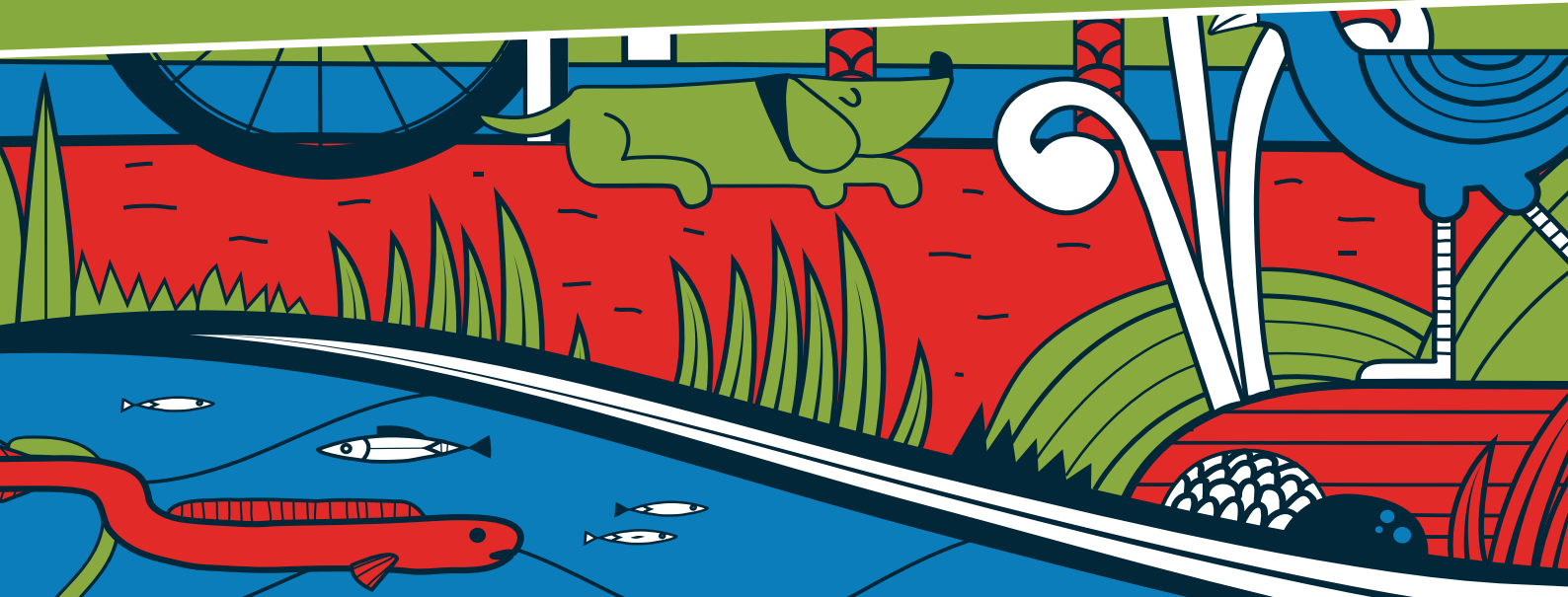




Kaipātiki Community Response Plan

This plan has been developed by the Kaipātiki Community Response Group (Kaipātiki CRG), with direct support from Kaipātiki Community Facilities Trust (KCFT), Kaipātiki Project Incorporated (KP), and with funding from the Kaipātiki Local Board (KLB).



Ēhara tāku toa i te toa takatahi, engari he toa takitini.
Our strength is not made from us alone but made from many.

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Is our community ready?

When a natural disaster hits, the community may need to take care of itself for up to three days before help can arrive.

The Community Response Plan has been developed to ensure there are measures in place to help the community look after itself.

The purpose of a community response plan is to:

- Help the community understand the hazards that exist in our community;
- Help you to know what we can all do to prepare ourselves, and those who depend on us, to survive an emergency;
- Ensure the wider community knows the warning signals to evacuate, and where to evacuate to; and
- Help the community to put their response plan into action without any immediate help from emergency services or Auckland Emergency Management (AEM).

Our community

This community is made up of the residents, community groups and businesses of Kaipātiki.

The boundary of this community response plan is based on the Kaipātiki Local Board area – see map overpage.

The number of people living in the area is approximately 91,300 according to the 2023 Census data. The median age for the entire community is approximately 36 years old, and there are roughly 32,577 private dwellings in the area. Kaipātiki is an ethnically diverse community, with a high proportion of people living here that were born overseas.

A Kaipātiki Community Response Group (Kaipātiki CRG) has been formed to be better prepared to respond and support the community in a local emergency. They have contributed to the development of this plan through a series of collaborative workshops and meetings.

In reviewing our local environmental hazards, utilising the AEM online hazard information, the Group noted that Kaipātiki, in recent times, has experienced floods, severe storms, high winds, tornado, tsunami, coastal inundation, erosion and landslides. Kaipātiki is also on the north-western edge of the Auckland Volcanic Field.

The need for further local preparedness and planning has been highlighted most recently in dealing with the Auckland Anniversary Day and Cyclone Gabrielle flooding in 2023, and the level of support that was required throughout the lengthy COVID-19 pandemic, health emergency.

Kaipātiki Local Board Map





Our community response plan

Plan development champions:	Direct plan development oversight was provided by: Jill Nerheny QSM, Manager, Kaipātiki Community Facilities Trust (KCFT) and Janet Cole, Kaihautū/Chief Executive, Kaipātiki Project Inc. (KP).
Plan development contractor:	Rachel Orr, independent emergency management, safety, and welfare specialist.
Community Response Group member organisations:	<p>The Kaipātiki CRG membership at time of writing the plan included representatives from the following organisations:</p> <ul style="list-style-type: none"> – Bayview Community Centre – Birkdale Beach Haven Community Project – Birkenhead Methodist Church (Zion Hill) – Glenfield Community Centre – Hearts and Minds – Highbury House – Hillcrest Lions Club – Kāinga Ora – Kaipātiki Community Facilities Trust (KCFT) – Kaipātiki Project – Localised - Wairau Zero Waste Hub – Neighbourhood Support North Shore – North Shore Pasifika Forum – North Shore Sikh Society – Open and Connect – Onewa Christian Community Church – Pest Free Kaipātiki – Rawene Community Centre – Rotary Kaipātiki – Te Puna Hauora – Te Whanau O Awataha Marae Trust <p>There are additional local organisations, groups and residents that have offered their support. This information is maintained by KCFT in the interim.</p>
Plan updated:	The Kaipātiki Community Response Plan will be reviewed on a yearly basis to ensure that it and any associated public preparedness and response information is up to date.
Plan boundaries:	<p>The Kaipātiki Community Response Plan aligns with the current KLB boundary – see previous map.</p> <p>We acknowledge the need to continue linking in with neighbouring community response groups, building on and sharing existing best practice and information.</p>
Ideal state:	<p>Within 48 hours the Kaipātiki CRG will:</p> <ul style="list-style-type: none"> – Connect with AEM for awareness of the official response plan and confirm if a local community response is required; – Identify which, if any, of the Community Emergency Hubs have the capacity to open; – Communicate to the community which hubs are opened (and confirm hours of operation) as a point of refuge in an emergency; – Provide information to the hubs from AEM; – Communicate whether household donations are being accepted and distributed by the Localised-Wairau Zero Waste Hub; and – Depending on the capacity of the Community Emergency Hub, each would provide basic refreshments, access to toilets, phone charging, Wi-Fi (if available), information and short-term shelter (note – these hubs are operated by the community and these sites are not equipped for extended stays). <p>A Community Emergency Hub is an alternative to person’s own home, or friends or family homes, the local marae, and the Civil Defence Centres.</p>



Potential Community Emergency Hubs, Marae and Civil Defence Centres

In an emergency, if you need to leave your home, look to stay with friends or family if possible.

If you need immediate emergency shelter and support, check if any of the Civil Defence Centres, Community Emergency Hubs, or the local Marae are open for a local emergency response, through the AEM social media channels, website or radio.

The Kaipātiki community-led emergency hubs and Marae include:

Beach Haven Community Centre	130 Beach Haven Road, Beach Haven (09) 483 9942
Birkdale Community House	134 Birkdale Road, Birkdale (09) 483 9942
Bayview Community Centre (To be confirmed)	72 Bayview Road, Bayview (09) 483 0231
Birkenhead Methodist Church – Zion Hill	237 Onewa Road, Birkenhead (09) 419 0272
Onewa Christian Community Church	172 Hinemoa Street, Birkenhead (021) 0295 2589
Localised - Wairau Zero Waste Hub	9 Porana Road, Wairau Valley www.localised.nz/our-enterprises/wairau-zero-waste-hub
Awataha Marae	58 Akoranga Drive, Northcote 0800 292 8242 (0800 Awataha)

Each facility above, maintains a social media Facebook page or website for more information.

The Kaipātiki Civil Defence Centres managed by AEM include:

Glenfield Memorial Hall	Hall Road, Glenfield (09) 443 5955
Birkenhead Pool and Leisure Centre	46 Mahara Avenue, Birkenhead (09) 484 7290
Birkenhead Library	Cnr Rawene Road & Hinemoa Street, Birkenhead (09) 377 0209
Northcote War Memorial Hall	2 Rodney Road, Northcote Point (09) 486 8559
Eventfinda Stadium	Argus Place, Wairau Valley (09) 443 8199






Further information about each type of facility is available in the Kaipātiki Local Board Readiness and Response Plan 2024.



Preparing our community

<p>How everyone can be responsible for preparing our community for emergencies</p>	<p>Everyone can help to promote awareness of this Community Response Plan and the public information available in the front section of the KLB Emergency Readiness and Response Plan 2024.</p> <p>Further community preparedness information can be found on the AEM website: www.aucklandemergencymanagement.org.nz/community-ready</p>
<p>Where to find official information</p>	<p>Official information sources include:</p> <ul style="list-style-type: none"> – Auckland Emergency Management; – National Emergency Management Agency ; – Met Service; – Any other Government ministries, agencies and organisations with a legislated lead or support role and responsibilities within the NZ Civil Defence Emergency Management Act (or relevant Bill) i.e. Red Cross, Salvation Army etc.
<p>Where to share preparedness tips</p>	<p>The information collected from the above official sources can be shared through Community Response Group member web pages, social media channels, newsletters, and meetings.</p> <p>The community can also help to share this information.</p>
<p>Support provided by the Community Response Group in preparing the community</p>	<p>The Kaipātiki CRG will look for opportunities to share preparedness information, continuity planning and general advice with the local community.</p> <p>They will connect with the KLB and other community leaders to advocate for public awareness raising events and public scenario exercises with AEM.</p> <p>For local information and advice or to connect with the Kaipātiki CRG, contact the Kaipātiki Community Facilities Trust (KCFT) by email: KaipatikiCRG@kcft.org.nz or phone: (09) 484 8854.</p>
<p>Communication protocols for the Community Response Group</p>	<p>In a response the Kaipātiki CRG will:</p> <ul style="list-style-type: none"> – Look firstly to the emergency services for official emergency communications, messaging, and advice. – Share important official emergency information about where to get emergency shelter and assistance – linking people to information sites that are regularly kept up to date. – Update emergency services with important community information/ intelligence so that they can tailor alerts, warnings and other communications to specific local locations or people in the community. – Keep any local community response and support service information and messaging, if required, simple, clear, concise, relevant, and timely. – Ensure that all information references the source of the information and is ‘time-stamped’ – with time and date.

Alerts and warnings

Met Service	www.metservice.com/warnings/home#signup	
Auckland Emergency Management	www.aucklandemergencymanagement.org.nz	
National Emergency Management Agency	www.civildefence.govt.nz	
Auckland Council	www.aucklandcouncil.govt.nz	
GEO Net (GNS)	www.geonet.org.nz	
Emergency Mobile Alert (EMA):	Emergency alerts are sent from authorised agencies direct to capable mobile phones	

Radio stations in an emergency

Radio New Zealand 756 AM or 101.4 FM	Radio Samoa 1593 AM
Newstalk ZB 894 FM	Radio Watea 603 AM
The Hits 97.4 FM	Radio Spice 88 FM
More FM 91.8 FM	Humm 106.2 FM
Planet FM 104.6 FM	Radio Tarana 1386 AM



Steps to take in an emergency

Put your family/whānau Emergency Household Plan into action

IF YOU ARE SAFE AT HOME

IF YOU ARE UNSAFE AT HOME

In life threatening situations, contact Emergency Services on 111

Stay at home

Use your emergency supplies

Stay informed through official sources

- AEM website / Facebook / X
- NEMA website / Facebook / X
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service website / Facebook / App

Check in on neighbours and others nearby

Stay connected to your family/whānau and friends

Do not wait for emergency services to tell you to evacuate.

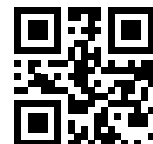
Take your Grab Bag

Use your evacuation route(s)

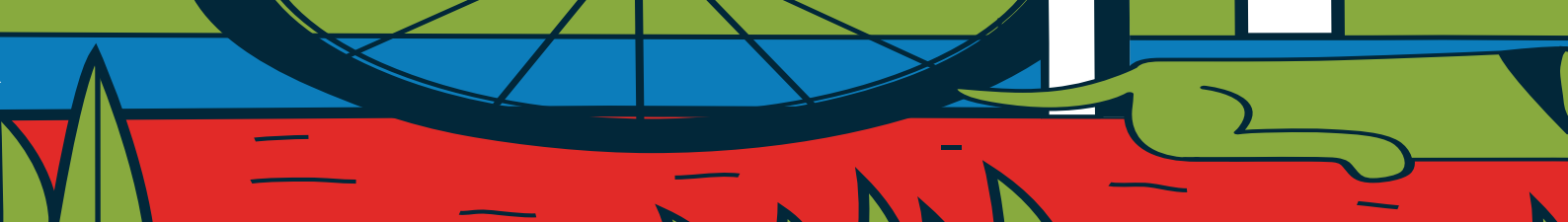
Go to family/whānau, friends or your nearest Community Emergency Hub / Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website / social media to see what locations are open.

www.aem.org.nz

(Language interpreters via phone are available at Civil Defence Centres.)



Do not wait for emergency services to tell you to evacuate.



Methods for sending and receiving information in an emergency

Cell Phone	Email
Boat VHF Radio	Amateur Radio
Social Media	

Local communication channels

The Kaipātiki Community Response Group member organisations and the wider community network have a range of communication channels that they regularly use as part of their every-day operations including: phone and email directories, social media channels, apps, websites and noticeboards.

In an emergency response they would look to support the dissemination of official and local support service information. Here are just a few of the community social media pages that could also be utilised for local updates:

- Kaipātiki Local Board: www.facebook.com/kaipatiki/
- Beach Haven and Birkdale Community: www.facebook.com/groups/beachhavenbirkdalecommunity/
- Birkenhead and Northcote Community: www.facebook.com/groups/birkenheadnorthcotecommunity/
- Glenfield Community: www.facebook.com/groups/GlenfieldCommunity/
- Wairau and Totara Vale Community: www.facebook.com/groups/totaravale/
- Hillcrest/Northcote/Birkenhead Community Group: www.facebook.com/groups/1896449123946349/

Members of the community that may need our help

The Kaipātiki CRG, as part of their planning, identified potentially vulnerable groups that need to be prioritised in readiness and response to emergencies:

- Neighbours;
- People living in higher risk hazard locations;
- People with no support networks;
- People with speech, hearing or other physical impediments requiring specialist assistance and/or equipment; and
- People with limited or no English language.

Connecting with these members of our Kaipātiki community before an emergency occurs, and sharing this plan and readiness information, is a vital way we can become prepared for an emergency.

Understanding what is needed and how we can help each other in an emergency could be lifesaving.

Businesses, social service, education, health and other specialist providers and organisations should have continuity plans in place to respond in emergencies to support the people for whom they have a duty of care.



Community Response Group Action Sheet

The Kaipātiki CRG has assembled information and procedures and started to identify further actions and tasks that are needed in the next year to help them to build the groups preparedness to respond in an emergency:

Define the ongoing Community Response Group coordination, assistance, tools and resources (email, computer, phone, apps etc.) required to establish a central repository of CRG documentation, procedures, group contact and community network details etc.

CRG documentation is currently held by KCFT.

Define key roles and finalise the Kaipātiki CRG Activation and Community Emergency Hub checklists and guidance (on file KCFT).

Actively maintain contact with AEM and key staff for technical advice, information, public events, and supported training i.e., Community Emergency Hub training, Marae Preparedness, First Aid, Psychological First Aid, and opportunities for scenario exercising with AEM/NEMA and other services, forums and meetings.

Actively maintain contact with Auckland Council – Recovery office who are directly supporting some flood impacted community members in Kaipātiki.

Maintain Kaipātiki CRG representative attendance of the quarterly Auckland North-West Community Network Meetings (hosted in Hobsonville) to link in with neighbouring community response groups.

Factor communication opportunities – to share community emergency plans and other resources to raise local awareness and preparedness for an emergency.

Decide if Kaipātiki CRG needs to tailor and utilise a more formal emergency manual and decision flow chart (on file KCFT).

Project the timeframe required to meet, review and update the Kaipātiki Community Response Plan – completed annually. Schedule accordingly.

Community Response Group Activation Checklist

This checklist is to guide the initiation of a community led emergency response (or to prepare for an impending emergency).

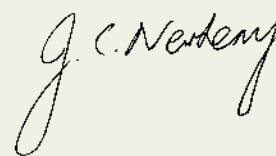
Action to be taken	
1	The Kaipātiki Community Response Group becomes aware of an emergency impacting community members within the Kaipātiki Local Board area
a	Seek advice from Auckland Emergency Management (AEM) on whether a community led response is/will be required
3	Arrange to meet at a safe location or online. The current primary Kaipātiki Community Response Group meeting location is at the Kaipātiki Community Facilities Trust office at 15 Chartwell Avenue, Glenfield. The group will be advised of an alternative site to meet if required.
4	Determine what actions should/could be taken, agree roles & responsibilities. Emergency response roles could include: liaison with AEM, support for communications, volunteer coordination, door knocking, checking on vulnerable groups etc.
5	Consider who will be affected and where
6	Activate community warning systems i.e. phone trees, network communications
7	Determine if any Civil Defence Centres have been/are being activated in the local area
8	Consider the establishment of Community Emergency Hub(s). AEM Community Emergency Hub info: www.aucklandemergencymanagement.org.nz/get-involved/community-emergency-hubs .
9	Notify the Auckland Emergency Management Coordination Centre (ECC) of what actions have been taken.

Sign-off procedure

This collaborative community response plan is owned and developed by representatives of local Kaipātiki community groups, organisations and people who have formed the Kaipātiki Community Response Group.

**Designated plan
champion sign-off:**

**Jill Nerheny qsm
Manager, Kaipātiki Community Facilities Trust**




If you have any questions, please contact: Email: KaipatikiCRG@kcft.org.nz | Phone: (09) 484 8854