



COMMUNITY EMERGENCY RESPONSE GUIDE

**JACKS POINT,
HANLEY'S FARM, ŌRAKA
AND SURROUNDS**

**WE CAN'T PREDICT EMERGENCIES BUT, BY TAKING SOME
SIMPLE STEPS, WE CAN PREPARE FOR THEM. THIS PLAN WILL
TAKE YOU THROUGH THE KEY HAZARDS, HOW TO PREPARE
AND WHAT TO DO IF AN EMERGENCY EVENT STRIKES.**

**PREPARED BY THE COMMUNITY EMERGENCY RESPONSE GROUP
JULY 2024**

YOUR LOCAL COMMUNITY EMERGENCY RESPONSE GROUP

No one likes to think about the worst-case scenario but the better prepared we all are, the easier it will be for us to get through.

The first thing that springs to mind when we think about an emergency event is a major earthquake. It's important we all know what to do in that situation but, as COVID-19 has taught us, unexpected events can take many forms.

In an emergency, it's vital that our community comes together to help and support each other. After all, we know our own community better than anyone else. Civil defence and first responders will be very busy and will prioritise the people who need them the most. You can reduce the pressure on emergency services and the wider response by being as personally prepared as you can be, by helping problem solve at a local level, assisting neighbours who might need it and above all, by being resilient.

Jacks Point has a local community emergency response group which includes Hanley's Farm and Ōraka (formerly Lakeside Estates) Drift Bay. The group has had civil defence training and thanks to funding from the community and from grants we have emergency generators, lighting and communications equipment ready to set up two hubs if we need to.

In an emergency event the group will set up a community hub. Depending on the situation this is likely to be at Jacks Point Clubhouse, Te Kura Whakatipu o Kawarau Primary School at Hanley's Farm or nearby if those buildings are not in a fit state for use. This hub will be a centre for the community to gather, exchange information, coordinate resources and communicate our needs up to the district's Emergency Operations Centre.

As individuals the best thing we can do is to be prepared within our own households so that we can take as much care of our loved ones as possible.

Just like putting your own oxygen mask on first in a plane, the first priority if an emergency event should occur is to ensure you are OK first, then check your whānau/ household. Once you know your household is safe and looked after you can then check on neighbours and friends. Remember the community response group will be going through this same process before they can set up a community hub.



THIS GROUP COVERS FROM BOYD ROAD IN THE NORTH TO WYE CREEK TO THE SOUTH



KEY HAZARDS

EARTHQUAKE

Queenstown lies on the Alpine Fault, which runs up the spine of the South Island. It's the part of the active boundary between the Pacific and Australian tectonic plates where they intersect on land. The Southern Alps have been formed over millennia by upthrust from successive earthquakes on this fault. The fault line is estimated to move horizontally up to 10m at a time during an earthquake.

While we can't predict when earthquakes will occur, scientific research has shown that the Alpine Fault has a remarkably regular history of producing large earthquakes, every 300 years on average. The last significant quake on the Alpine Fault was in 1717 so the next severe earthquake on the Alpine Fault may well occur within our lifetimes.

A large, damaging earthquake could occur at any time, and can be followed by aftershocks that continue for long after the initial event.

[//geonet.org.nz](https://geonet.org.nz)

[//af8.org.nz](https://af8.org.nz)

SEVERE WEATHER

Major storms affect wide areas and can be accompanied by strong winds, heavy rain, thunder, lightning and heavy snow. They can cause damage to property, infrastructure, crops and livestock and disrupt essential services. Severe weather could cause flooding and landslips along SH6 cutting off access to services.

Severe weather warnings are issued by the MetService and available through the broadcast media, by email alerts and online at

[//metservice.com](https://metservice.com)

WILDFIRE

Hot summer weather increases the risk of wildfire particularly in open grassland. If a fire starts it may not be detected immediately and wind and dry conditions can rapidly increase the spread.

For information on fire danger, fire season status and requirements for fire permits visit

[//checkitsalright.nz](https://checkitsalright.nz)

LANDSLIDES

Landslides are vertical and horizontal land movement down a slope which can be triggered by heavy rain, snowmelt and earthquake.

[//landslides.nz](https://landslides.nz)

GET READY

SO WHAT CAN YOU DO TO PREPARE FOR THESE POTENTIAL HAZARDS?

This section takes you through the following steps to help you get your household ready

1. Make a plan
2. Put together supplies
3. Make your home safer
4. Stay connected

1

MAKE A PLAN

A household emergency plan lets everyone in your home know what to do in the event of an emergency. Having a plan helps make actual emergency situations less stressful. Talk to your whānau/housemates to make a household plan for what you'll do in these situations:

Stuck at home

A major event may mean being without power, running water or any way to get supplies for three days or more. Would you have enough food and water? What about those who need medication or specialist care? Do you have enough food and water for your pets too?

Can't get home

You or your whānau may also be away from home with no easy way to get back. How might you get back and where will you meet if you can't get home?

Have to evacuate your home

If your house is not safe to stay in you may have to leave in a home. Where will you go? What will you take? What about pets? Do you have neighbours who may need help? Make sure your plans include everyone. Think about the requirements of disabled people, those with medical requirements, older people, babies, young children, pets and other animals.

There's a great template here to help you put your household plan together at [//getready.govt.nz/prepared/household/make-a-plan/household-plan/](https://getready.govt.nz/prepared/household/make-a-plan/household-plan/)

GET READY

2

PUT TOGETHER SUPPLIES

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

At home

- Water for three days or more or a water source and containers to collect it in.
- Long-lasting food that doesn't need cooking (unless you have a camping stove or gas barbecue) include food for babies, those with special dietary needs and pets.
- Toilet paper and large plastic buckets for an emergency toilet.
- Work gloves and a properly-fitted face mask.

In a grab bag

- Walking shoes, warm clothes, raincoat and hat
- Water and snack food (for babies, those with special dietary needs and pets too)
- Toiletries and hand sanitiser
- Sleeping bag and hot water bottle
- Portable phone charger
- Cash
- Copies of important documents and photo ID
- First aid kit and any medications you might need
- Face mask
- Torch, radio and batteries

In your car

A flood, snow storm or major traffic accident could leave you stranded in your vehicle for some time.

Use the grab bag list as a basis. For Queenstown winter conditions, add:

- a brush
- a shovel
- windshield scrapers
- snow chains

WATER & TOILETS

UNDERSTAND YOUR SYSTEM -

Hanley's Farm development is connected to QLDC for both water and sewage with the pipe running towards Frankton and going under the bridge.

Jacks Point and Ōraka Drift bay (and other houses in this area) are on septic tanks. If you are on a septic tank understand how to use it – generally you have 3 days of a power outage before it may need to be manually pumped.

Jacks Point water is also a separate system and not connected to QLDC.

Ōraka has deep sewerage pumped to a treatment plant within the estate.

HOW MUCH WATER?

Have a think about how and when you use water. You will need to have access to water for hygiene, drinking and food prep for at least a week (possibly more). The general rule is 3L per person per day. If you need 7 days of water that's 21L per person – used sparingly. With access to a lake that may be contaminated ensure you have storage containers that could be used to fill up from the lake if required.

How to store water

[//www.getready.govt.nz/prepared/household/supplies/storing-water/](https://www.getready.govt.nz/prepared/household/supplies/storing-water/)

To treat water that may be unsafe either bring water to a rolling boil for 1 minute or add plain, unscented household bleach at 5 drops per litre or 1/2 teaspoon per 10 litres. Consider installing external rainwater collection at your property.

There are helpful instructions on how to make an emergency toilet at

[//getprepared.nz/households/emergency-toilets/](https://getprepared.nz/households/emergency-toilets/)



GET READY

3

MAKE YOUR HOME SAFER

You can take steps to help reduce the effects of an emergency on you and your property.

- Use brackets or straps to secure tall and heavy furniture into wall studs.
- Move heavy and fragile items to shelves or cupboards lower down.
- Hang pictures and mirrors on appropriate hooks (no single nails).
- Make sure you know the location of emergency cut-off switches and taps for gas and water mains.

In February 2021, there were changes to New Zealand's Residential Tenancy Act. These changes make it easier for renters to quake safe their homes. If you're a renter and want to quake safe your home, make sure you talk to your landlord or property manager first.

For more information on how to quake-safe your home visit [//eqc.govt.nz](https://eqc.govt.nz).

Check your insurance

Insurance cover for your home and contents is really important to help you get back on your feet if you suffer damage in a disaster. A private home insurance policy that includes fire cover (most do) means you automatically qualify for EQC's insurance product, EQCover.

Review your insurance regularly, to check:

- What your insurance policy covers and doesn't cover.
- You have enough insurance cover to rebuild your home and replace your valuables after an emergency.

If you suffer damage from a natural hazard, remember to take plenty of photos. Then get in touch with your private insurer to make a claim.

GET READY

4

STAY CONNECTED

In an emergency staying informed and keeping in touch with the community can be both a lifeline and a reassuring connection

Alerts

Sign up to the Otago Alerts system to get real-time localised alerts during emergencies.

Sign up here: [//otago.getsready.net](https://otago.getsready.net)

You can register any special assistance that may be needed as well as skills or resources you may be able to offer, helping us all to look after each other in an emergency event.

Radio

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

- Newstalk ZB // 89.6FM
- The Hits // 90.4FM
- More FM // 92.0FM
- Radio Live // 91.2FM
- National Radio // 101.6FM

Online

If you still have internet access, the council ([//qldc.govt.nz](https://qldc.govt.nz)) and Civil Defence will provide updates but also check Facebook and X feeds.

For local information on Facebook, follow:

- facebook.com/jpcivildefence
- facebook.com/OtagoCDEM
- facebook.com/QLDCinfo

National updates will be available at [//civildefence.govt.nz](https://civildefence.govt.nz)

REMEMBER IN A SERIOUS EVENT THE COMMUNITY EMERGENCY RESPONSE GROUP WILL SET UP A COMMUNITY HUB. THIS WILL BE A PLACE TO GATHER, EXCHANGE INFORMATION, COORDINATE RESOURCES AND SUPPORT EACH OTHER.

GET READY - YOUR PETS

5

When preparing for an emergency don't forget your pets. What supplies will they need for a short, medium or long term disaster.

- Ensure that you include the necessary items for your pet(s) to feel safe and looked after in your Emergency Survival Kit for at least 3 weeks. Include a spare food and water bowl.
- Things to include for your Pet's Home Emergency Kit.
 - include some treats
 - medications for 3 weeks stored in water proof container
 - lead, harness, muzzle for each animal (muzzles may be required even for friendly dogs as emergency services may refuse to handle them if restrained). They will also be more stressed at this time.
 - carry cage for each cat/small animal with warm bedding with a toy and labelled with your name, number, address.
 - warm bedding for larger animals
 - animal first aid kit - include special items your pet needs. This is separate to your household first aid kit.
 - record book of vet visits, immunisations, surgeries etc and microchip numbers stored in a water proof container. Include your vet's name and phone number.
 - Sanitation - pet litter, a litter box, newspaper, paper towels, poo bags, gloves, cleaner.
- In your Go-Bag include easy to carry provisions for your pet(s) including food, blanket, poo bags, water, medicines, leads.
- Ensure you have someone who can care for your pets if you are unable. Have a plan to contact that person and include their details in your home emergency kit. Let them know of the plan and where the pet survival needs are kept at home.
- Keep a list of "animal friendly" shelters such as hotels, motels, kennels, catteries or local vets in your home emergency kit.
- Ensure all animals are microchipped and registered with up-to-date information (ensure all important information is saved online for easy access as well).
- Ensure dogs/cats have collars with name and phone number
- Discuss the emergency plan with your household so all are aware of what to do with your pets.
- Keep all supplies/go-bag in an easy place to reach
- Remember that animals can drink more water than usual when stressed.
- More information can be found here:

www.mpi.govt.nz/protection-and-response/animal-welfare/animals-in-emergencies

KNOW YOUR NEIGHBOURS

Get to know your neighbours before an emergency happens. That way we'll be able to help each other while civil defence and emergency services are busy helping people who need them most.

In a life-threatening emergency dial 111 immediately

By following the 4 steps outlined in the Get Ready section you are in a good position to be prepared but by their very nature, emergency events will hit us unawares. We may have some warning of severe wether or an approaching wildfire but the effects can be unpredictable

It's important to try to stay calm, remember you have prepared for this and that there are simple steps you can take to help get you and your family through.

The next section outlines what to do in the event that one of our 4 key hazards strikes.



Photo - Guilleume Charton

GET THROUGH

EARTHQUAKE

BEFORE

Getting ready before an earthquake strikes will help reduce damage to your property and help you survive.

- Practice Drop, Cover and Hold.
- Identify safe places within your home, school or workplace.
- Seek qualified advice to make sure your house is secure and ensure any renovations comply with the New Zealand Building Code.
- Visit [//eqc.govt.nz](https://eqc.govt.nz) to find out how to quake-safe your home.

DURING – DROP, COVER & HOLD

If you are inside a building

Move no more than a few steps, drop, cover and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.

If you are in an elevator

Drop, cover and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.

If you are outdoors

When the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold.

If you are driving

Pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops, proceed with caution and avoid bridges or ramps that might have been damaged.

If you are in a mountainous area or near unstable slopes or cliffs

Be alert for falling debris or landslides.

If you are near a lake, bay or river mouth

Consider evacuating to higher ground immediately as a seiche (inland tsunami) may be generated with the potential to rapidly flood or inundate low lying areas to a depth of 4 metres or greater.

GET THROUGH

EARTHQUAKE

AFTER

Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.

- Expect to feel aftershocks.
- Check yourself for injuries and get first aid if necessary. Help others if you can.
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.
- If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the elevators.
- Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.
- Only use the phone for short essential calls to keep the lines clear for emergency calls.
- 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.
- Keep your animals under your direct control as they can become disorientated. Take measures to protect your animals from hazards, and to protect other people from your animals.
- If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.

More detailed Information here – <https://getready.govt.nz/emergency/earthquakes>

GET THROUGH

SEVERE WEATHER

BEFORE

- Prepare your property for high winds. Secure large heavy objects or remove any item which can become a deadly or damaging missile. Get your roof checked regularly to make sure it is secure. List items that may need to be secured or moved indoors when strong winds are forecast.
- Keep materials at hand for repairing windows, such as tarpaulins, boards and duct tape.
- If you are renovating or building, make sure all work complies with the New Zealand Building Code which has specific standards to minimise storm damage.
- Stay informed on weather updates. Monitor social media and listen to your local radio stations as civil defence authorities will be broadcasting the most appropriate advice for your community and situation. //metservice.com
- If farming, know which paddocks are safe to move livestock away from floodwaters, landslides and power lines.

DURING

- Check your getaway kit in case you have to leave in a hurry.
- Secure, or move indoors, all items that could get blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Water supplies can be affected so it is a good idea to store drinking water in containers and fill bathtubs and sinks with water.
- Stay inside and avoid driving unless absolutely necessary.
- Power cuts are possible in severe weather. Unplug small appliances which may be affected by electrical power surges. If power is lost unplug major appliances to reduce the power surge and possible damage when power is restored.
- Bring pets inside. Move stock to shelter. If you have to evacuate, take pets with you.

GET THROUGH

SEVERE WEATHER

AFTER

- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- Check for injuries and help others if you can, especially people who require special assistance.
- Look for and report broken utility lines to appropriate authorities.
- If your property or contents are damaged take notes and photographs and contact your insurance company. Inform your landlord if there is damage to the rental property.
- Ask QLDC for advice on how to clean up debris safely.

SNOWSTORMS

- In a snowstorm, the primary concerns are the potential loss of heat, power and telephone service, and a shortage of supplies if storm conditions continue for more than a day. It is important for people living in areas at risk from snowstorms to consider the need for alternative forms of heating and power generation.
- Avoid leaving home unless absolutely necessary when a snow warning is issued.
- If you have to travel make sure you are well prepared with snow chains, sleeping bags, warm clothing and essential emergency items.
- At home, check fuel supplies for woodburners, gas heaters, barbeques and generators.
- Bring pets inside. Move domestic animals and stock to shelter.
- If you are caught in your car or truck in a snowstorm, stay in your vehicle. Run the engine every ten minutes to keep warm. Drink fluids to avoid dehydration. Open the window a little to avoid carbon monoxide poisoning. Make yourself visible to rescuers by tying a bright coloured cloth to your radio aerial or door and keeping the inside light on.

GET THROUGH

WILDFIRE

BEFORE

- Install smoke alarms and testing them regularly.
- Build an escape plan so you know the fastest way to get out of your house in an emergency. Arrange a safe place to meet and practice your plan
- Keep the grass green and mown around your home.
- Create a safety zone around your home of at least 10m by clearing any dead or dry material and replacing flammable plants and trees with low flammable species.
- Install multipurpose dry powder extinguishers in your house and garage.
- Keep a garden hose connected and make sure it is long enough to reach around the house.
- Store firewood and other flammable material away from your house.
- Maintain machinery and electrical equipment in working order.
- Keep chimneys clean and dispose of ash safely in a metal container.

Fire seasons

Fire seasons are used to inform people about the requirements for or restrictions on lighting fires in the open air.

Regardless of the fire season, dry and windy conditions can make it risky to light a fire or do work that can create sparks or heat. Before lighting any fire outdoors, check it's safe at [//checkitsalright.nz](https://checkitsalright.nz)

Sprinkler systems

Home sprinklers will protect your family, home and contents from the threat of fire 24 hours a day. Sprinkler technology has come a long way in a short space of time. The cost of including home sprinklers into a new house or adding them as part of major renovations is probably a lot cheaper than you think. Home sprinklers use ordinary domestic plumbing and can be installed by a qualified plumber in around 2 days. Sprinklers provide the fastest possible means of extinguishing fires in rural homes.

GET THROUGH

WILDFIRE

DURING

- If there's a fire in your house, you'll have around 3 minutes to get out before the fire becomes unsurvivable. Here are the things you should do immediately:
- If there are others in the house, shout 'FIRE, FIRE, FIRE!'
- If there's smoke, get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you. Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you can't get out of the house, close the door of the room you're in and put a towel under it to stop the smoke coming in. Go to the window and yell 'FIRE, FIRE, FIRE!'. Wait for help.
- If you can't open a window (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use bedding to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it's safe, call 111 immediately either from a mobile phone or a neighbour's house.
- Meet at your agreed safe meeting place – somewhere safely away from the house.

TELL THE FIRE SERVICE

- **house number and street**
- **nearest intersection**
- **suburb and city**
- **rural ID number if you have one**

AFTER

If you've been involved in a serious fire, it's important you do not enter your damaged house unless you have to and an emergency services official has told you it's safe to go back in. They will check the water, electricity and gas supplies and either arrange to have them disconnected or let you know what to do next.

If you can't enter your home you'll need to arrange accommodation. You may need to stay with family, friends or in a motel for at least 1 night, or longer if there is serious damage to your house. When your house is safe and you're allowed back, try to find your:

- Identification
- Insurance information

If the house is too damaged to live in, you should board up openings to discourage trespassers. You may need to arrange security patrols to protect your house from burglary.

Keep receipts for expenses resulting from the fire such as accommodation or clothes.

GET THROUGH

LANDSLIDES

BEFORE

- Develop an evacuation plan. Familiarise yourself with the land around you and regularly inspect your property watching for the patterns of storm water drainage on slopes near your home especially the places where runoff water converges. Watch the hillsides around your home for any signs of land movement, such as small landslides, debris flows or progressively tilting trees.
- Ensure livestock are in safe paddocks if there is heavy rain. Consider precautionary evacuation of livestock if you believe there is a risk of landslide. Bring your pets indoors and maintain direct control of them. Should you need to evacuate take your pets with you – if it is not safe for you, it is not safe for them.
- If you are near a stream or channel, be alert for any sudden increase or decrease in water flow and for a change from clear to muddy water. Such changes may indicate landslide activity upstream, so be prepared to move quickly. Act quickly. Save yourself, not your belongings.
- Listen for any unusual sounds that might indicate moving debris, such as trees cracking or boulders knocking together. A trickle of flowing or falling mud or debris may precede a large landslide. Moving debris can flow quickly and sometimes without warning.

DURING

- If you learn or suspect that a landslide is occurring or is about to occur in your area evacuate immediately. Getting out of the path of a landslide or debris flow path is your best protection. Consider evacuating across slopes and not downhill below potential debris paths.
- Inform neighbours, they may not be aware of the potential hazard. Help neighbours who need assistance to evacuate. Check for injured and trapped persons and animals near the slide, without entering the slide area. Direct rescuers to their locations.
- Contact your local council or regional council. Local officials are the people best able to assess the potential danger.
- Help people who require special assistance – infants, elderly people, those without transportation, families who may need additional help, people with disabilities, visitors and tourists who don't know the area.

GET THROUGH

LANDSLIDES

AFTER

- Stay away from the slide area. Further landslides may occur.
- Landslides can occur progressively, often hours or days after a triggering event like a rainstorm or earthquake.
- Be aware of any changes to your property following a landslide or major rainstorm or earthquake, noting any cracks or ground bulging.
- Watch for flooding which may occur after a landslide or debris flow.
- Look for and report broken utility lines to appropriate authorities. Reporting potential hazards will get the utilities turned off as quickly as possible, preventing further hazard and injury.
- Check your home's foundation, chimney, and surrounding land for damage.
- Re-plant damaged ground as soon as possible because erosion caused by the loss of ground cover can lead to flash flooding.
- If your property has been damaged contact EQC and your insurance company. Be aware that in general, landslide insurance is not available. However, the Earthquake Commission may pay out on claims lodged by residential property owners for damage caused by landslides to residential properties and their contents, outbuildings, land within eight metres of buildings and outbuildings, access way land and a range of other structures and facilities. [//eqc.govt.nz](https://eqc.govt.nz)



WHO DOES WHAT?

The role and responsibilities of emergency services and agencies is clearly defined by legislation.

OTAGO CIVIL DEFENCE AND EMERGENCY MANAGEMENT

Liaise with police and emergency services to initiate and assist in a response to a civil emergency, disseminate warnings and identify and make arrangements for civil defence centres if required.
[//www.facebook.com/OtagoCDEM](https://www.facebook.com/OtagoCDEM)

To support our local Community Emergency Response Group (VOLUNTEERS)

POLICE

Maintain law and order
Protect life and property
Assisting the coroner
Search and rescue
Dial 111 (Emergencies Only)
Queenstown Police Station 03 441 1600
[//police.govt.nz](https://police.govt.nz)
[//www.facebook.com/SouthernDistrictPolice](https://www.facebook.com/SouthernDistrictPolice)

HILTON QUEENSTOWN

Visitor, tourist and foreign national registration and coordination
Liaison with the district's Emergency Operations Centre to provide support

OTAGO REGIONAL COUNCIL
03 442 5681 [//ORC.GOV.T.NZ](https://orc.govt.nz)

QUEENSTOWN LAKES DISTRICT COUNCIL
03 441 0499 [//QLDC.GOV.T.NZ](https://qldc.govt.nz)

FIRE AND EMERGENCY

Fire-fighting response
Containment of releases and spills of hazardous substances
Reducing fire risk
Redistribution of water for specific needs
Issuing of fire permits
Dial 111 (Emergencies Only)
Frankton Fire Station
03 442 3072
[//fireandemergency.nz](https://fireandemergency.nz)

RED CROSS

May be deployed to support evacuating at risk households, setting up and overseeing evacuation centres, or undertaking needs assessments to understand what needs a household or area may have.
[//redcross.org.nz/](https://redcross.org.nz/)

ST JOHN

Provision of emergency medical care
Dial 111 (Emergencies Only)
Frankton Ambulance Station 03 441 4555
[//stjohn.org.nz](https://stjohn.org.nz)

AA ROADWATCH

For road closures and traffic information
[//aa.co.nz/travel/roadwatch](https://aa.co.nz/travel/roadwatch)

NZTA

For road closures and traffic information
[//www.nzta.govt.nz/traffic-and-travel-information/](https://www.nzta.govt.nz/traffic-and-travel-information/)

AURORA

For power outages and downed lines
0800 22 00 05 [//auroraenergy.co.nz](https://auroraenergy.co.nz)

REMEMBER IN A SERIOUS EVENT THE COMMUNITY EMERGENCY RESPONSE GROUP WILL SET UP A COMMUNITY HUB. THIS WILL BE A PLACE TO GATHER, EXCHANGE INFORMATION, COORDINATE RESOURCES AND SUPPORT EACH OTHER AS WELL AS COORDINATE WITH THE ABOVE SERVICES.

STAY UP TO DATE OR GET INVOLVED

IF YOU'D LIKE TO BECOME INVOLVED IN SUPPORTING OUR
LOCAL COMMUNITY EMERGENCY RESPONSE GROUP AS A
VOLUNTEER PLEASE EMAIL:

JACKSPONTCRG@GMAIL.COM

OR VISIT

//WWW.FACEBOOK.COM/JPCIVILDEFENCE
FOR UPDATES, WORKSHOPS, NEWS AND EVENTS

WE MEET A FEW TIMES A YEAR TO PREPARE OUR LOCAL
COMMUNITY FOR ANY FUTURE EMERGENCIES.

YOUR NEXT STEPS -

1. SIGN UP TO THIS DATABASE: [//OTAGO.GETSREADY.NET](https://otago.getsready.net) WHY?

This database is essential for letting you know of emergencies just in our area and letting us know, in the event of an emergency, what you need and how you can help. (all information is private and only held with Civil Defence).

2. CREATE YOUR PLAN - review the information in this guide and create a list of the resources you need to prepare your household. Create an action plan for those elements you will need - resources in your car, at work, a go bag, your pets, your household emergency supplies stock etc and start pulling all your supplies together. Have a household meeting and discuss the plan with everyone. If you're a landlord ensure this information gets to your tenants

3. ASK QUESTIONS - Head to our Community Facebook page, watch the workshops and ask any questions. We are here to help you and your household get prepared.