

Key contacts & emergency information



Dial **111** for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

* If you have difficulty hearing or talking on the phone, register to use **111 TXT**, the emergency texting service at police.govt.nz/111-txt/how-register-111-txt

* For urgent marine assistance, contact the Coastguard Marine Assistance on **VHF Channel 16**.



Auckland Emergency Management

Dial **0800 222 200**

aucklandemergencymanagement.govt.nz

aeminfo@aucklandcouncil.govt.nz

Social media:

[@aklcedem](https://www.facebook.com/aklcedem)

[@AucklandCEM](https://twitter.com/AucklandCEM)

Dial **(09) 301 0101** for Auckland Council

aucklandcouncil.govt.nz



Radio Stations for emergency information

- [Radio New Zealand 756 AM or 101.4 FM](#)
- [Newstalk ZB 89.4 FM](#)
- [The Hits 97.4 FM](#)
- [More FM 91.8 FM](#)
- [Radio Samoa 1593 AM](#)
- [Radio Waatea 603 AM](#)
- [Radio Spice 88 FM](#)
- [Humm 104.2 FM](#)
- [Radio Tarana 1386 AM](#)
- [Planet FM 104.6 FM](#)
- [Pacific Media Network 531 AM](#)
- [New Zealand Chinese Radio 90.6 FM](#)
- [Radio Tama-Ohi 87.7 FM](#)
- [Radio Apna 990 AM](#)



Local accident and urgent care clinics

- [Waitākere Hospital Emergency Department](#) open 24 hours | phone **0800 80 93 42**.
- [White Cross Henderson](#) open 24 hours | phone **(09) 836 3336**.
- [Westgate Medical Centre](#) open daily from 8am – 8pm | phone **(09) 833 3134**.
- [White Cross New Lynn](#) open daily from 8am – 8pm | phone **(09) 828 8912**.

Report a problem If life is at risk dial 111.



Flooding

To report flooding to Auckland Council call **(09) 301 0101**



Landslides

If you suspect that a landslide is about to occur, make sure you and your family are safe and dial **111** if there is immediate risk to life or an occupied building.

Call Auckland Council on **(09) 301 0101** or other geotechnical engineers to assess for potential danger.



Electricity and gas

If you can smell gas, dial **111** and ask for Fire.

For outages and faults, call Vector on **0800 764 764** or report online at vector.co.nz/personal/outages-faults.

Also report outages to your electricity provider.



Internet

To report a problem with your broadband, contact your provider. To view real time broadband outages go to chorus.co.nz/outages.



Water supply and wastewater

To report a problem, contact Watercare via

Live Chat at watercare.co.nz or call **(09) 442 2222** and press **1**.

For outages or faults go to watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns



Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool. aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx



Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on **0800 44 44 49**.

To report a non-urgent issue, go to nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback

To report an urgent Auckland arterial road issue, call Auckland Transport on **(09) 355 3553**.

To report a non-urgent issue, go to Auckland Transport's website contact.at.govt.nz

Access NZ Transport Agency's Waka Kotahi journey planner at journeys.nzta.govt.nz/journey-planner to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at at.govt.nz/projects-initiatives/roadworks-and-disruptions to see disruption on arterial roads.

Emergency actions

Put your
family/whānau
emergency
Household Plan
into action.

**IF YOU ARE
SAFE AT HOME**

If life is at risk dial 111.

**IF YOU ARE
UNSAFE AT HOME**

☒ Stay at home.

☒ Use your emergency supplies.

☒ Stay informed through official sources:

- Auckland Emergency Management   
- National Emergency Management Agency   
- Radio stations (RNZ, Newstalk, The Hits, MoreFM)
- Met Service   & app.
- GeoNet   & app.

☒ Check on your neighbours and others nearby.

☒ Stay connected to your whānau/family and friends.

Use text or social media, keep phones lines clear for people who need urgent assistance.

☒ Take your grab bag.

☒ Use your evacuation routes.

☒ If possible, stay with whānau/family or friends who are safe or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. Telephone language interpreters are available at Civil Defence Centres.



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

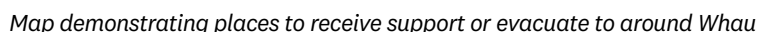


Interested in volunteering during an emergency?

Reach out to your local Community Emergency Hub or go to Auckland Emergency Management's website for volunteering opportunities.



If possible, stay with whānau/family or friends who are safe. Then check which Civil Defence Centres or Community Emergency Hubs are open on social media channels, websites or radio.



Top tips to get ready for an emergency



Know your hazards. Check Auckland Emergency Management's [Hazard Viewer](#) for your whare/home, work & school.



Learn where you can go if you need to evacuate. Plan your evacuation routes.



Create a [household plan](#), including evacuation.



Prepare a [grab bag](#) in case you have to evacuate.



Keep [emergency supplies](#) in your whare/home and car.



Get ready with your community and know your community's emergency plan.



Keep spare cash. Check your insurance and keep electronic & hard copies.



Know your neighbours and look out for each other.



Get your lifestyle block or farm ready



Get your business ready.



Visit getready.govt.nz for further tips on how to get ready.



Read your Local Board Emergency Readiness and Response Plan for tips on risk reduction, readiness, response and recovery.



For further information on reducing hazards, emergency readiness, response and recovery visit aucklandemergencymanagement.govt.nz

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