

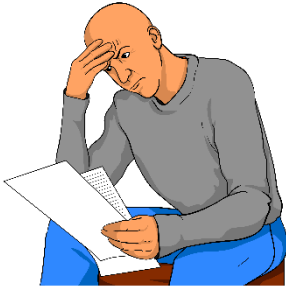


Who to contact if there is an emergency in Tāmaki Makaurau Auckland



Published: February 2025

Before you start



This information may upset some people when they are reading it.



If you are upset after reading this document you can talk to your:

- whānau / family
- friends.

NEED TO TALK?



**free call or text
any time**

You can also contact Need to Talk by:

- calling 1737
- texting 1737



It does not cost any money to call / text 1737.

What you will find in here

Page number:



What this Easy Read is about.....4

If there is danger7



Auckland Emergency Management9



Get information on the radio12



Report a problem17

Page number:



Kāinga Ora.....30



Auckland Council31

What this Easy Read is about



This Easy Read is from Auckland Emergency Management.



Auckland Emergency Management is part of Auckland Council.



Auckland Emergency Management works to make sure everyone in Tāmaki Makaurau Auckland:

- knows what to do in an **emergency**
- is safe in an emergency
- can put things right after an emergency.





An **emergency** is when something dangerous happens that can put people at risk.



An emergency can be things like:

- a flood
- an earthquake
- a pandemic which is when a lot of people get very sick very quickly.



When an emergency happens everyone needs to act quickly so they can stay safe.



This Easy Read has information about:

- where to find information when there is an emergency
- who to contact when there is an emergency.



If there is danger



Use a phone to call **111** if you need:

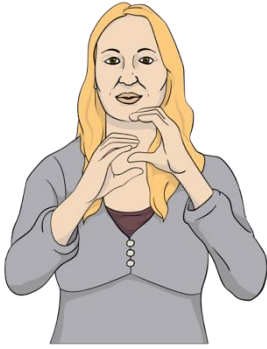
- the police
- the fire service
- an ambulance.



Call **111** if:

- someone is badly hurt
- someone is very sick
- something is happening that is likely to hurt someone – for example a tree is about to fall down in a storm
- something like a fire is going to damage houses / buildings.





You can sign up to use the
Emergency Texting Service **111 TXT**
if you find it hard to:

- hear
- talk on the phone.



111 TXT is a service that lets you use
text messages to tell the police about
emergencies.



You can register for 111 TXT on the
New Zealand Police **website** at:

<https://tinyurl.com/2c75hay7>



The website is not in Easy Read.

Auckland Emergency Management



Auckland Emergency Management can give you information about what to do in different emergencies.



Auckland Emergency Management also puts out **alerts** about emergencies in Tāmaki Makaurau Auckland.



Alerts tell you about:

- emergencies that are happening now
- things that could become emergencies at a later time like if very bad weather is forecast.





You can **phone** Auckland Emergency Management on:

0800 222 200



It does not cost money to call this number.



The Auckland Emergency Management **website** is at:

www.aem.govt.nz



The website is not in Easy Read.



You can **email** Auckland Emergency Management at:

aeminfo@aucklandcouncil.govt.nz



You can also find Auckland
Emergency Management on social
media by looking up:



- X / Twitter at:

@AucklandCDEM



- Facebook at:

Auckland Emergency Management

Get information on the radio

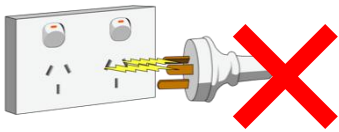


In an emergency you can listen to the radio to find out:

- what is happening
- what to do.



It is a good idea to have a radio that is powered by batteries to use when there is an emergency.



A battery radio will work if the electricity is off.



The radio stations listed on this page will have emergency information for Tāmaki Makaurau Auckland.



The number after the name of the radio station is the number to set your radio to so you can listen to that station.



Radio New Zealand

756 AM / 101.4 FM

More FM

91.8 FM



Newstalk ZB

89.4 FM



Here are some more radio stations that will have emergency information for Tāmaki Makaurau Auckland.

Planet FM

104.6 FM



The Hits

97.4 FM



Humm

104.2 FM

New Zealand Chinese Radio

90.6 FM



Here are some more radio stations that will have emergency information for Tāmaki Makaurau Auckland.

Pacific Media Network

531 AM



Radio Apna

990 AM

Radio Samoa

1593 AM



Radio Spice

88 FM



Here are some more radio stations that will have emergency information for Tāmaki Makaurau Auckland.

Radio Tama-Ohi

87.7 FM



Radio Tarana

1386 AM



Radio Waatea

603 AM

Report a problem



This section is about what to do when there is a problem that:

- needs to be fixed

but

- is not putting anyone in danger.

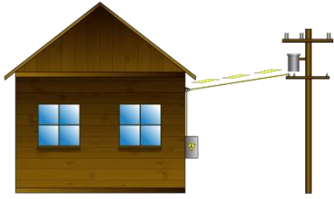


Use your phone to call **111** if there is serious danger.

Electricity



Contact your **electricity distribution company** if your electricity is not working.



Electricity distribution companies
are in charge of power lines.



Vector Energy is the electricity
distribution company for most of
Auckland from:

- Wellsford in the north

to

- Papakura / Manukau in the
south.



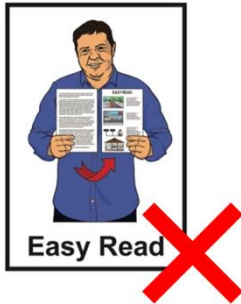
You can **phone** Vector Energy on:

0508 832 867



You can also report a problem with your electricity on the Vector Energy **website** at:

<https://tinyurl.com/fva96bhs>



The website is not in Easy Read.



Counties Energy is the electricity distribution company for the rest of Tāmaki Makaurau Auckland from:

- southern Papakura in the north

to

- Waikaretu in the south

You can **phone** Counties Energy on:

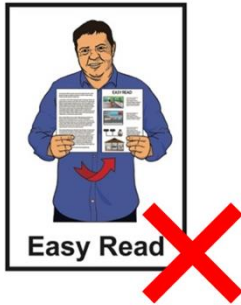
0800 100 202





You can also report a problem with your electricity on the Counties Energy **website** at:

<https://tinyurl.com/yc5v7m3w>



The website is not in Easy Read.

Gas

Call the fire service on **111** if you:



- smell **gas**
- think there is a gas leak.



Here **gas** means gas that comes to your house in pipes for things like:

- cooking
- heating.



For other problems with your gas get in touch with your gas company.

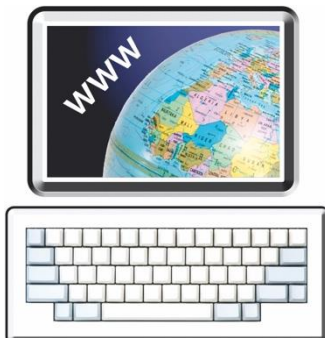
If your gas company is Vector Gas you can **phone** them on:

0800 764 764



If your gas company is Counties Energy you can **phone** them on:

0800 100 102



Internet

Contact your internet company if there is a problem with your internet.



You can find out if there is a problem with the internet near you on this **website:**

<https://tinyurl.com/4xj3xksx>



The website is not in Easy Read.



Flooding

You can report flooding by **phoning** Auckland Council on:

(09) 301 0101



Water supply / wastewater

Water supply means the water that comes out of your taps.



Wastewater means everything that goes down your:

- sink
- toilet.



You can report problems with your water supply / wastewater to **Watercare.**



Watercare is the part of Auckland Council in charge of water supply / wastewater

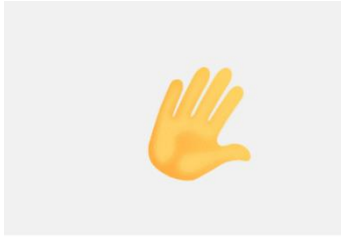


You can **phone** Watercare on:

(09) 442 2222



When the call starts press **1** on your phone to report a problem.



Kia ora - welcome to
Watercare LiveChat!
Need help, chat with us.

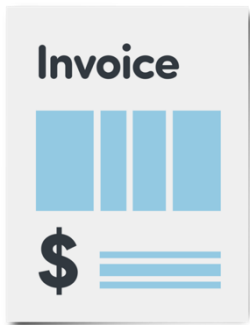


You can use the live chat on the
Watercare **website** to get support at:

www.watercare.co.nz

You will have to type in your:

- name
- address
- the account number on your
water bill.

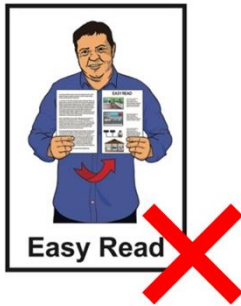


Then you can type a message to a
person from Watercare.



You can see information about problems with water supply / wastewater on the Watercare **website** at:

<https://tinyurl.com/jmte8jy7>



The website is not in Easy Read.

Fallen trees / debris



Debris means big bits of rubbish like:

- rocks
- parts that have fallen off buildings.



You can report fallen trees / debris on the Auckland Council **website** at:

<https://tinyurl.com/yyv96kbu>



Click on the box labelled:

Footpaths, roads, streetlights, parking and public transport.

Roads



If there is a problem with a **state highway** that needs to be fixed you should **phone** New Zealand Transport Agency Waka Kotahi straight away on:

0800 44 44 49



State highways are big roads that go between cities / towns.



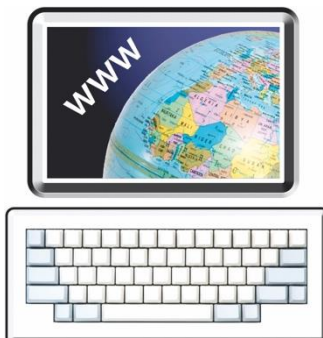
If there is a problem on a road that is not a state highway **phone** Auckland Transport on:

(09) 355 3553



To find out if there are problems on state highways go to the New Zealand Transport Agency Waka Kotahi **website** at:

<https://tinyurl.com/bdhsuya5>



To find out if there are problems on other roads in Tāmaki Makaurau Auckland go to the Auckland Transport **website** at:

<https://tinyurl.com/38fkf8p6>



These websites are not in Easy Read.

Landslides



A **landslide** is when a lot of earth / rock falls off a hill.



If you think a landslide is going to happen:

- make sure everyone is safe
- phone **111**.

Kāinga Ora



If you live in a home owned by Kāinga Ora you can tell them about any problems with your home.



You can **phone** Kāinga Ora on:

0800 801 601



You can also get in touch with Kāinga Ora on their **website** at:

<https://tinyurl.com/6pa9hs9a>



The website is not in Easy Read.

Auckland Council



You can get in touch with Auckland Council for more information about emergencies in Tāmaki Makaurau Auckland.



You can **phone** Auckland Council on:

(09) 301 0101



You can go to the Auckland Council **website** at:

www.aucklandcouncil.govt.nz



The Auckland Council website is not in Easy Read.



This information has been written by Auckland Emergency Management.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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