COMMUNITY EMERGENCY HUB

Community Resilience Group Hui 2026

Building community resilience together



Queenstown Lakes District Council | Emergency Management Otago

What we want to get out today



Recognise the incredible contribution you all make

Our 18 Community Resilience Groups are one of the district's greatest assets.



Strengthen our connections

Take the opportunity to meet others, share experiences and build relationships across the CRG network.



Learn from each other

Every community has different strengths, challenges and ideas.



Help shape the future of the programme

We want your ideas and feedback on how we can improve our resources, training, communications and support for CRGs.



Leave feeling inspired and empowered

We hope everyone leaves with new ideas, stronger connections and confidence in the important role they play.

QUEENSTOWN LAKES DISTRICT COUNCIL

Emergency Management Otago
Te Rākau Whakamārūmaru Ōtago

Unfortunately, business is booming…

10 March 2026

National Emergency Management Agency
Te Rākau Whakamarumaru
Aotearoa New Zealand

Annex 2: We've had a busy few years

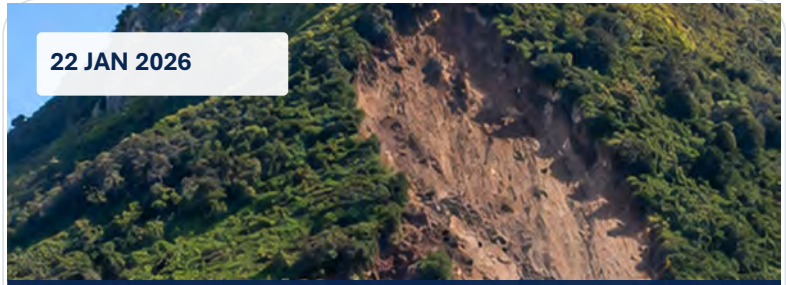
States of Emergency 2008–2026



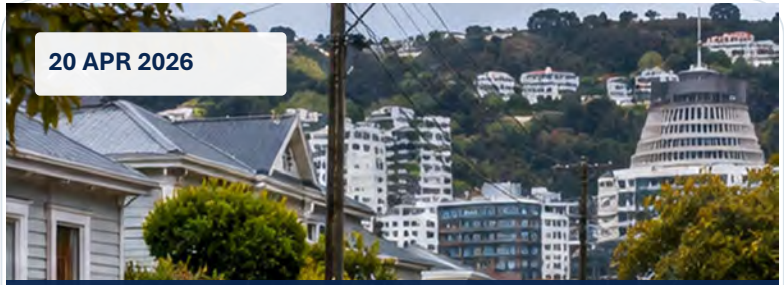
2026 has been another busy year



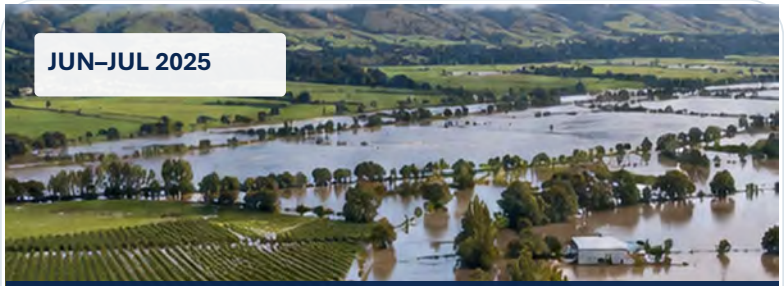
NORTHLAND
Severe rain cuts off communities



BAY OF PLENTY
Fatal landslides at Mt Manganui



WELLINGTON
Flash floods overwhelm city streets



NELSON TASMAN
Repeated floods isolate communities



WAITAKI / ŌAMARU
Floods trigger a local emergency



QUEENSTOWN LAKES
45 evacuated after winter deluge

QUEENSTOWN LAKES DISTRICT COUNCIL

Emergency Management Otago
Te Rākau Whakamārūmaru Ōtago

Legislative reform has landed…



September 2026



Key theme:

Emergency Management requires a Whole of Society approach

What is a whole of society approach?

National Emergency Management Agency
Te Rākau Whakamarumaru



QUEENSTOWN LAKES DISTRICT COUNCIL

Emergency Management Otago
Te Rākau Whakamārūmaru Ōtago

QLDC EOC Development Priorities

	WORK PROGRAMME	OBJECTIVE
1	EM Governance & Strategy	Position Emergency Management as a core council service through clear strategy, governance, and investment alignment.
2	EM Training & Capability	Build a trained and capable EOC workforce with the capacity to sustain two-shift operations.
3	EOC Facilities & Equipment Investment	Maintain fit-for-purpose EOC facilities, systems, and equipment for reliable emergency operations.
4	Response System Development	Strengthen response systems and protocols for timely, coordinated, and effective emergency operations.
5	Recovery System Development	Build a scalable recovery framework that supports an effective transition and coordinated recovery outcomes.
6	AF8 Planning	Prepare QLDC for prolonged major disruption through coordinated AF8 planning and readiness arrangements.
7	Sector Group Programme	Strengthen sector coordination to support integrated response, service restoration, and infrastructure resilience.
8	Community Resilience Programme	Strengthen community readiness through local networks, capability building, and clear emergency system links.

Community Resilience Programme

Community Resilience Programme:

Network of Community Resilience Groups with Civil Defence-trained volunteers across the district

www.qldc.govt.nz/community/emergency-management

COMMUNITY EMERGENCY HUB

District is split into 18 sectors

Volunteer or **follow** your group for updates

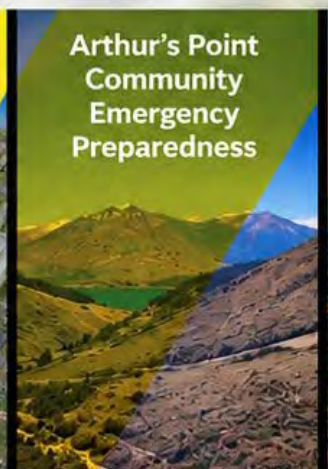


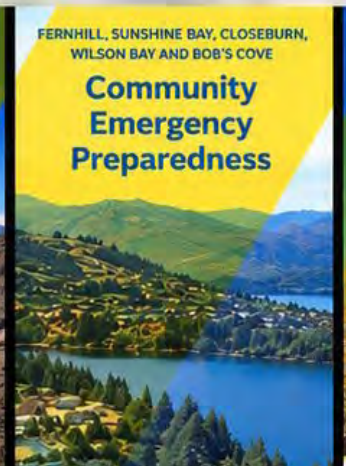


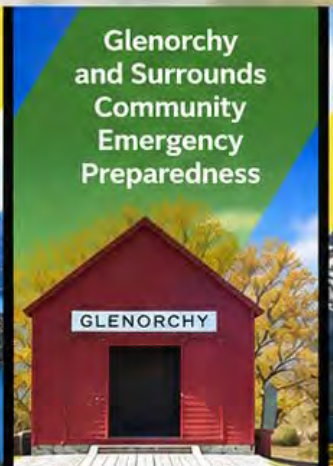




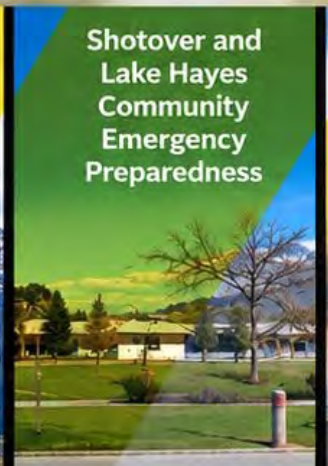


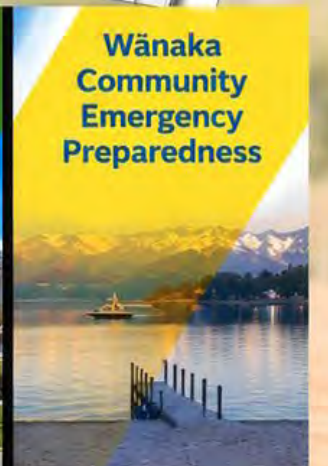












Energy Resilience



Central Lakes TRUST

QUEENSTOWN ELECTRIFICATION ACCELERATOR

Meridian.

Aurora ENERGY

PowerNet

TRANSPOWER



Catchment area: 8,500sqkm **Resident population: 54,440**

Annual visitors: 3+ million **Average day visitors: 27,220** **Average peak day visitors: 68,000**



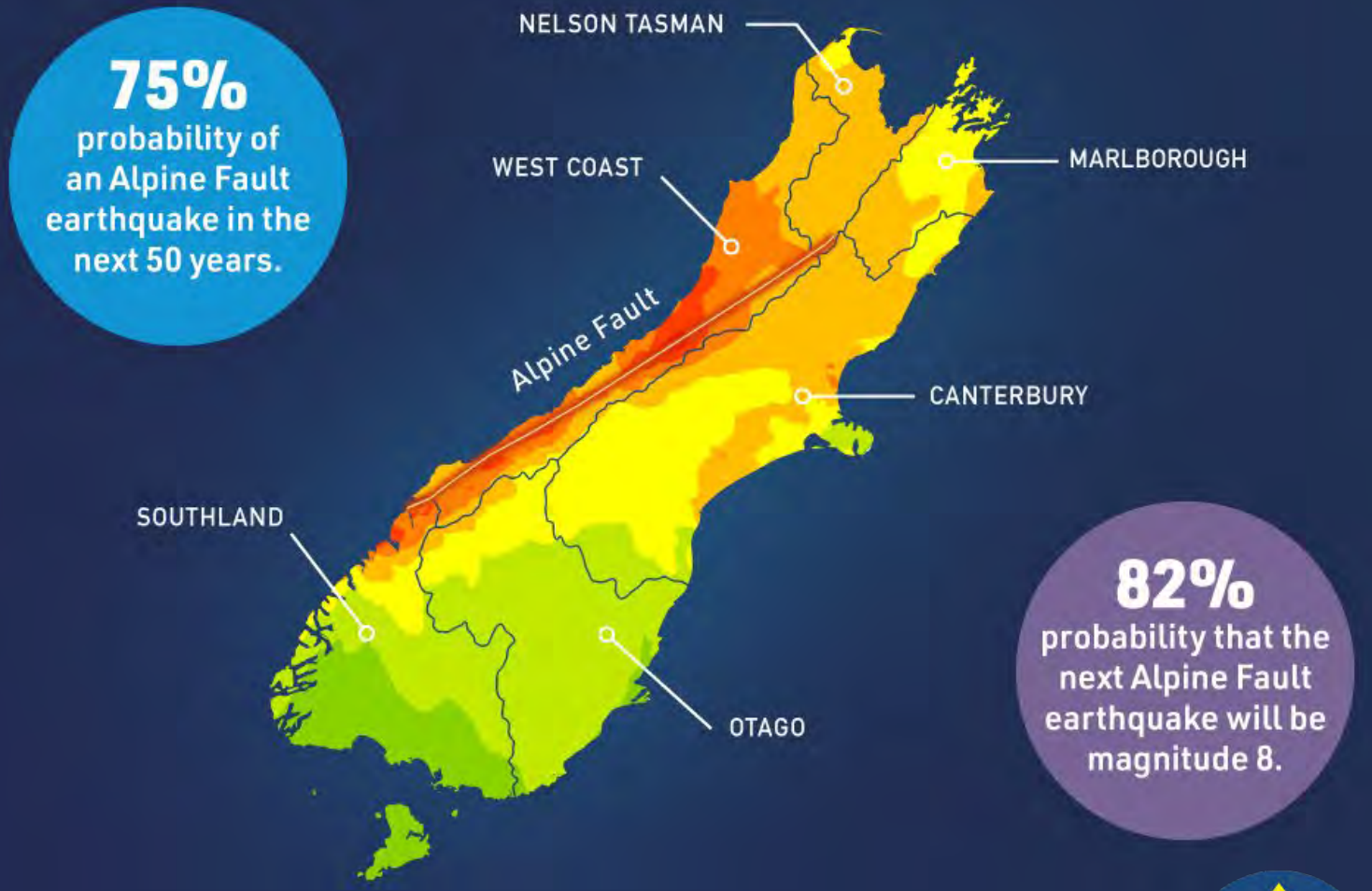
Queenstown Lakes District

- Queenstown and Wānaka airports
- Ski fields
- Hospitals or medical centres
- Police
- Libraries
- Council offices



What is AF8?

- The Alpine Fault has a long history of large earthquakes
- Remarkably regular and no reason they won't continue
- An average recurrence interval of ~300 years
- The last significant earthquake was 1717 AD



AF8
ALPINE FAULT MAGNITUDE 8

QuakeCoRE
NZ Centre for Earthquake Resilience
Te Hiranga Rū

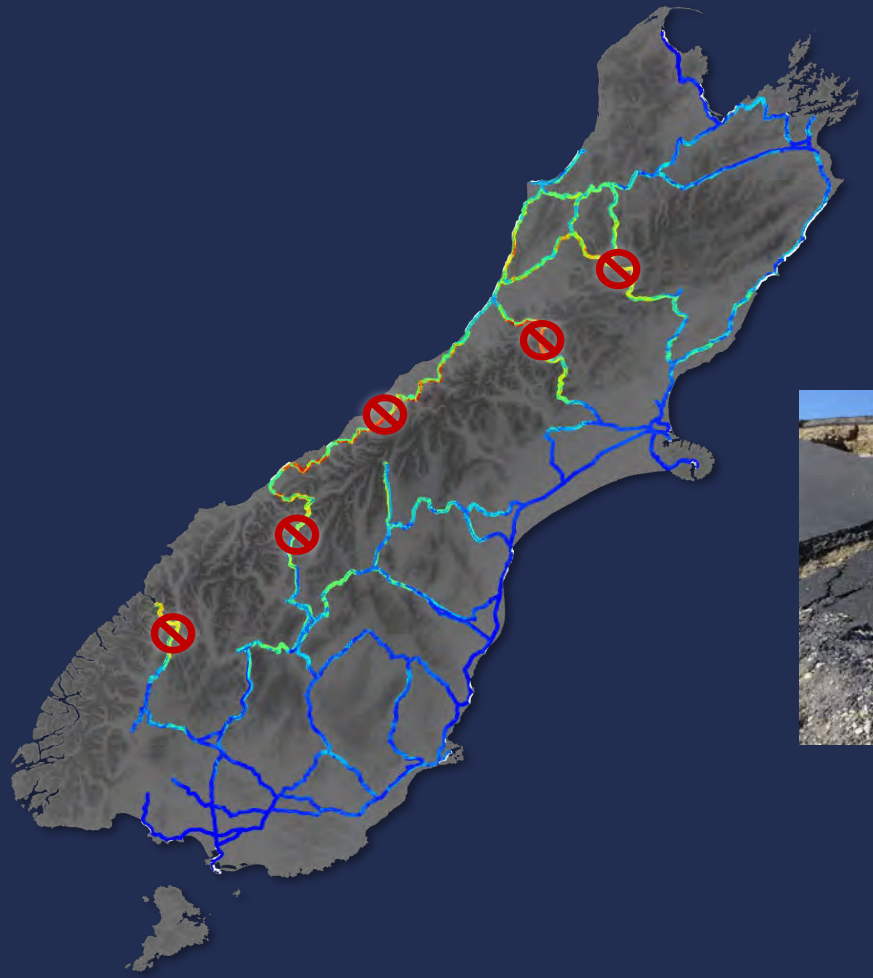
Natural Hazards Commission
Toka Tū Ake

National Emergency Management Agency
Te Rākau Whakamarumaru

CIVIL DEFENCE

Potential impacts

- State Highway alpine passes will close
- Transmission networks will be damaged
- Hydro dam shutdowns (and restarts)
- Implications for North Island supply
- Loss of power = severely reduced comms
- Isolated communities
- Severed supply chains
- Tourists will be stranded
- Damage to utilities, roads and services will make our response and recovery difficult







Preparing for the Big One

Strategic planning for the first 14 days following a Magnitude 8 Alpine Fault earthquake

AF8 Planning Programme establishes a framework for rapid relief (0–14 days) in the event of a catastrophic Alpine Fault earthquake, focusing on logistics, aviation, and essential utility resilience due to extreme isolation.

CRITICAL INFRASTRUCTURE RESILIENCE



Identifying 'Islands Within Islands'

Mapping isolated sub-regions to determine alternative access routes and restoration priorities for roading.



RAPID RELIEF & LOGISTICS

The CARE Project (Air Response)

Establishing a coordinated aviation plan for mass evacuations and delivery of critical supplies.



CARE Project

Scalable air evacuation and reconnaissance.

Food & Fuel Plans

Equitable access and supply chain continuity for 14+ days.

Network Assessments

Resilience mapping for roading and electricity infrastructure.

14-Day Resource Security

Developing frameworks for food and fuel distribution to sustain the community during total isolation.



Assessing Utility Vulnerabilities

Evaluating the electricity network to protect water, telecommunications, and health facility dependencies.



Priority Route Restoration

Sequencing repairs for state highways and local roads to reconnect hospitals and EOCs.



'Push' Logistics System

Designing a district-wide concept to deliver rapid relief to communities within the first 72 hours.



Queenstown Lakes District AF8 Planning

CARE Project



C Coordinated

A Air

R Repatriation and

E Evacuation

QUEENSTOWN LAKES DISTRICT COUNCIL

ZQN Queenstown Airport

CIVIL DEFENCE

Emergency Management Otago
Te Rākau Whakamārumaru Otago

Why is CARE needed?

An Alpine Fault rupture would create a local, national and international response.

Stranded visitors

27,000–100,000

Visitors could be stranded in the district.

Supply pressure

≈95%

of food comes from outside the district.
Food stocks may last less than one week.

Evacuation timeframe

Weeks, not days

Planning must match airport recovery, airlift capacity and support for those waiting.

International demand

Information and assistance

Families, governments, embassies, consulates, airlines and media will seek answers.

1. Isolation and disruption

- Highways could be cut for at least 14–30 days
- Power and communications disrupted
- Airport capability needs assessment

2. Growing welfare needs

- Food, medicines and essentials constrained
- Accommodation and health services stretched
- Visitors need safety, information and ongoing support

3. Uncoordinated movement

- People may head to airports before flights are available
- Roads and terminals could be overwhelmed
- Emergency access and aviation operations put at risk

4. CARE coordination

- Register, prioritise and support visitors
- Match movements to confirmed airlift capacity
- Set realistic expectations
- Protect emergency aviation and coordinate receiving destinations

International support

Assistance may be offered quickly, particularly from Australia.

Identify priority needs through regional and national coordination.

Where feasible and approved, repatriation aircraft could bring priority people and supplies in before taking evacuees out.

Subject to aircraft suitability, fuel and payload limits, operating approvals and receiving-airport capacity.

Manaakitanga in action

CARE aims to keep visitors safe, informed and supported while they wait for a safe pathway out.

An orderly response can reduce pressure on the district and make the best use of aircraft, fuel and airports.

CARE = three connected functions

CARE coordinates the end-to-end passenger journey through three connected functions

CIVIL DEFENCE

People, welfare and movement readiness

- Register and account for stranded people
- Assess welfare needs
- Identify who needs to move first
- Form approved passenger cohorts
- Manage staging and call-forward into the aviation system
- Confirm receiving and onward travel with relevant agencies before movement

AVIATION SECTOR

Coordinated through CARE's proposed multi-agency specialist Air Evacuation Response Operations (AERO) Team

- Confirm available aircraft and flights
- Confirm destinations and constraints
- Translate approved movement priorities into a safe, achievable aviation programme

MFAT, AIRLINES, EMBASSIES AND CONSULATES

International support and travel

- Support foreign nationals
- Support documentation and consular needs
- Coordinate international repatriation and onward travel

Civil Defence determines who needs to move and in what priority;
the aviation sector works out how to move them within its own operational constraints and wider response priorities.

Airport scenarios

A flexible and scalable response, based on conditions on the ground

1 | Minor impacts



Likely condition

- Short disruption.
- Airport and critical systems largely intact following inspection.

CARE response

- Use normal or modified procedures.
- Manual systems if required.
- Reassure the public and return to normal operations.
- Monitor conditions and activate CARE functions if needed.

MAINLY OPERATIONAL
Manage and monitor

2 | Localised damage



Likely condition

- Minor runway, building, utility or system damage.
- Reduced airport or air traffic service capacity.

CARE response

- Commission urgent repairs.
- Operate at reduced capacity.
- Manage disrupted and displaced passengers.
- Activate functions if isolation or welfare pressure increases.

REDUCED CAPACITY
Repair and adapt

3 | Moderate damage / major disruption



Likely condition

- Commercial aviation unavailable or heavily constrained.
- General aviation, helicopter or military activity may be possible.

CARE response

- Scale CARE functions to meet the response.
- Protect airport capability.
- Coordinate priority aviation tasks.
- Progress repairs.
- Prepare for sustained passenger movement.

HEAVILY CONSTRAINED
Prioritise and scale

4 | Severe damage and isolation



Likely condition

- Runways, terminal, utilities or access severely damaged.
- Fixed-wing activity may be unavailable.

CARE response

- Use helicopters and other usable aerodromes.
- Sustain welfare support and emergency aviation.
- Escalate repair and strategic-lift requests nationally.
- Plan a phased return to operations.

LIMITED OR NO FIXED-WING
Sustain and recover


TRIAGE
REGISTRATION
INCIDENT
COMMAND POST
POST
LOGISTICS
STAGING



CARE roadmap – where we're at

Move from intelligence gathering to an agreed, operationalised and tested framework

2025-26	2026	2026–27	2027	2027+
Complete	Now	Next		
Stage 1 **Listen, learn, document** Engage aviation and emergency management partners to share the AF8 challenge and draw on their expertise to develop the solution. **Outcome: Shared intelligence base**	**Stage 2** **Draft framework** Turn the intelligence gathered into a shared CARE operating concept. **Outcome: Draft CARE framework for feedback**	**Stage 3** **Socialise, review revise** Share with key partners to check accuracy, resolve gaps and refine. Develop an overlay communications framework. **Outcome: Updated CARE and draft comms framework.**	**Stage 4** **Discuss, agree, escalate** Engage regional, national and sector partners for further support and direction. Escalate unresolved issues for national action. **Outcome: Broad agreement and partner alignment.**	**Stage 5** **Operationalise, test, improve** Develop detailed procedures, processes and tools needed to operationalise CARE. Design and run exercises to stress-test and improve the framework. **Outcome: Operationalised and tested CARE framework.**

Parallel work
Keep these moving as the framework is drafted, refined and tested:

- **Sector and national** – more engagement needed
- **CDEM + AF8** – briefings underway
- **Local engagement** – engage key groups and stakeholders
- **Community awareness** – build understanding and readiness

We’re stronger together



Be ready to stand up your Community Emergency Hub



Encourage residents to be prepared at home, at work, at school and in the car



Take care of yourselves and each other



Keep in touch with the EOC and neighbouring CRGs



Share official information



It’s a marathon, not a sprint

One community, consistent messages

