



# Whānau support guide

Where to go for help after storm events

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[aucklandcouncil.govt.nz](https://aucklandcouncil.govt.nz)



# How to use this guide

Recovering from a major event takes time, and can affect you, your whānau, and your community in many ways, both visible and invisible.

Everyone's journey is different, and may include an ongoing need for social, emotional and environmental support.

This booklet is here to help. Inside, you'll find useful contacts, information, and practical steps you can take to move forward - whether that's dealing with ongoing impacts from the 2023 storms, preparing for future events, finding the right help, or knowing where to turn when things feel hard.

You don't have to do this alone. Recovery is a journey we take together, and there are people, services, and support here for you.

**Take your time. Use what's helpful.**

**Reach out when you need to.**

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## Local and central government services

Recovering from a major event often involves navigating a range of government services across local and central government. Whether it is related to stormwater issues, insurance, roading or housing, the following services may be of assistance as part of your ongoing recovery, and to support future readiness. This section brings together key contacts and resources to help you connect with the right people and services. You might not need everything listed here right away, but knowing where to turn when you do can make all the difference.

Service	What they do	Contact details
Healthy Waters (Auckland Council)	Manage Auckland's stormwater network (including flood resilience) and protect waterways. Log flooding issues, stormwater and drain blockages.	Visit: <a href="http://www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water">www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water</a>  To log a flooding issue, phone 09 301 0101 or visit: <a href="https://new.aucklandcouncil.govt.nz/en/environment/looking-after-aucklands-water/flooding-blockages/how-to-report-flooding.html">https://new.aucklandcouncil.govt.nz/en/environment/looking-after-aucklands-water/flooding-blockages/how-to-report-flooding.html</a>
Watercare (Auckland Council)	Supply Auckland with safe drinking water and reliable wastewater services.	Visit: <a href="https://www.watercare.co.nz">https://www.watercare.co.nz</a>  Phone: 09 442 2222
Auckland Transport (Auckland Council)	Manage and maintain Auckland's roads and provide public transport services.	Report a problem: <a href="https://contact.at.govt.nz/">https://contact.at.govt.nz/</a>  Phone: 09 355 3553  Email: <a href="mailto:info@at.govt.nz">info@at.govt.nz</a>
Resource Consents and Building Consents (Auckland Council)	Process resource and building consent applications.	Visit: <a href="https://www.aucklandcouncil.govt.nz/building-and-consents/Pages/what-is-consent.aspx">https://www.aucklandcouncil.govt.nz/building-and-consents/Pages/what-is-consent.aspx</a>  Email: <a href="mailto:regionalplanninghelpdesk@aucklandcouncil.govt.nz">regionalplanninghelpdesk@aucklandcouncil.govt.nz</a>
New Zealand Claims Resolution Service (NZCRS)	Provides free and independent support to help homeowners find solutions to residential insurance claims resulting from natural disasters.	Visit: <a href="http://www.nzcrs.govt.nz">www.nzcrs.govt.nz</a>  Phone: 0508 624 327
Insurance Council of New Zealand (ICNZ)	Represent the insurance industry in New Zealand. They have a range of information about insurance including your rights and what to consider when you're selecting an insurance policy.	Visit: <a href="http://www.icnz.org.nz">www.icnz.org.nz</a>

Natural Hazards Commission Toka Tū Ake (formerly EQC)	Provide insured homeowners with natural hazards cover to help in the event of a natural disaster. The commission has information and advice for homeowners and tenants about managing hazards, and what to consider if you are buying or renting a new home.	Visit: <a href="http://www.naturalhazards.govt.nz">www.naturalhazards.govt.nz</a> Phone: 0800 326 243 Email: <a href="mailto:info@naturalhazards.govt.nz">info@naturalhazards.govt.nz</a>
Tenancy Services	Provide information on rights and responsibilities as a landlord, tenant or unit title owner.	Visit: <a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a> Phone: 0800 836 262
Family Services Directory	Provide a searchable online database of family services and supports.	Visit: <a href="http://www.familyservices.govt.nz/directory">www.familyservices.govt.nz/directory</a>
Ministry of Social Development (MSD)	Provide income support, superannuation, employment support, student allowances and loans.	Visit: <a href="http://www.msd.govt.nz">www.msd.govt.nz</a> Phone: WINZ (Work and Income): 0800 559 009
Building Financial Capability Services - MSD	Provide information on budgeting and financial mentoring services across New Zealand.	Visit: <a href="http://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/bfc-providers.html">www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/bfc-providers.html</a>
Building Rights - Ministry of Business, Innovation and Employment (MBIE)	Provides information about building consents and consumer rights when carrying out building works.	Visit: <a href="http://www.building.govt.nz/getting-started/your-rights-and-obligations/homeowner-rights-and-obligations/know-your-rights-consumers">www.building.govt.nz/getting-started/your-rights-and-obligations/homeowner-rights-and-obligations/know-your-rights-consumers</a> Phone: 0800 242 243
Community Law Centres (National)	Provide free legal advice for those that cannot afford to pay for a lawyer.	Visit: <a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
The Translation Service - Department of Internal Affairs (DIA)	Provide professional translations and language services	Visit: <a href="https://www.dia.govt.nz/translation-service">https://www.dia.govt.nz/translation-service</a> Phone: 0800 872 675 Email: <a href="mailto:translate@dia.govt.nz">translate@dia.govt.nz</a>
Interpreter services - Te Whatu Ora	Free interpreter services are available through primary health providers and through hospitals.	Speak to your GP or doctor if in hospital about the need for an interpreter.

## Community services

There are many organisations based in the community that can either support you directly or help connect you with the right services for your ongoing recovery.

A good place to start is the Family Services Directory – visit <http://www.familyservices.govt.nz/> for a national database of community-based organisations, services and support options near you.

## Older persons services

Service	What they do	Contact details
Age Concern	Social service support to those over 65 years old.	Visit: <a href="http://www.ageconcern.org.nz/">www.ageconcern.org.nz/</a> Phone: 0800 652 105
Senior Services - Te Whatu Ora	Health support for those over 65 years old.	Visit: <a href="https://info.health.nz/services-support/support-services/older-people">https://info.health.nz/services-support/support-services/older-people</a> Phone: Seniorline: 0800 400 569
Eldernet	National directory of rest homes in New Zealand.	Visit: <a href="http://www.eldernet.co.nz">www.eldernet.co.nz</a> Phone: 0800 725 463
Seniors - WINZ (Work and Income)	Benefit and financial support specifically for those over 65 years old.	Visit: <a href="http://www.workandincome.govt.nz/eligibility/seniors/index.html">www.workandincome.govt.nz/eligibility/seniors/index.html</a> Phone: 0800 552 002
Mental Health	Mental health services for those over 65 years old.	Visit: <a href="http://www.healthpoint.co.nz/public/psychiatry/mental-health-services-for-older-adults-mhsoa/">www.healthpoint.co.nz/public/psychiatry/mental-health-services-for-older-adults-mhsoa/</a> Phone: 09 486 8945 ext 43222 Email: <a href="mailto:OlderAdultsHomeHealth@Waitematadhb.govt.nz">OlderAdultsHomeHealth@Waitematadhb.govt.nz</a>

## Disability services

Service	What they do	Contact details
Health and Disability Commissioner	Promotes the rights of all who use health and disability services.	Visit: <a href="http://www.hdc.org.nz">www.hdc.org.nz</a> Phone: 0800 11 22 33
Taikura Trust	Social service support, needs assessments and advocacy for those with disabilities.	Visit: <a href="http://www.taikura.org.nz">www.taikura.org.nz</a> Phone: 0800 824 5872 or 09 278 6314



CCS Disability Action (Crippled Children Society)	Support services and community development for those with disabilities.	Visit: <a href="http://www.ccsdisabilityaction.org.nz/branch-information">www.ccsdisabilityaction.org.nz/branch-information</a> Phone: 09 625 9378 Address: 14 Erson Avenue, Royal Oak.
Lifewise Health and Disability Services	Service that offers special needs support for older people and those with a disability along their path to self-sufficiency.	Visit: <a href="http://www.lifewise.org.nz/our-services/health-disability/">www.lifewise.org.nz/our-services/health-disability/</a> Phone: 09 302 5390

## Culturally responsive services

Service	What they do	Contact details
Asian Family Services	Social service support for people of Asian descent.	Visit: <a href="http://www.asianfamilyservices.nz/services/referral-form/">www.asianfamilyservices.nz/services/referral-form/</a> Phone: 0800 862 342
Te Tai-awa-o Te Ora Trust	Te Ao Māori social service.	Visit: <a href="http://www.taiawa.org.nz/location/">www.taiawa.org.nz/location/</a> Phone: 09 274 4220 Address: 7 Springs Road, East Tamaki.
Le Va	Pacific mental health and addiction service.	Visit: <a href="https://www.leva.co.nz/">https://www.leva.co.nz/</a> Phone: 09 261 3490
Mahi Tahi	Mental health, youth and mentoring services.	Visit: <a href="http://www.mahitahi.co.nz">www.mahitahi.co.nz</a> Phone: 09 262 4533 Address: 15a Ronwood Ave, Manukau.
Refugees as Survivors New Zealand (RASNZ)	Mental health and wellbeing support for refugees.	Visit: <a href="http://www.rasnz.co.nz">www.rasnz.co.nz</a> Phone: 09 620 2252
New Settlers Family and Community Trust (NFACT)	Cultural support for people from refugee-like backgrounds.	Visit: <a href="http://www.nfact.co.nz">www.nfact.co.nz</a> Phone: 021 280 0515 Address: 14 Erson Avenue, Royal Oak.
Fonua Ola	Pacific counselling, social work, financial mentoring, parenting and youth work support.	Visit: <a href="http://www.fonuaola.org.nz/services">www.fonuaola.org.nz/services</a> Phone: 0800 436 682 Address: 32 Station Road, Ōtāhuhu.
South Seas Healthcare	Pacific health and wellbeing support.	Visit: <a href="http://www.southseas.org.nz">www.southseas.org.nz</a> Phone: 09 273 9017 Address: 14 Fair Mall, Otara.

Māori Wardens of New Zealand	Supporting whānau nationally, providing assistance, care and advice.	Visit: <a href="http://www.maoriwardens.nz">www.maoriwardens.nz</a> Email: <a href="mailto:info@maoriwardens.nz">info@maoriwardens.nz</a>
Papakura Marae	Provide kaupapa Māori health services, housing support and social services.	Visit: <a href="http://www.papakuramarae.co.nz">www.papakuramarae.co.nz</a> Phone: 0800 826 274

## Community connection

Finding your feet in a new community can be tough – especially if you had strong connections in the place you left. Getting involved in local activities – like social media groups, volunteering, sports, or hobbies – can help rebuild that sense of belonging.

Service	What they do	Contact details
Newcomers Network	Help people connect with others in their new area.	Visit: <a href="http://www.newcomers.co.nz">www.newcomers.co.nz</a>
Neighbourly	Online platform for connecting with your local neighbourhood.	Visit: <a href="http://www.neighbourly.co.nz">www.neighbourly.co.nz</a>
Adult and Community Education (ACE)	Offers low-cost night classes and community education.	Visit: <a href="http://www.aceaotearoa.org.nz">www.aceaotearoa.org.nz</a>
Sport New Zealand	Helps you to find local and national sporting clubs and activities.	Visit: <a href="https://sportnz.org.nz/">https://sportnz.org.nz/</a>
Tūao Aotearoa Volunteering New Zealand	Helps connect volunteers with volunteering opportunities and volunteer training.	Visit: <a href="http://www.volunteeringnz.org.nz">www.volunteeringnz.org.nz</a>

## Housing support

These services support people experiencing housing stress or displacement. They may be able to assist with transitional housing, tenancy support, or referrals to longer-term accommodation.

Community service	Contact details
Visionwest	Visit: <a href="http://www.visionwest.org.nz/">www.visionwest.org.nz/</a> Phone: 0800 990 026 Address: 97 Glendale Road, Glen Eden.
Monte Cecilia Housing Trust	Visit: <a href="http://www.montececilia.org.nz">www.montececilia.org.nz</a> Phone: 0800 624848 Address: 30 Windrush Close, Māngere.
Auckland City Mission	Visit: <a href="http://www.aucklandcitymission.org.nz/">www.aucklandcitymission.org.nz/</a> Phone: 09 303 9200 Address: 140 Hobson Street, Auckland Central.



LinkPeople	Visit: <a href="http://www.linkpeople.co.nz">www.linkpeople.co.nz</a> Phone: 0800 932 432 Address: 15 Ronwood Avenue, Manukau.
Salvation Army (Regional)	Visit: <a href="http://www.salvationarmy.org.nz/housing-4/community-social-housing/">www.salvationarmy.org.nz/housing-4/community-social-housing/</a> Phone: 04 384 5649
Strive Community Trust	Visit: <a href="http://www.strive.org.nz">www.strive.org.nz</a> Phone: 09 255 0144 Address: 294A Massey Road, Māngere.
Kāhui Tū Kaha (Housing and Social Service Support)	Visit: <a href="https://kahuitukaha.co.nz/">https://kahuitukaha.co.nz/</a> Phone: 09 531 4040
Government services	Contact details
Kāinga Ora (public housing provider)	Visit: <a href="https://kaingaora.govt.nz">https://kaingaora.govt.nz</a> Phone: 0800 801 601
Haumaru Housing (affordable housing for older people)	Visit: <a href="http://www.haumaruhousing.co.nz">www.haumaruhousing.co.nz</a> Phone: 0800 430 101

## Food supports

If you're in need of food support, there are several services across Auckland that can help with food parcels, community meals, or referrals to other providers.

Foodbanks and community food providers may change depending on local demand and available resources. For the most up to date directory and providers in the wider Auckland region visit:

[www.foodbank.co.nz](http://www.foodbank.co.nz).

North services	Contact details
Loaves & Fishes Foodbank	Phone: 021 0908 9333 Address: 72 School Road, Wellsford.
Warkworth Christian Foodlink	Phone: 09 425 8861 Address: 22 Mansel Drive, Warkworth.
Northgate Baptist Church	Phone: 0800 400 923 Address: 6 Hibiscus Coast Highway, Silverdale.
Love Soup Food Rescue	Phone: 021 0225 0029 Address: 1 Brightside Road, Stanmore Bay.
Hibiscus Coast Community House	Phone: 09 426 3598 Address: 214-216 Hibiscus Coast Highway, Orewa.

South Kaipara Good Food	Phone: 021 0915 7944 Address: 82 Mill Road, Helensville.
Good Works North Shore	Phone: 022 0450 8184
St Joseph's Church	Phone: 021 0886 7844 Address: 10 Taharoto Road, Takapuna.
Holy Trinity Church	Phone: 09 445 0328 Address: 20 Church Street, Devonport.
<b>West services</b>	<b>Contact details</b>
Community Support Waitakere	Phone: 09 282 0252 Address: 21 Laingfield Terrace, Laingholm.
The Village Trust	Phone: 09 826 5427
Church Unlimited	Phone: 09 836 1294 ext 724 Address: 3 Te Atatu Road, Glendene.
H.O.P.E Foodbank	Phone: 0800 467 375 Address: 176A Lincoln Road, Henderson.
The Hope Centre	Phone: 021 0804 8436 Address: 4109 Great North Road, Kelston.
Visionwest	Phone: 0800 990 026 Address: 97 Glendale Road, Glen Eden.
Salvation Army (West)	Phone: 09 837 4471 Email: <a href="mailto:waitakerecentral.corps@salvationarmy.org.nz">waitakerecentral.corps@salvationarmy.org.nz</a> Address: 7 View Road, Henderson.
Ranui Baptist Church	Phone: 09 833 7815 Address: 464 Swanson Road, Rānui.
<b>Central services</b>	<b>Contact details</b>
Auckland City Mission	Phone: 0800 223 663 or 09 377 4322 Address: 140 Hobson Street, Auckland Central.
Family Works	Phone: 021 390 748 Address: 1207 Dominion Road, Mt Roskill.
Eden Community Church	Phone: 09 630 3423 Address: 72-74 View Road, Mt Eden.
Sadaqah Collective Foodbank	Phone: 0800 222 432 Address: 6/115 Church Street, Ōtāhuhu.
New Hope Onehunga	Phone: 021 770 050 Address: 8 Waller Street, Onehunga.

Church Unlimited	Phone: 09 836 1294 ext 747 Address: 2A Augustus Terrace, Parnell.
Orakei Foodbank	Phone: 09 521 5712
<b>East services</b>	<b>Contact details</b>
Howick Baptist Church	Phone: 09 534 5142 Address: 17 Wellington Street, Howick.
Pohutukawa Coast Foodbank	Phone: 027 304 4998 Address: 5 Jacobs Way, Maraetai.
All Saints Church	Phone: 09 534 6864 Address: Corner Cook & Selwyn Street, Howick.
St Marks Pakuranga	Phone: 09 576 7959 Address: 334 Pakuranga Road, Pakuranga Heights.
Elim Church Botany	Phone: 09 538 0360 Address: 159 Botany Road, Botany.
<b>South services</b>	<b>Contact details</b>
Ngā Whare Wātea	Phone: 0800 686 232 Address: 31 Calthorp Close, Favona.
Māngere Budgeting Services Trust	Phone: 0508 22 22 83 Address: Shop 8B, Māngere Town Centre, Māngere.
Waka of Caring	Phone: 022 013 9672 Address: 58 Mahia Road, Manurewa.
St Vincent De Paul	Phone: 09 270 4088 Address: 47 Station Road, Ōtāhuhu.
Waiuku Kai Aid	Phone: 0800 524 243 Address: 4 Hamilton Drive, Waiuku.

## Emotional and mental health support

Going through natural disasters and severe weather can affect us emotionally and mentally in different ways. Taking care of our mental wellbeing — both during tough times and in general — is an important part of recovery.

The Mental Health Foundation of New Zealand provides free access to many great resources and support networks that you can view on their website by visiting: [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz).

### Free wellbeing resources

Below are some really helpful resources to support your wellbeing. You can download these apps for Android and Apple devices from Google Play and the App Store.

- The Balance app is a wonderful resource which helps you manage your mental health and improve stress, sleep, mood, and more. This app is free in your first year of using it. You can:
  - view their website by visiting: <https://balanceapp.com/>
  - download the app for Android devices here: [https://play.google.com/store/apps/details?id=com.elevatelabs.geonosis&pcampaignid=web\\_share](https://play.google.com/store/apps/details?id=com.elevatelabs.geonosis&pcampaignid=web_share)
  - download the app for Apple devices here: <https://apps.apple.com/us/app/balance-meditation-sleep/id1361356590>
- Co-founded by All Black legend, Sir John Kirwan, Groov gives you the tools to make small daily steps that create big changes for your daily wellbeing.
  - You can download the app for Android devices here: [https://play.google.com/store/apps/details?id=com.mentemia.companionapp&hl=en\\_NZ&gl=US](https://play.google.com/store/apps/details?id=com.mentemia.companionapp&hl=en_NZ&gl=US)
  - You can download the app for Apple devices here: <https://apps.apple.com/nz/app/groov/id1462692772>
- Hosted by disaster recovery expert, Dr Kate Brady, and with the support of the Australian Red Cross and the University of Melbourne, After the Disaster is another brilliant resource which gives you practical tips and evidenced-based advice on how to find your way through a disaster. Listen to the podcast on Apple podcasts: <https://podcasts.apple.com/au/podcast/after-the-disaster/id1586057154>.

### Five Ways to Wellbeing

Five Ways to Wellbeing is a guide that encourages using five simple everyday actions to support good mental wellbeing and health.



## Emergency Mental Health Support

For **emergency support** for whānau who have thoughts of or plans to self-harm or suicide, call 111 immediately.

For **non-emergency**, chronic mental health concerns, contact the Mental Health Crisis team on 0800 800 717.

Mental health services	Contact details
Need to talk?	Free call or text 1737 any time for support from a trained counsellor.
Lifeline	Free call 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).
Tautoko (suicide crisis helpline)	Free call 0508 828 865 (0508 TAUTOKO)
Depression	Visit: <a href="http://www.depression.org.nz/get-help">www.depression.org.nz/get-help</a> Phone: 0800 111 757 Text: 4202
Anxiety	Visit: <a href="http://www.anxiety.org.nz">www.anxiety.org.nz</a> Phone: 0800 269 4389 (0800 ANXIETY)
Manaaki Tāngata   Victim Support	Visit: <a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a> Phone: 0800 842 846
Rural Support	Visit: <a href="http://www.rural-support.org.nz">www.rural-support.org.nz</a> Phone: 0800 787 254
Parent Help	Visit: <a href="http://www.parenthelp.org.nz">www.parenthelp.org.nz</a> Phone: 0800 568 856
The Lowdown	Visit: <a href="http://www.thelowdown.co.nz">www.thelowdown.co.nz</a> Free text: 5626
Drug and alcohol support	Contact details
Community, Alcohol & Drugs Service (CADS)	Visit: <a href="http://www.cads.org.nz">www.cads.org.nz</a> Phone: 09 815 5830
Alcohol and Drug Helpline (24/7)	Visit: <a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a> Phone: 0800 787 797
Family Drug Support	Visit: <a href="http://www.fds.org.nz">www.fds.org.nz</a> Phone: 0800 337 877

## Family violence support

The following services can provide support for people and families who are being harmed, are at risk of harm, or are using harm.

If someone is in immediate danger, call 111.

Service	Contact details
Safe To Talk Helpline (available 24/7)	Visit: <a href="http://www.safetotalk.nz">www.safetotalk.nz</a> Phone: 0800 044 344 or text: 4334
Women's Refuge (available 24/7)	Visit: <a href="http://www.womensrefuge.org.nz">www.womensrefuge.org.nz</a> Phone Crisis line: 0800 REFUGE or 0800 733 843
Shine (free 24/7 helpline support)	Visit: <a href="http://www.2shine.org.nz">www.2shine.org.nz</a> Phone: 0508 744 633
South Auckland Family Violence Prevention Network	Visit: <a href="http://www.friendshiphouse.org.nz">www.friendshiphouse.org.nz</a> Phone: 0800 733 843
Shakti (African / Asian / Middle Eastern women and children)	Visit: <a href="http://www.shakti.org.nz">www.shakti.org.nz</a> Phone: 0800 742 584
Family Action (West)	Visit: <a href="http://www.familyaction.org.nz">www.familyaction.org.nz</a> Phone: 0800 326 327
Vaka Tautau (Central and South / Pasifika)	Visit: <a href="http://www.vakatautua.co.nz">www.vakatautua.co.nz</a> Phone: 0800 825 282
Asian Family Services (Central and North)	Visit: <a href="http://www.asianfamilyservices.nz">www.asianfamilyservices.nz</a> Phone: 0800 862 342
Respect (for men)	Visit: <a href="http://www.respect.org.nz/contact">www.respect.org.nz/contact</a> Phone: 09 489-3770
North Shore Family Prevention Network	Visit: <a href="http://www.ancad.org.nz">www.ancad.org.nz</a> Phone: 0800 426 223

## Child abuse services

The following services provide support for children/young person's being harmed or are at risk of harm.

For any immediate risk or harm to a child or young person call 111.

Service	Contact details
Oranga Tamariki (24/7)	Visit: <a href="http://www.orangatamariki.govt.nz">www.orangatamariki.govt.nz</a> or phone: 0508 326 459
Lifeline	Visit: <a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a> Phone: 0800 543 354 (0800 LIFELINE) or free text: 4357 (HELP)
(24/7) Safe to Talk – Helpline Sexual Harm	Phone: 0800 044 344 Text: 4334



## Community-led recovery and resilience activities

Auckland Council is supporting community-led recovery planning, where affected communities come together to decide what matters most to them and set their priorities for the future. They then agree on the next steps to help make those goals a reality.

If you'd like to get involved you can contact your local recovery group by visiting:

<https://ourauckland.aucklandcouncil.govt.nz/news/2024/07/community-to-drive-recovery-plans/>.

You can also keep an eye on community-led recovery planning and flood resilience events for activities in your community by visiting: <https://ourauckland.aucklandcouncil.govt.nz/news/2025/03/key-events-coming-up-for-storm-affected-communities/>.

Visit [ourauckland.nz/recovery](https://ourauckland.nz/recovery) for the latest information and events happening in your community.

## Getting ready for an emergency

**Emergencies can happen at any time and being at home doesn't guarantee safety.**

You might need to stay at home for a while without access to power, water, or other essential services. Your home should be prepared for emergencies, ensuring you and your family have everything you need to stay safe and comfortable. Some emergencies may mean you need to leave your home at short notice.

Preparing now, ensures that you're ready to handle any situation, whether you need to stay put or evacuate quickly.

### Stay informed

This Auckland Emergency Management (AEM) website ([www.aucklandemergencymanagement.govt.nz](http://www.aucklandemergencymanagement.govt.nz)) will have all the latest emergency updates and advice on preparing for, coping with, and recovering from emergencies. There are sections on 'Get Home Ready', 'Get Community Ready', 'Get Work Ready', 'Get Kids Ready', and warnings about possible emergencies and watches are also published as alerts.

You can also stay connected by following AEM's social media accounts on Facebook and X (formerly Twitter). You can contact AEM if you need any more information by calling 0800 22 22 00 or emailing [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz).

### Make a plan

Emergencies can be unpredictable, so having a plan in place is important. A well thought out plan helps you and your whānau know exactly what to do, where to go, and how to stay safe when emergencies happen. Create your own household emergency plan by visiting:

<https://getready.govt.nz/prepared/household/make-a-plan>.

This template is also available on the AEM website and in 22 languages. This and more information are available on the Get Ready website: <https://getready.govt.nz/>.

## Emergency readiness and response plan summary sheet

Emergency readiness and response plan summary sheets are available for each local board area and in multiple languages. You can access an overview and specific local board plans online by visiting:

[www.aucklandemergencymanagement.govt.nz/your-local/local-boards](http://www.aucklandemergencymanagement.govt.nz/your-local/local-boards).

They contain:

- Key contacts and emergency information
- Emergency actions
- A map of local civil defence centres and community emergency hubs
- Top tips to get ready for an emergency

There is more information on the website, in particular on how to:

- Build an emergency kit
- Store water
- Make your home safer
- Hazards factsheet

## Pack a grab bag

A grab bag or getaway kit is important if you need to evacuate quickly. Unlike your emergency supplies, which are meant for staying in one place, a grab bag has the essentials you'll need to take with you. You can see a list of what to pack by visiting: <https://www.aucklandemergencymanagement.govt.nz/get-prepared/get-home-ready/pack-a-grab-bag/>.

Store your grab bag in a place where you can easily grab it on your way out, such as by the door.

Two key documents that are useful for you to keep in your **grab bag** or somewhere easily accessible are:

- Make a plan document
- Emergency readiness and response plan summary sheet

## Living in a flood-affected area

For property owners in flood-affected areas, there is advice available about how you can prepare your home to deal with flooding.

The 'Preparing your property for flooding' brochure, which can be found on the Auckland Council website, contains information about the things you can do at your property to reduce the impact of flooding on your home: <https://new.aucklandcouncil.govt.nz/content/dam/ac/docs/recovery/preparing-your-property-flooding.pdf>.

The 'Get Prepared' section of Auckland Council's Flood Viewer has guides on understanding your flood risk and how to be prepared:

<https://experience.arcgis.com/experience/3eb8cb673b9d4656aed38f52e0588485/page/Get-Prepared>.

All information correct at time of printing.

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