Tips for flooding

Put safety first. Don't take any chances. Act quickly, do not wait for official warnings if you see rising water.

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.

Floods and flash floods can happen quickly.

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 where/home even when the floodwaters have receded. Listen to emergency services and local Civil Defence authorities and don't return where/home until they tell you it is safe to do so.

During a flood

- 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.
- If water is seeping into your where/home, turn off the electricity at the mains and request an electrician to check it is safe to turn the power back on, before doing so.
- Always assume that all flood water is contaminated with wastewater, farm run off and chemicals. Flood water may also be electrically charged from damaged electricity lines.
- If you come into contact with flood water, thoroughly clean hands (with anti-bacterial soap or hand sanitiser), clothes and any property (with hot water, detergent and a household disinfectant bleach solution) touched. See Te Whatu Ora's guidance on 'Cleaning up safely after a flood': https://www.arphs.health.nz/assets/Uploads/Resources/Healthy-environments/Flooding/Flood-advice_-_cleaning-up-ARPHS.pdf.
- In the days and weeks after a flood, follow [public health](#) advice, such as, boil water notices.

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 while driving near flood water, 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.

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*Insert Flooding map caption.

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Severe storm

***Also refer to Fact Sheets on Electricity Outages, Flooding, Thunderstorms, and Landslides as these can be flow off effects from a severe storm.**

Storms are a combination of many different hazards occurring at the same time, including high winds, heavy rain and in some cases storm surges.

Tāmaki Makaurau Auckland can experience storms all year around including tropical cyclones that track down from the tropical latitudes in summer, and strong polar blasts that come up from the 'Roaring 40s' and southern latitudes in the winter. These storms bring high rainfall and winds. The low atmospheric pressure associated with storms when combined with high tides or strong winds, could cause coastal inundation/storm surges. Widespread storms can cause additional or cascading hazards, for example heavy rain can trigger flooding (see [pages 32-38](#) for more details) and landslides (see [pages 44-45](#)) which damage buildings and lifeline utility networks.

How we are impacted by widespread severe storms will change as we continue to experience the impacts of climate change. Rainfall rates and wind speeds associated with severe storms may become more intense in the future as global temperatures continue to rise.

During a storm

- Listen to advice provided by Auckland Emergency Management and emergency services and follow their instructions.
- Put your emergency plans into action.
- Secure your whare/home and critical buildings by closing windows. Pull curtains and blinds over windows. This can prevent injury from flying glass if the window breaks.
- Take extreme care with items that may conduct electricity if your whare/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 electricity 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.

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Thunderstorms and Tornado

***Also refer to Fact Sheets on Electricity Outages, Flooding, Severe Storms, and Landslides.**

Tāmaki Makaurau Auckland experiences isolated, high intensity thunderstorms each year. These form when warm moist air rises rapidly into unstable conditions in the atmosphere. If conditions are right some thunderstorms can develop into a tornado, these are usually isolated and short lived but pose a major danger to property and life in their path.



MetService classifies a severe thunderstorm as:

-rainfall of 25mm/hr or more

-hailstones of 20mm or more in diameter

-gusts of wind of 110km/h or stronger

-damaging tornadoes of at least 116km/h windspeed.

These systems are usually very isolated and fast-moving making forecasting their exact impact area challenging. They can produce localised flooding (see pages 32-38 for more details) 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.

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.

During a thunderstorm or tornado

- If you see a tornado nearby, take shelter immediately.
- Listen to the radio and/or TV for updates, Auckland Emergency Management website and social media if possible.
- Put your emergency plans into action.
- 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 in a car during a thunderstorm

- Pull safely onto the shoulder of the road and stop, making sure you are away from any trees or other tall objects that can fall on the vehicle. Turn your hazard lights to alert other drivers that you have stopped.
- Stay in the vehicle with your windows closed. You are safer from lightning in a vehicle than out in the open.
- Avoid contact with metal or other conducting surfaces inside and outside the vehicle to reduce your chance of being shocked.

If you are outdoors during a thunderstorm

- If you hear distant thunder or see a flash of light, get indoors immediately. Avoid gazebos, rain or picnic shelters and other flimsy outdoor 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. A sturdy building is the safest location during a severe thunderstorm.
- Find an area protected by a low clump of trees. Never stand beneath a single large tree in the open.
- If you cannot find any suitable shelter, as a last resort, find a low-lying, open place away from trees, poles, or metal objects. Make sure the place you pick is not subject to flooding. If you are physically able to, crouch low to the ground on the balls of your feet. Place your hands on your knees and your head between your knees. Minimize your body's surface area and minimize your contact with the ground. Lightning currents often enter a victim through the ground rather than by a direct overhead strike.
- If you are boating, fishing or swimming, get to land, get off the beach, and find shelter immediately.

Places and objects to avoid during a thunderstorm

- Tall structures or elevated areas such as towers, tall trees, or hilltops, as lightning normally strikes the tallest objects in the area.
- Open spaces or exposed spaces such as exposed sheds or construction sites. Move to a location beneath a solid roof and avoid openings such as windows or doors.
- Any electrically conductive objects such as metal fences, clothes lines and electricity and telephone lines.
- Objects in metallic contact with the ground. Machinery such as tractors are often struck by lightning, so do not seek shelter under equipment such as this.

Call 111 immediately if someone is struck by lightning

If you are outdoors during a tornado

- Tornadoes cause a lot of debris to be blown at very high speeds.
- Lie down flat in a nearby gully, ditch or low spot on the ground where the wind and debris will blow over you.
- Protect your head with an object or with your arms.

If you are in a car during a tornado

- 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.

Landslides

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

Regularly inspect your property if you are located on or near a slope for any indication of movement, especially after heavy rain fall following a long dry spell, earthquakes or heavy rainfall.

- 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.
- Look at the hillsides around your home for any signs of land movement (like rockfall, small landslides or debris flows and unusual cracking) and any trees that start to tilt over time.
- Watch the patterns of storm water drainage on slopes near your home, and especially the places where runoff water converges. Noticing small changes can alert you to an increased threat of a landslide, most small landslides are caused by water runoff so changes in water runoff patterns can indicate ground movement.
- If you are near a stream or waterway, be alert to any sudden increase or decrease in water flow, and to a change from clear to muddy water. Such changes may indicate landslide activity upstream, so be prepared to move quickly. Save yourself, not your belongings.
- If you notice any of these changes, seek professional advice as soon as possible.
- Be especially alert when driving. Watch the road for collapsed areas, mud, fallen rocks, and other indications of a possible debris flow/landslide.

Recognise the warning signs and act quickly.

Landslides can occur without any warning signs. They can be triggered by heavy rainfall, earthquakes and in some cases human activity (for example modification of the slope).

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, 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.**

If lives are in danger, evacuate immediately and dial 111.

What to do if a landslide occurs

- Stay away from the landslide area. Further landslides may occur.
- If safe to do so check for injured and trapped persons and animals near the landslide, without entering the landslide area. Direct rescuers to their locations.
- Put your emergency plans into action.

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Coastal Inundation

Also refer to Fact Sheets on Electricity Outages, Flooding, Severe Storms, and Landslides.

Coastal inundation (coastal flooding including storm surge) is a natural event that occurs when normally dry, low-lying land is flooded by the sea. It is often the result of extreme weather events.

Where coastal flooding occurs is determined by the sea level and the topography of the ground surface. Coastal inundation is more likely during storms. In calm weather conditions, the level of the sea at the coast is fairly predictable as it is governed by the changing tides. During a storm, the sea level at the coast can rise due to strong winds, lower air pressure, heavy rain, and larger waves.

High tides can worsen the situation, causing flood waters to encroach further inland. Areas close to estuaries and inlets are particularly prone to flooding in extreme weather events and with high tides.

Coastal inundation and storm surge can cause scouring and erosion of landforms at the coast. Tamaki Makaurau Auckland's coastal cliffs are susceptible to erosion by both coastal inundation and severe storms (see pages 39-41) leading to landslides (see pages 44-45) and instability. The areas that experience inundation will increase and flood more frequently and to a greater depth as sea levels rise and storms become more frequent and intense due to climate change.



Diagram showing coastal inundation overwhelming protections and causing coastal flooding during an extreme weather event at high tide

During coastal inundation

- 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 to your whare/home even when the water has returned to normal. Listen to emergency services and Auckland Emergency Management and don't return to your whare/home until they tell you it is safe to do so.

*Insert caption re. map



Volcano

If there is volcanic activity, follow official advice provided by Auckland Emergency Management, and emergency services.

Tāmaki Makaurau Auckland could be affected by volcanic eruptions from both inside and outside of the Auckland region. The Auckland Volcanic Field contains 53 known volcanic centres. While scientists consider the probability of an eruption from the Auckland Volcanic Field occurring within our lifetimes to be very low, the field is active and the consequences of a future eruption in Tāmaki Makaurau Auckland could be highly impactful. It is unclear where the next eruption in Auckland may occur due to the type of volcano we have however scientists believe that it is likely to occur within the current Auckland Volcanic field (see the Auckland Hazard Viewer on the Auckland Emergency Management Web page).

In the Hibiscus and Bays rohe/region, there is the Onepoto and Tank farm volcanoes.

Some of the hazards associated with an eruption with the Auckland region include hot, fast-moving ash and debris clouds (base surges), ash fall, volcanic gasses, earthquakes, volcanic bombs as well as lava flows. Some of these hazards will be isolated to the area surrounding the eruption site, and others may be more widespread like the ash fall and gas due to wind conditions at the time.

GeoNet's provides information on Volcanic Alert Levels across Aotearoa New Zealand. For more information, go to:

<https://www.geonet.org.nz/volcano/aucklandvolcanicfield>

Tāmaki Makaurau Auckland may also be affected by volcanic eruptions outside of the region (for example the central volcanic zone near Taupo and central plateau volcanoes like Ruapehu etc). These effects are most likely to be in the form of ash fall and disruption to lifeline utilities such as Auckland Airport. There may also be affects to human and animal health due to ash fall.



If ash fall is forecast

If there has been a volcanic eruption in Aotearoa New Zealand, GeoNet will provide ash fall forecasts at [geonet.org.nz/volcano](https://www.geonet.org.nz/volcano). These will also be communicated in the media.

If ash fall has been forecast for your region:

- Before ash fall starts, if possible, go to your whare/home to avoid exposure to and driving during, ash fall.
- Move pets and pet water bowls indoors.
- If you have respiratory or heart conditions, keep your relief and preventer medication handy, and use as prescribed. If you have any concerns, call your doctor.

Take steps to keep ash out of your house:

- Set up a single entry/exit point for your house. Place damp towels by the door to prevent ash being tracked indoors on your shoes.
- Close all remaining doors and windows.
- Close other entry points, such as cat doors and air vents.
- Shut down heat pumps and air conditioning units, to prevent ash from being blown indoors, and to prevent ash from damaging the units by clogging filters and corroding metal.
- Cover electronics and leave covered until the indoor environment is free of ash.
- Move vehicles and machinery under cover (if possible), or cover them, to avoid ash-causing corrosion damage.
- Cover spa pools and swimming pools, as ash can clog filters.
- Disconnect downpipes from gutters, to allow ash and water to empty from gutters onto the ground.

- Disconnect roof catchment rainwater storage tanks from downpipes, to prevent contamination.
- Seal any openings in water storage tanks (e.g. poorly-fitted covers), to prevent the entry of ash.
- Cover any open gully traps or drains with a sheet of plywood or similar, to prevent ash from entering the wastewater or stormwater systems.
- Cover vegetable gardens with tarpaulins, to prevent ash contamination.

During ash fall

- Stay indoors.
- Keep pets indoors.
- Do not attempt to clear ash from your roof while ash is falling.
- Avoid non-essential driving. If you must drive, drive slowly, maintain a safe following distance behind other traffic, use headlights on low beam, and avoid using wipers as ash can scratch windcreens.
- Put your [emergency plan](#) into action.
- Listen to the radio for updates and the Auckland Emergency Management website. Follow instructions from emergency services.
- [Do not use unflued gas heaters indoors while your house is sealed to keep out ash, as there is a risk of carbon monoxide poisoning.](#)
- [Never use outdoor gas appliances indoors.](#)

Protecting your health

- Reduce your exposure to ash, gases and aerosols by staying indoors. This is particularly important for high-risk groups (children, older adults and those with pre-existing respiratory conditions, such as asthma, COPD, or chronic bronchitis).
[If you have been prescribed preventer medication, ensure you take it as advised by your doctor. Keep your reliever medication with you at all times.](#)
- If you have to go outside, wear protective clothing: a N95 mask, goggles without side vents, strong footwear, gloves and clothing that covers your skin.
 - Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask.
 - Masks do not fit smaller children well, so may offer little protection. Keep children indoors.
 - Do not wet masks as evidence shows this makes no difference to filtration efficiency.
 - [Further information on respiratory protection in ash fall, including how to fit a dust mask correctly, is available on the International Volcanic Health Hazard Network \(IVHHN\) website.](#)
- Do not wear contact lenses, because trapped ash can scratch your eyes. Wear glasses instead.
- Contact your doctor or Healthline (0800 611 116) if you have any concerns about your, or someone else's, health. People experiencing asthma symptoms even for the first time should not ignore them. Seek medical advice as soon as possible. A severe asthma flare-up can vary in severity and can be life threatening. If there are signs that someone's condition is deteriorating, call 111.

Protecting vehicles

Ash may damage vehicles by clogging filters, corroding metal surfaces, and causing abrasion damage to windcreens, paintwork, and moving engine parts.

- Keep vehicles under cover or covered as much as possible to avoid ash causing corrosion damage.
- Remove ash from car paintwork and windscreens by gently brushing with a soft brush and, if necessary, washing with water sparingly. Avoid rubbing as this can cause abrasion damage.
- Clean or replace air and oil filters regularly (every 80-160 kilometres in heavy ash or every 800-1600 kilometres in light ash).
- Apply lubricant/grease more frequently and check for wear regularly.

[Further information on protecting vehicles and other machinery from ash fall is available on the International Volcanic Ash Impacts website.](#)

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*Insert caption



Earthquakes

***Also refer to Fact Sheets on Electricity Outages, Tsunamis and Landslides.**

While technically classed as being a 'low seismic hazard' area, Auckland does have active faults located in the South Auckland. Recent mapping by GNS Science has identified three new faults in the Franklin area (Paerata, Pukekohe and Aka Aka Faults) however, more research is required to understand the hazard that these faults pose. Two well-known faults, the Wairoa North and Wairoa South Faults, mark the edge of the Huna Ranges. Scientists estimate the Wairoa North and Wairoa South faults may be able to generate an earthquake up to magnitude 6.7. This is unlikely to cause widespread damage across Auckland including the Hibiscus and Bays Local Board area, however there may be localised impacts near the faults themselves.



Figure showing faults within the Auckland region (note that the Paerata, Pukekohe and Aka Aka Faults require more research to understand their risks, as recent mapping has just recently identified these features).

During an earthquake

Drop, Cover and Hold is the right action to take in an earthquake.

DROP down on your hands and knees. This protects you from falling but lets you move if you need to.

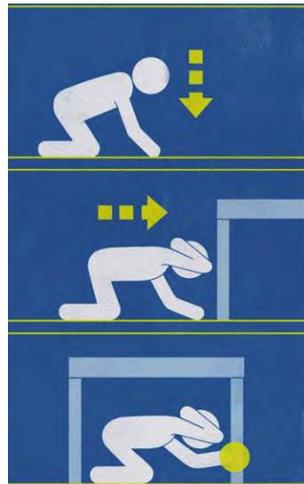
COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby and cover your head and neck with your arms and hands.

HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it. If there is no shelter near you, crawl to an inside corner of the room and cover your head and neck with your hands and arms. Do not run outside or stand in a doorway. Many people are injured while trying to move DURING the shaking. It is safer to Drop, Cover, and Hold until the shaking is over.

Drop, Cover, Hold:

- stops you being knocked over,
- makes you a smaller target for falling and flying objects, and
- protects your head, neck and vital organs.

Do not run outside or you risk getting hit by falling bricks and glass.



If the earthquake lasts longer than a minute or is strong enough to make it difficult to stand, move quickly to the nearest high ground or as far inland as you can out of tsunami evacuation zones.

- If you are near the coast remember, Long or Strong, Get Gone.
- When in Bed: [Stay, Cover & Hold](#).
- When in a Car: [Pull over & Wait](#).

What to do after an earthquake

Expect more shaking. Each time you feel earthquake shaking, Drop, Cover and Hold. More shaking can happen minutes, days, weeks, months and even years following an earthquake.

- Check yourself and others for injuries and get first aid if necessary.
- Turn off water, electricity and gas if advised to. If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can.
- If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.
- If you can, put on protective clothing that covers your arms and legs, and sturdy footwear. This is to protect yourself from injury by broken objects.
- If you are in a store, unfamiliar commercial building or on public transport, follow the instructions of those in charge.
- Use social media or text messages instead of calling to keep phone lines clear for emergency calls.
- Keep control of your pets. Protect them from hazards and protect other people from your animals.
- Check on your neighbours and anyone who might need your help.

Tsunami

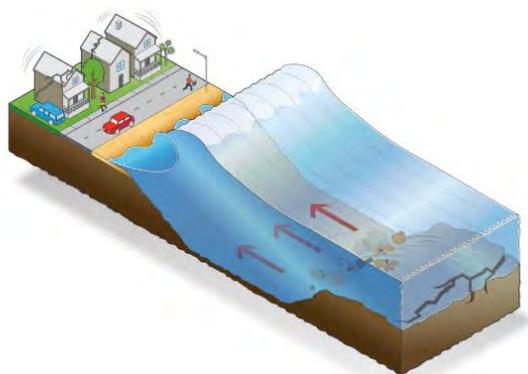
***Also refer to Fact Sheets on Electricity Outages, Flooding, Earthquakes and Landslides.**

Tsunami are series of 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's coastline, 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: generated across the Pacific Ocean like in Chile, Alaska, or even Japan, which could take 14 hours or more to arrive.**
- **Regional source tsunami: generated from the southwest Pacific like Tonga, Samoa and Vanuatu, which could take between one and three hours to arrive.**
- **Local source tsunami: generated very close to New Zealand, which could arrive in minutes.**



It is important to note that a common misunderstanding is that the first tsunami wave is the biggest, this is not the case it is usually the subsequent waves that are larger. This is why it is important to always wait for the official all clear to return.

Diagram showing as a tsunami wave travels into shallower ocean it grows in height

Be aware of tsunami evacuation zones, tsunami evacuation routes, warning methods and signage for where you live, work or areas you frequently visit.

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 your home, at 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.

In Auckland we have two types of tsunami zones – red, and yellow – based on the areas that can be affected in different sized tsunami.

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

Tsunami are often most destructive in bays and harbours, not just because of the waves, but because of the strong currents they generate in local waterways.

- **Yellow** land threat zone: Covers the area that would need to be evacuated in the event of a dangerous tsunami. You should evacuate this area if requested, or if you feel or notice any natural warnings, until you are told it is safe to return.

Tsunami warning signs

If there is earthquake shaking, **drop, cover and hold**. If you feel a long or strong earthquake and you are near the coast, you must move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones. 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. The earthquake itself is your only warning.

If you are near the coast in a tsunami evacuation zone, 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. Remember drop, cover and hold! (Protect yourself from the earthquake first, then act as soon as the shaking stops, evacuate)

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 and remember your grab bag. 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 electricity lines and bridges and create liquefaction and landslides.
- Do not return until an official all-clear message is given. 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.

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 whānau/whānau/family who live inside an evacuation zone and need to evacuate.

Official warnings

- 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.
- 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.

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.

If you have a boat

Tsunami can be very dangerous for both recreational and commercial boats and their crews.

Tsunami dangers for boats include:

- Strong and unpredictable currents and surges that can affect ports and marinas even during small tsunami.
- Grounding of vessels, as water levels can suddenly drop.
- Capsizing from incoming surges, complex coastal waves, and surges hitting grounded boats.
- Collision with other boats, docks, debris and changes to the seafloor (e.g. movement of sand bars, wrecks, reefs and boulders).
- Depending on your vessel, your experience, where you are, and how much time you have before a tsunami arrives, you may need different action plans. Check out the civildefence.co.nz website for advice on what to do in a tsunami if you have a boat.

*Insert tsunami evacuation zone map

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Wildfires

If you live on a lifestyle block or a rural area, there are steps you can take to reduce the risk of wildfires for yourself, your property and your livestock or other animals.

[Fire Emergency New Zealand](#) (FENZ) is the lead agency for fire emergencies. Auckland Emergency Management may assist in providing regional inter-agency coordination of welfare support.

Fire seasons and permits

There are three fire seasons in New Zealand. Depending on the season and type of fire you're planning, you might need a fire permit.

- Open fire season: You can light a fire without a permit if you do so safely and responsibly. You must also have permission from the landowner.
- Restricted fire season: Lighting a fire is riskier than usual, so you'll need a permit for most fire types. You may also need to meet specific conditions to help you light your fire safely and prevent it from getting out of control.
- Prohibited fire season: Total Fire Ban. Fires are banned because it's too risky, with any existing fire permits suspended. Hāngī, umu and wood fire pizza ovens are permitted, subject to certain conditions.

FENZ's website [Check It's Alright](#) has information on the current fire season, fire types and information on how to reduce risks of a fire getting out of control.

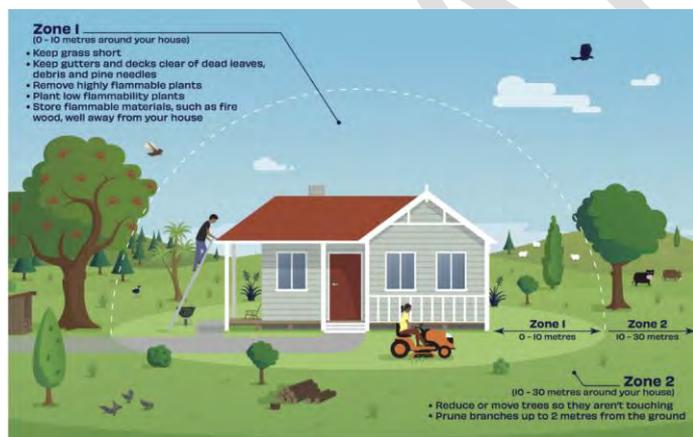


Diagram shows how to manage vegetation and fuel sources in Zone 2 (10-30m) around your house and other structures.

If you have time before your evacuation, turn on sprinklers, fill the gutters with water, and wet down materials like firewood that may fuel the fire. Some other considerations if time permits are:

- Move vehicles to a safe location.
- Relocate lightweight garden furniture, door mats and other outdoor items indoors.
- Wet down the sides of buildings, decks and plants close to your home in the likely path of the wildfire.
- Move animals and livestock to a well-grazed or ploughed area.
- Close windows, doors, and vents. Shut blinds. Seal gaps under doors and windows with wet towels.

Evacuation

Fire moves extremely fast – have a plan to ensure you and your whānau know what to do in a fire and how to get out safely.

- Know your neighbours and talk to your community about what you'll do in the case of a fire or emergency, and make sure you look after people who may not be able to look after themselves.
- Dial 111 immediately if there's a fire. Leaving early is always your safest option and make sure you know how to get away and where you'll go.
- Don't rely on an official warning to leave. Wildfires can start quickly and threaten lives and homes within minutes.
- If you have evacuated, don't return home until you're advised that it's safe.

Fire Blankets and Fire Extinguishers

If you have fire blankets or a fire extinguisher in your home, workshop and/or sheds, you'll be better prepared to put out small fires before they become big ones.

Fire blankets are useful for covering cooking related fires, and for wrapping around a person to smother a clothing fire.

Fire blankets are made of fabrics that are fire resistant and can be purchased at most hardware stores.

Store fire blankets in a location close to your kitchen.

Fire extinguishers are useful for fires caused by cooking oils or fat in the kitchen.

Familiarise yourself with how to operate your fire extinguisher and only use when it's safe to do so.

Remember, life is more important than property. Always make sure you have your escape planned before tackling any fire and don't put yourself or others at risk.

Access and water supplies for fighting fire

For firefighters to safely enter a home to check for missing people, fight a fire and protect nearby buildings from the effects of fire, they must have 4m x 4m clearance to access your property and access to water. See page 41 for information on Property Access for Emergency Vehicles.

For information and advice on keeping animals safe from wildfires, go to: [bit.ly/animals-fire](https://checkitsalright.nz/reduce-your-risk/protecting-your-property) or <https://checkitsalright.nz/reduce-your-risk/protecting-your-property>.

Biological (Outbreaks, Epidemics, Pandemics)

A pandemic is an outbreak of an infectious disease that spreads across a very large region, multiple countries, or worldwide. Outbreaks and epidemics affect local areas and regions. 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. Epidemics among animals, such as Foot and Mouth Disease, can also affect people's activities.

The risk and impacts of a pandemic or large epidemic extend beyond the immediate health crisis. Many services like education, transport, work, health care and community services face disruptions. Social interactions are limited or strained, with physical distancing measures and lockdowns impacting social gatherings, cultural events, and everyday life.

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 whare/home because:

- you are sick,
- you are caring for a sick whānau/family or household member,
- community actions to prevent spread of the infection are needed.

During an outbreak, epidemic or pandemic

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. Do this 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 infection and consider having those who are unwell stay in one part of the house if practical and/or be cared for by a single person. Ensure there is good ventilation to any areas where people are unwell.
- Stay informed with key health information: <https://www.arphs.health.nz/> and <https://www.adhb.health.nz/>.

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