

An aerial photograph showing a rural landscape severely affected by flooding. The water is a muddy brown color and has inundated large areas of land. In the center, a long, narrow dam or levee structure runs diagonally across the frame, separating a flooded area from a greener area. To the left of the dam, there are several large, rectangular structures covered with white plastic sheeting, likely greenhouses or covered walkways, which are partially submerged. The surrounding area is a mix of green fields, trees, and some buildings. In the background, there are rolling hills and a cloudy sky. The overall scene depicts a significant emergency situation.

**Kumeū Huapai Emergency  
Action Plan  
December 2022**

## Table of Contents

<b>Section One – Context and Approach.....</b>	<b>2</b>
Purpose and Structure of the plan.....	2
Background.....	2
Community Led Process.....	2
Mana Whenua .....	2
About Our Area.....	3
Our People.....	3
Community and Services Infrastructure .....	3
Geography and Climate.....	4
Our Community Memory of Resilience.....	5
Potential Hazards, Impacts and Consequences .....	6
First Responders Roles and Responsibilities .....	7
Alerts and Warnings .....	7
Working Together - Kumeū Huapai Emergency Action Structure .....	8
Emergency Planning Cycle and our Touchstones for Success .....	9
Support and Resourcing.....	9
Reviewing and Revising.....	10
<b>Section Two – Operational Planning .....</b>	<b>11</b>
Readiness - We are connected, united and prepared .....	11
Response - We communicate and know our roles.....	14
Recovery - We help and support each other.....	16
Adaptation - We are a community that learns.....	17

## Section One – Context and Approach

### Purpose and Structure of the plan

The purpose of the Kumeū Huapai Emergency Action Plan is to provide a framework for local community action. This action supports First Responders by growing community resilience through readiness, appropriate response and effective recovery.

Section One provides background and context to our unique local situation in Kumeū Huapai. It describes our values, approach, and outcomes we aspire to. Section Two documents processes and activities we need to undertake to further develop our disaster resilience. This is a living document which can be adapted to our developing understanding of emergency management and commitment to being a learning community.

### Background

In 2021 Kumeū Huapai was impacted by a significant flooding event. Flooding has occurred in Kumeū Huapai in the past, yet many did not realise the risk or were prepared for an emergency event. This prompted calls for greater community awareness and preparedness in disaster resilience. The Rodney Local Board provided funding for a collaboration specialist to support a community led planning process to achieve this outcome.

### Community Led Process

- *Who owns the Kumeū Huapai Emergency Action Plan document and process?*

At an initial hui in August 2022 representatives from community groups and organisations met to discuss challenges and opportunities in emergency preparedness. A Convening Group was formed with the self-defined purpose of, *'guiding the process of developing an emergency plan and convening a wider stakeholder network for input and feedback'*. The Convening Group determined that the plan should be developed and owned by community, with the key outcomes of the process being:

- greater collaboration
- increased awareness of potential hazards in the area
- greater insight into the roles and responsibilities of First Responders and
- clarity on the practical aspects of community roles, communicating with First Responders and the wider community.

The group also developed a set of principles to guide the process:

- Whakawhanaungatanga – building strong relationships
- Respect - for one another and our diverse viewpoints
- Commitment - to the process
- Collective decision-making - no side decisions

In the later part of 2022, the group convened three meetings of the Kumeū Huapai Emergency Action Network (KHEA) to discuss frameworks and processes. A Kumeū Huapai Emergency Management Group (KHEM) was appointed at a KHEA Network hui in November 2022 to take over from the Convening Group and drive the process forward.

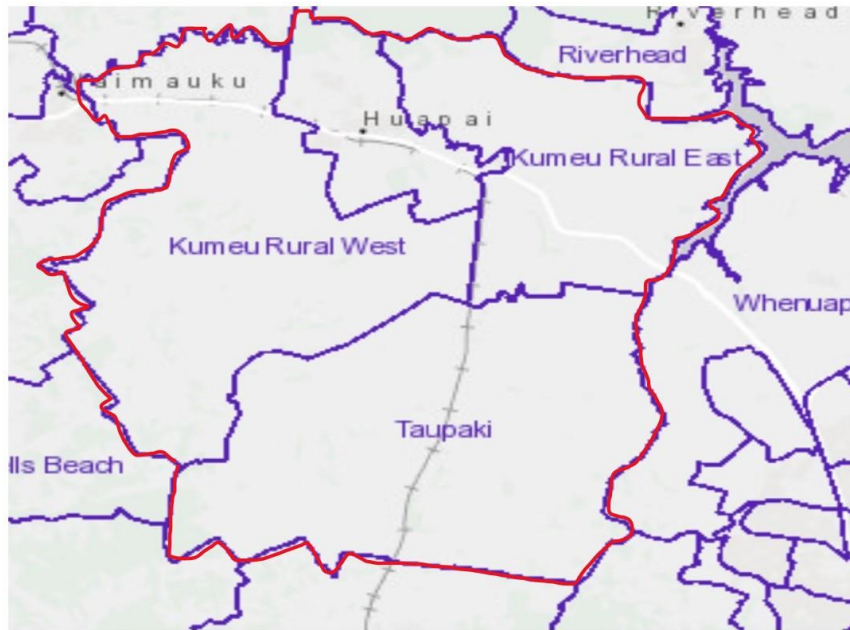
### Mana Whenua

- *How do we involve mana whenua and respect local tikanga?*

Our communities within the rōhe of Ngāti Whātua o Kaipara and Te Kawerau a Maki. We acknowledge that Ahi kaa is held by Reweti Marae - Te Taoū . Our intention is to be inclusive of mana whenua and we welcome their interest and participation in this kaupapa. We aspire to be sensitive in the caring of the land, waterways, the bush and the people as they advise. In terms of death or sickness in times of crisis or epidemic, every care will be taken to follow mana whenua instruction regarding custom or protocol for the care of deceased or diseased.

## About Our Area

The area covered by this plan includes the statistical areas of Kumeū Rural West, Kumeū Rural East, Kumeū-Huapai<sup>i</sup> and Taupaki as shown below. The total area covers approximately 73km<sup>2</sup>. Boarding the area is Riverhead, Riverhead Forest, and the Waikoukou Valley to the north; Waitakere in the south; Muriwai Beach, Waimauku and Waipatukahu on the westerly seaward side; and Whenuapai and Massey to the east.



## Our People

The total population for our area at the 2018 census was 8,703, which includes 3,432 in central Kumeū-Huapai. With significant residential developments having been completed in recent years, total resident population across the area may now be in excess of 13,000. It is worth noting that many people travel outside the area for work via SH18 to the North Harbour business area. Auckland's CBD is also a key employment area for residents<sup>ii</sup>

## Community and Services Infrastructure

### Infrastructure

SH16 passes through Kumeū Huapai and is owned and maintained by the New Zealand Transport Agency. In 2017 it was estimated that the intersection with the Coatesville-Riverhead Highway, SH16 carries around 25,000 vehicles per day of which some 1000 are heavy vehicles (Annual Average Daily Traffic). Other local road connections largely comprise of feeder roads onto SH16. The North Auckland rail line is owned and operated by KiwiRail. It generally carries two freight services per day (one each way) through Kumeū-Huapai. A gas line runs from Marsden Point to Wiri with a local pump station located in Kumeū. The Kumeū Fire Brigade call in technicians from Marsden Point when needed for maintenance.

Our area is serviced by a pressure wastewater collection system and a reticulated water supply network supplied with water from the dams in the Waitākere Ranges. The dominant stormwater features identified in the Kumeū Huapai Centre Plan are the Kumeū River which serves an upstream catchment of some 45km<sup>2</sup> and a major tributary, the Huapai Stream, with a catchment of 8.5km. The Kumeū-Huapai commercial and industrial area is located within a historical flood plain of the Kumeū River. Numerous incidents of surface flooding within the Kumeū-Huapai area have been recorded since the early 1900s.

### Community Services and Assets

There are two First Responder agencies based in Kumeū Huapai - Kumeū Volunteer Fire Brigade operating from the Kumeū First Station and Kumeū Police located at Matua Road. While St John do not have a physical presence in the area, the Fire Brigade are trained medical first responders. There is a Search and Rescue (SAR) team based at Muriwai activated by Police. Also supporting Police is an active Community Patrol. Auckland Emergency Management (AEM), while based in central Auckland also provide support to this area in the event of an emergency.

We have a range of local community groups and organisations delivering social services, arts, sports and recreation. This includes Northwest Foodbank Huapai, Kumeū Community Action, Kumeū Cricket Club, Kumeū Arts Centre, and a number of local church groups. Some organisations, while not physically based in the area

are also active locally such as Rodney Neighbourhood Support. The Kumeū Library is the primary council owned facility in the area. Other community venues include the Kumeū Community Centre located at Access Road, The Kumeū Arts Centre and Pod, Kumeū Cricket Club and West Coast Rangers club rooms located at the Huapai Domain, and several local churches. Other communities such as Riverhead have their own facilities.

There are three public schools in Kumeū Huapai - Huapai District School, Matua Ngaru and Taupaki as well as a private Hare Krishna school. All are a part of the Whiria Te Tangata Community of Learning (Kahui Ako). There are also two local early education centres registered as a part of the Kahui Ako. Secondary school students need to travel outside the area for their education. There are three facilities that cater to older people in the area - Country Club Huapai, Kumeū Village Rest Home and Radius Taupaki Gables. The later have hospital and dementia level care located onsite. The Northwest Country Business Association provides local business support, information and connection. In 2022 the Association reported 320 registered businesses in the area. This includes Kumeū Film Studios who attract significant numbers of people from outside the area.

### Geography and Climate

- *What are the geographic and climate features of our area*

The Kumeu – Huapai area is situated to the northwest of Auckland’s CBD. The Kumeu River, which flows into the Kaipara Harbour, drains a large catchment situated to the north and south of the Kumeū town centre, stretching from the Waikoukou Valley to River Head Forest in the north, and south along the eastern face of the Waitākere ranges to Waitākere township. The main town centres occupy a relatively flat alluvial plain, but to the north is Riverhead Forest, which marks a change from gently rolling alluvial river plains to steep hilly terrain that reaches up to 130m above sea level. The hazard landscape of the Kumeū Huapai area is a result of its local geography. Auckland’s Hazards Viewer on the Auckland Emergency Management website shows the main hazards near the Kumeū Huapai community. The main hazard that could impact the local area is flooding relating to a high impact weather event. The region receives on average ~1.3m of rainfall on an annual basis. Auckland’s location in the South Pacific, between the tropics and the ‘roaring 40’s’, means the region is at risk from both ex-tropical cyclones

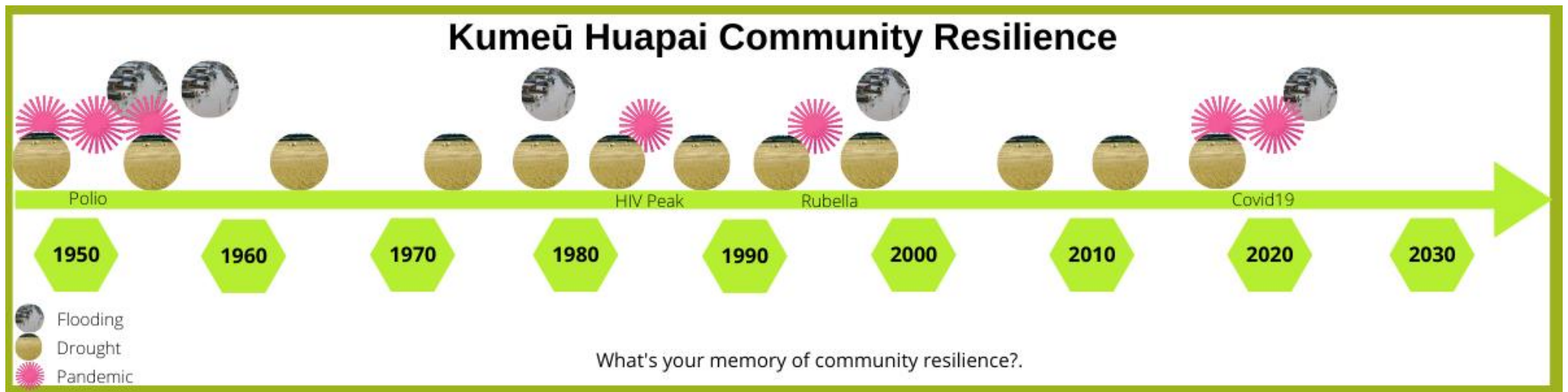
and severe southern storms. Intense localised rainfall over a short period can result in surface flooding while continuous rainfall over a longer period can result in high river levels, and in extreme cases, more extensive catchment flooding. Some locations of the Kumeū Huapai town centre and wider rural surrounds are at risk of catchment flooding, given its proximity to the Kumeu River and low-lying land. The area may also experience severe winds and, less often, isolated, localised tornados.

A small part of the Kumeū Huapai area near the coast is also at risk from a Beach and Marine tsunami threat. These are areas that might be at risk from strong and unusual currents or dangerous surges at the shore during tsunami from anywhere around the Pacific Ocean. Earthquakes and volcanic eruptions are less likely to occur but still represent a lower risk to our area. Earthquakes could originate from one of a few active faults located towards the southern boundary of the Auckland region, or from outside the region. In some cases, earthquakes can lead to liquefaction and localised landslides. These hazards can cause damage to buildings and critical infrastructure. Volcanic eruptions are another risk to the Auckland region but are likely to be centred near the CBD/central Auckland region. However, Kumeū Huapai may be impacted by ash fall or other more distant volcanic hazards.

## Our Community Memory of Resilience

- *What disaster events have impacted our community and what are our memories of resilience?*

As a part of the process the KHEA Network was keen to draw on community memories of past resilience in the face of disaster events. We developed a Community Memory Board to use as a tool to prompt discussion one on one, and in groups. Peoples experience of disaster events and community resilience were captured on post-it notes. We will highlight below some of the memories and stories captured on the Community Memory Board.



## Potential Hazards, Impacts and Consequences

- *What are the five most likely hazards, their impacts and consequences?*

The hazards mentioned represent only some of the emergency events that could impact our area. All of these hazards could affect essential utilities or lifeline services. Auckland has experienced extended power outages and water shortages in the past for a number of reasons. Utility disruption could impact everyday activities or create compounding hazards depending on the time it takes to fully restore these services. While we recognise that it is difficult to identify and be prepared for every potential disaster scenario, being knowledgeable and well prepared places us in a better position to cope, support and recover when disasters happen. Below are the top five hazards identified by AEM as potentially impacting Kumeū Huapai. This also details consequences and the potential community need that we can collectively have a role in responding to in a disaster event. This includes supporting people coming from outside the area in the event of an Auckland wide disaster. The roles a local emergency management group and the wider network could play in building greater community disaster resilience and supporting first responders include:

- Supporting the wider community in building resilience by understanding hazard risks and being prepared and ready
- Providing a reliable source of information to community before, during and after disaster events
- Assisting in first response by supporting short term community need, leaving First Responders to help those in dire need
- Providing coordination and logistical support to community ‘needs and offers’ after an event.

This framework can assist us in assessing impacts and consequences, and identifying community need and appropriate response.

Hazards	Impacts	Consequences	Need
<b>Super storms</b> - Flooding - Severe winds <b>Pandemic</b> <b>Drought</b> <b>Fire</b> <b>Tsunami</b>	Welfare (food, shelter, wellbeing)	- <b>Shelter in Place</b> (short-term stay inside your home, school or business)	- Residents, children, employees (and pets) are safely inside home, school or business as directed by FR
	Lifeline (telco, lines, fuel, water, roading, airlines, rail, port)	- <b>Evacuate</b> (leaving our home, business or community or people from outside the area coming to our community)	- Residents (and pets) are safely evacuated as directed by FR <b>from their homes</b> and have a safe place to shelter and have their short-term needs met - People from outside the area <b>have come to our community</b> and have their short-term needs met
	Logistical (supply chains, freight)	- <b>Can't get home</b> (in-ability to access home or community)	- Ability to communicate with loved ones - A safe place to have short term needs met
	Population (increase)	- <b>Stuck at home</b> (medium – long term stay inside your home)	- Ability to meet short – long term needs
		- <b>No power</b>	- Access to alternative options for light, heat, food preparation and communications
		- <b>No water</b>	- Access for alternative options for fresh potable water
		- <b>No phone or internet</b>	- Ability to communicate and connect with neighbours and local networks

## First Responders Roles and Responsibilities

- *What are the roles and responsibilities of first responders?*

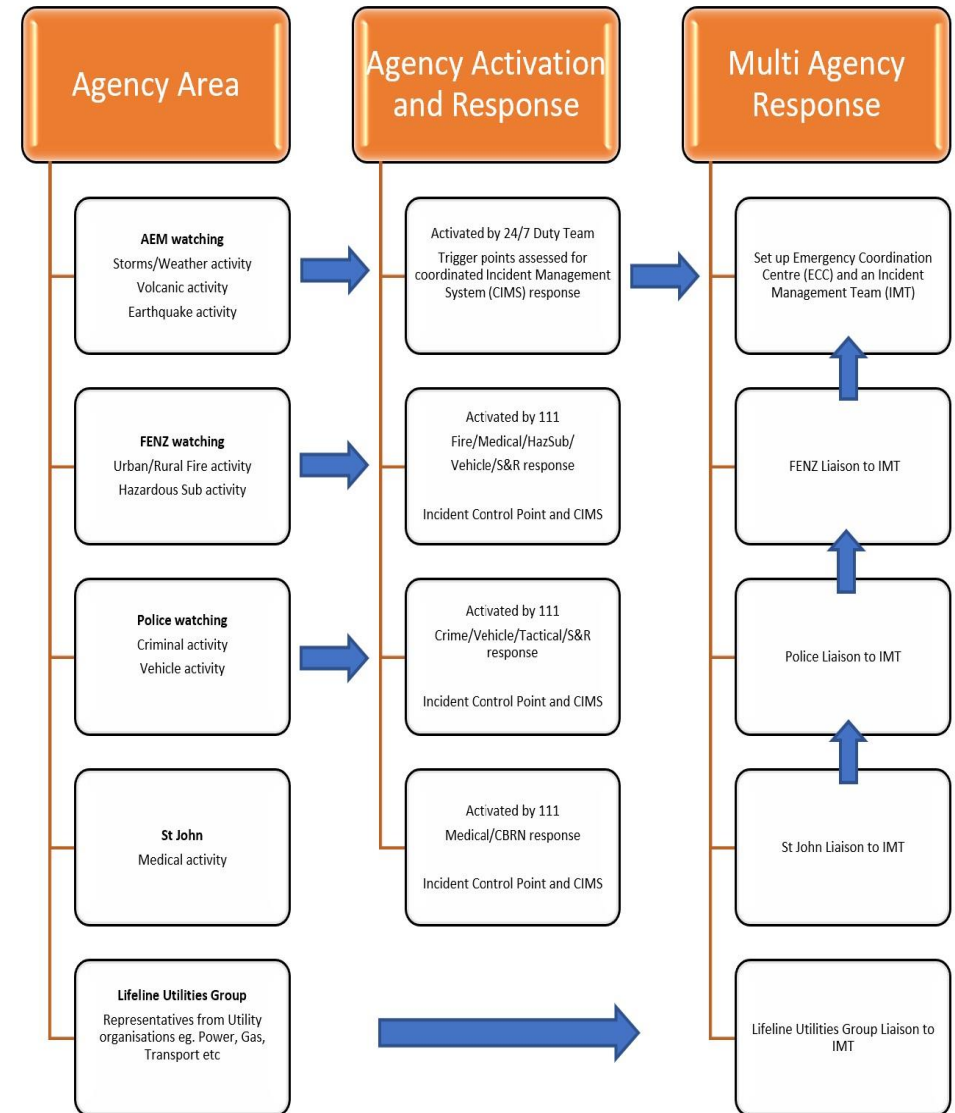
There are four main First Responder agencies supporting our communities in the face of disaster events. Kumeū Volunteer Fire Brigade (KVFB/FENZ) and Kumeū Police are both physically located in the area at Kumeū Rd and Matua Rd respectively. St Johns have 24hr centres in both Whenuapai and Helensville and so rely on KVFB as the primary medical first responder in the area. Auckland Emergency Management are based in central Auckland and coordinate a multi-agency response in a civil emergency establishing a Emergency Coordination Centre (ECC). A Search and Rescue (SAR) team are also based at Muriwai and can be activated by Police. The diagram to the right shows the situations First Responder agencies are watching, how they are activated and their role in a multi-agency response.

## Alerts and Warnings

- *What are the different channels for alerts and warnings?*

There are a number of channels providing warnings, emergency alerts and ongoing information about disaster events. This includes:

- **Red Cross Hazards App** – provides alerts and helpful information about being prepared in specific events – there is a UTube video to support set up
- **MetService Weather App** – provides watch, warnings and alerts about potential weather-related events and can be customised to specific locations
- **Emergency Mobile Alerts** – messages authorised by emergency agencies to mobile phones
- **Emergency texts and emails** – when individuals sign up with AEM through [aem.org.nz](http://aem.org.nz)
- **AED app** – shows the location of defibrillators
- **Auckland Emergency Management** - <https://www.aucklandemergencymanagement.org.nz/>
- **Radio and Television** – in the event of power cut, a battery or car radio can provide the latest news. Stations include:
  - National Radio 756 AM or 101.4 FM,
  - Newstalk ZB 1080 AM or 89.4 FM
  - The Hits 97.4 FM

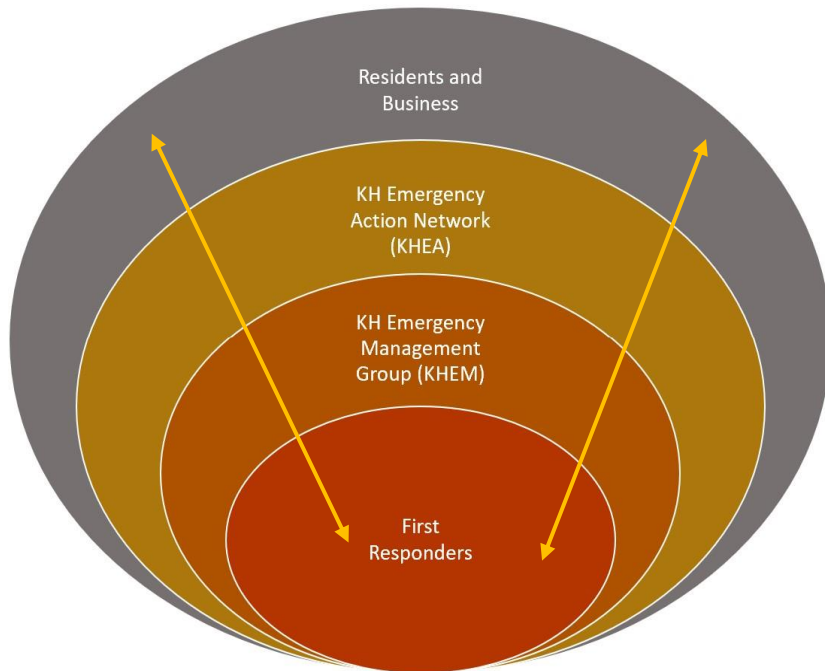




## Working Together - Kumeū Huapai Emergency Action Structure

- *What is the structure that supports community action and engagement and how will we communicate and take the plan forward?*

In the process of developing this plan we have formed Kumeū Huapai Emergency Action (KHEA) Network and Kumeū Huapai Emergency Management Group (KHEM). The KHEA Network is made up of community groups and organisations who have an interest in emergency planning and activities. Going forward we will continue to grow this network to build our disaster resilience. This means collectively developing our shared understandings of frameworks and processes so that groups, organisations and individuals know their role in advance of an emergency event. We seek to 'help rather than hinder' the important role that First Responders play in ensuring critical emergency services are enabled for our community. This image shows the 'hub and spoke' model where First Responders are central to disaster response. The KHEM group and KHEA Network provide support in a cascading exchange



KHEM will provide overview and facilitate implementation of this plan. The group will also be the central point of community activation during an emergency event and seek to communicate with the lead First Responder agency to determine appropriate action and activities. This will support the management group to disseminate reliable information to the KHEA Network, who would in turn provide information to their wider networks. This may also provide for two-way communications as groups or organisations identify the needs of their networks and communities.

KHEM will convene the KHEA Network three times a year (February, June, October). The network hui will be opportunity for updates on different aspects of emergency preparedness, response and recovery. It may also be a forum for our different community organisations to showcase their specific emergency preparedness and response plans or debrief on emergency events.

Each year at the October hui, space will be created for re-appointment of the management group. Members may choose to step down and new members step up. We view succession planning of the management group as important, including actively seeking youth participation.



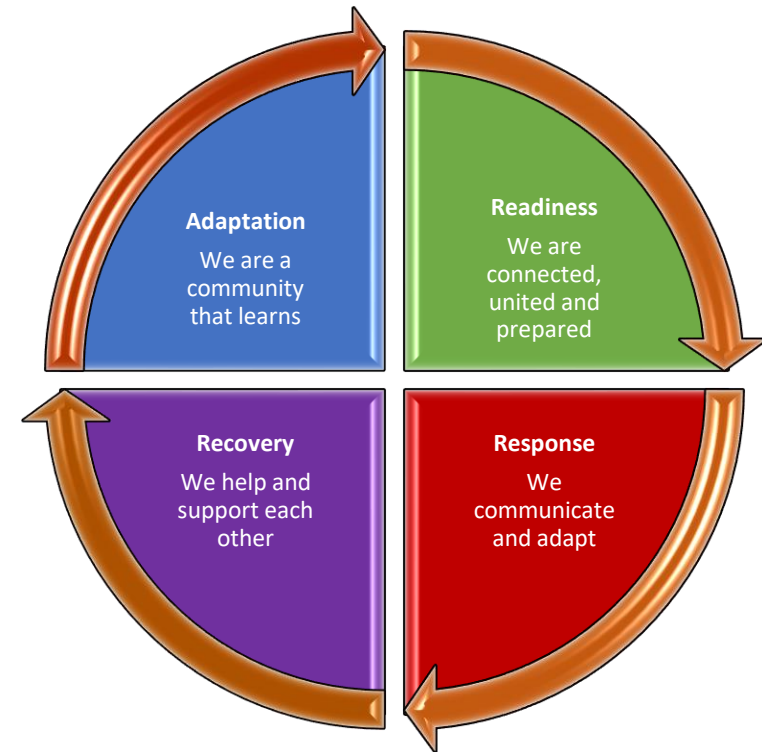
## Emergency Planning Cycle and our Touchstones for Success

- *What are our outcomes/touchstones for the future?*

Emergency readiness, response, recovery and adaptation are stages in the emergency management cycle. The diagram to the right sets out our understanding of the different phases of emergency planning and action.

- **Readiness** - preparing for an emergency event, including planning and resourcing – everyone can play a role in getting ready.
- **Response** - happens immediately following an event. This is a critical stage where trained First Responders support those in dire need. KHEM and the KHEA Network can also play an appropriate role at this stage.
- **Recovery** - takes place following an event. This is a time to reach out and support others and KHEM can help in coordinating these efforts.
- **Adaptation** means reflecting on and learning from past events and responding in different ways that improve and enhance our emergency management processes.

Using this framework, we have developed four outcome statements or 'Touchstones for Success' that we aspire to achieve in enhancing our community resilience. These sit within each phase in the diagram



## Support and Resourcing

- *How do we get funding for ongoing work and resourcing?*

Support and resourcing will be important in taking our emergency planning forward. AEM can bring a range of support and resourcing to the process. This includes attending meetings and providing advice as required. It also includes opportunities for training, scenario sessions, and the development of materials to take to events that raise awareness and showcase opportunities for involvement. AEM also support other community resilience groups across Auckland and can connect KHEM and the KHEA Network with like-minded group initiatives to share and learn. From time to time we may also seek out alternative funding opportunities such as philanthropic grants, business support or donations. It was identified that the process needs to be both sustainable and nimble with minimal administration. To achieve this while also wanting to seek external resourcing we may require 'umbrella support' from a local organisation to hold funds.

## Reviewing and Revising

- *How often will we review and revise our processes and plan as a management group and with the wider community?*

This plan is viewed as a living document, informed by our processes and updated as we go. In response to our developing understanding of emergency management and our adaption as a learning community it will be reviewed by the management group every three years or as needed to incorporate learnings from disaster events. The group will seek input from the wider KHEA Network to support the most comprehensive revision. After any event where the plan is activated and 'stood up' by the community, the management group will convene a 'learning session' and revision with the KHEA Network, debriefing on challenges and opportunities to support our commitment to being 'a community that learns'.

## Section Two – Operational Planning

This section outlines our roles and priority activities. It is divided into the four stages, Readiness, Response, Recovery and Adaptation. Each stage requires different actions and activities and as community memory testifies, is an iterative process of preparing, responding, recovering and adapting through learned and lived experience. These processes contribute to the resilience of our communities. Under each section are the roles that the management group can play, with support from the wider KHEA network. The 'Priority Activities' in the Readiness stage are actions identified as priorities for the first 6 – 12 months. The initial activities highlighted by the KHEA Network were:

1. Set up Kumeū Huapai Management Group (KHEM), communication channels and roles
2. Clarify communication channels with First Responders, and share trigger points and activation process
3. Liaise with potential CEHs to identify suitability and formalise relationships (approval from governance groups)

### Readiness - We are connected, united and prepared

As identified in the diagram on Section One - **Readiness** means being prepared for an emergency event, and everyone can play a role in preparing and getting ready. For our management group and wider network, the below roles are focused on raising awareness, communicating and putting processes in place that can be activated to support community need in an emergency event. The below questions informed our discussions around roles and priority activities in relation to Readiness.

- *What things do we need to communicate to help community prepare and what are the communication pathways we will use?*
- *What current community connections support our resilience, where are the gaps and who is vulnerable in our community?*
- *What venues could be Community Emergency Hubs (CEH), what do they provide and what resources are required?*

Role	Priority Activities (prior to an event)	Supporting Information
<b>1. Set up KH Emergency Management Group and align and communicate with First Responders</b>	<ul style="list-style-type: none"> <li>• <b>Kumeū Huapai Management Group (KHEM)</b> – set up, appoint roles and identify communications</li> </ul>	Identified roles include Co-convenors, Emergency Liaison, Digital Administrator, Needs and Offers Coordinator, Vulnerable People Liaison Could use WhatsApp for management group communications
	<ul style="list-style-type: none"> <li>• <b>First Responder Liaison</b> - Develop agreed pathways with FR to know how to get good information to pass onto community in the Response phase</li> </ul>	The KHEA Network has identified some initial processes and activation pathways in the Response section below that can help to inform these discussions

Role	Priority Activities (prior to an event)	Supporting Information
<b>2. Raise community awareness of hazards, warnings and promote preparedness</b>	<ul style="list-style-type: none"> <li>• <b>Household Emergency Plan</b> - Develop or adopt a Community Response or Household Emergency Plan to support family/whanau readiness</li> </ul>	Different examples of household plans are available online and printed, included information on websites, apps, fold out printed materials and booklets. AEM has also produced a Rural Emergency Management Plan which could be made available
	<ul style="list-style-type: none"> <li>• <b>Educational resource</b> – Flowchart to support youth and others understand emergency readiness and response</li> </ul>	It was envisaged that a flow chart could be produced as an educational tool for children. AEM also has resources for children to draw on.

Role	Priority Activities (prior to an event)	Supporting Information
<b>3. Identify, set up and use communication pathways</b>	<ul style="list-style-type: none"> <li>• <b>Multiple digital channels</b> – explore and set up communication channels to reach out to the wider community – cellular network and online including:               <ul style="list-style-type: none"> <li>- <b>Facebook</b> - set up dedicated FB page with associated tags and links (turn off comments) and identify administrator.</li> <li>- <b>Website</b> – explore options to ‘piggy back’ – eg Rodney Neighbourhood Support or set up different site to host resources, links etc</li> <li>- <b>KHEM communications</b> – decide on appropriate channels eg WhatsApp, email</li> </ul> </li> </ul>	<p>Other suggestions for communicating with the wider community included:</p> <ul style="list-style-type: none"> <li>• Visit schools and input to school newsletters</li> <li>• Check your Neighbour’ campaign</li> <li>• Community newsletters and local papers</li> <li>• Neighbourhood parties (e.g. hosted by Baptist Church)</li> <li>• Connect with different groups to share with their networks</li> <li>• Annual awareness campaign</li> <li>• Library signage / community notice board</li> <li>• Contacting real estate agents</li> <li>• Letter box drops</li> <li>• Magnets</li> </ul>
	<p><b>Secondary Activities</b></p> <ul style="list-style-type: none"> <li>• <b>Printable material</b> – produced for vulnerable and elderly</li> <li>• <b>Presence at community events</b> – tap into events that are already happening</li> </ul>	

Role	Priority Activities (prior to an event)	Supporting Information
<b>4. Identify Community Emergency Hubs (CEH), roles and resources</b>	<ul style="list-style-type: none"> <li>• <b>Community Emergency Hubs</b> - identify three potential hubs</li> </ul>	<p>If more than three organisations wanting to be CEH, could keep their information and brought in as back up venue. Agreed that each hub would need a team with different roles. The person acting as Team Leader (Hub Supervisor) would sit on management group</p> <ul style="list-style-type: none"> <li>• Kumeū Community Centre have identified they are keen to be a CEH</li> <li>• St Chads has expressed interest in being a CEH</li> <li>• Kumeū Cricket Club might be interested in being a CEH</li> <li>• Taupaki also identified as needing a local CEH</li> </ul> <p>AEM has a Community Emergency Hub Guide which details roles that could be established and will be a valuable resource</p> <p>Community hubs – places to be – suggestion that this is where it starts.</p> <ul style="list-style-type: none"> <li>• Lists are made with resources</li> <li>• Need to set up robust processes created by participants – templates and systems set up and how to utilise it for the situation - sourced and written</li> <li>• Recognise and utilise a chain of command to coordinate</li> <li>• Need to identify skilled communications/coordination person – work with a team (quarter master type role)</li> <li>• Have one or more information page for emergency – group of people collecting info in rosters</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Approach potential CEH including:</b> <ul style="list-style-type: none"> <li>- creating a questionnaire to identify available resources at the venue</li> <li>- formalising relationships (approval from governance groups)</li> </ul> </li> </ul>	
	<p><b>Secondary Activities</b></p> <ul style="list-style-type: none"> <li>• <b>Support CEHs</b> - to identify and set up activation teams including coordination of needs and resources</li> <li>• <b>Alerts, Warnings and Activations</b> – clarify these processes with hubs</li> <li>• <b>Hub Signage</b> - work with AEM to produce signage for hubs that have processes and teams in place</li> </ul>	

Role	Priority Activities (prior to an event)	Supporting Information
<b>5. Identify and develop community networks and promote connectedness and learning opportunities</b>	<ul style="list-style-type: none"> <li><b>Database</b> - Develop and maintain a database/contact list for KHEA Network</li> </ul>	Currently have an excel spreadsheet with contact details for groups and organisations who have expressed an interest in coming to KHEA Network hui. Consider ownership and platform for holding this database going forward.
	<ul style="list-style-type: none"> <li><b>KHEA Network meetings</b> – convene three a year in February / June / October</li> </ul>	<p>The suggested timing for the KHEA Network hui were developed around pre disaster event seasons</p> <p>It was agreed that more groups and organisations can be invited to join the network to include those willing to support in an emergency event. Other potential groups or organisations to consider reaching out to might include:</p> <ul style="list-style-type: none"> <li>Early Childhood and Kahui Ako</li> <li>Medical professionals</li> <li>Retail – eg Supermarkets as a place people still need to go in an emergency</li> <li>Realestate agents</li> <li>Other faith based groups – churches and church families</li> </ul>

Role	Priority Activities (prior to an event)	Supporting Information
<b>6. Identify and support vulnerable people</b>	<ul style="list-style-type: none"> <li><b>Vulnerable Community List</b> - make a voluntary list available and identify a role for promoting, managing and maintaining this list.</li> <li><b>VC Communications</b> – develop systems and processes for ‘checking in’ with vulnerable people during a disaster event</li> </ul>	This list would be available for people to self identify their need for additional connection and support during an emergency event. This may include people who live alone, people with medical issues or young people not able to connect with whānau

Role	Priority Activities (prior to an event)	Supporting Information
<b>7. Identify potential emergency needs and available community resources</b>	<ul style="list-style-type: none"> <li><b>Scenario exercises</b> - with AEM to test our plan and identify what else is needed</li> </ul>	AEM can offer scenario exercises to the management group and wider network to test activation and communications processes and to get greater insight into the pressures on First Responders. First one could be scheduled for February 2023
	<ul style="list-style-type: none"> <li><b>Develop a resources questionnaire</b> - add information to the Database registering people’s willingness to help / volunteer / contribute items</li> </ul>	<p>The Network agreed that more information is needed on what medical and other resources are available in the community.</p> <ul style="list-style-type: none"> <li>Have as much information about whose got what beforehand</li> <li>Asset mapping – ask people ‘what have you got/can you offer in a time of need’</li> </ul>

## Response - We communicate and know our roles

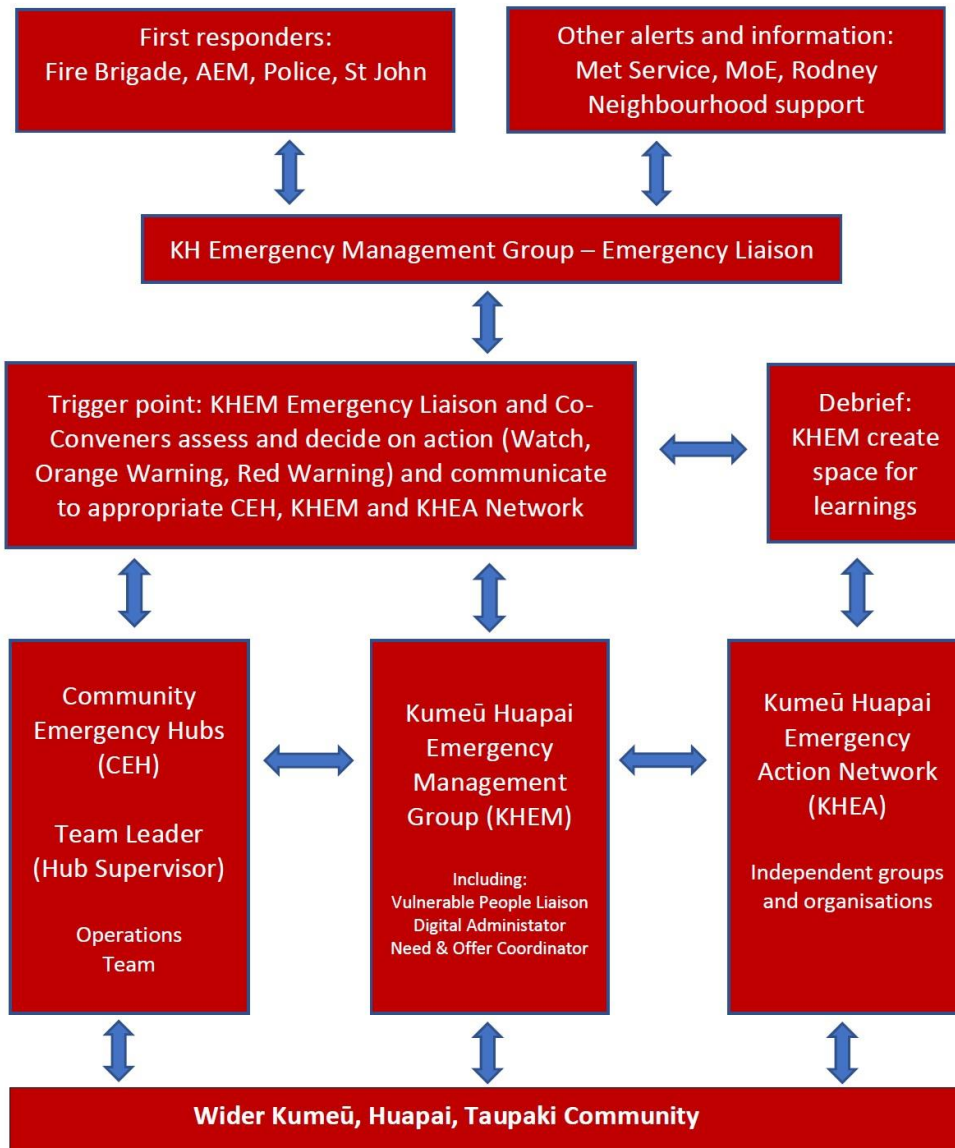
As identified in Section One - **Response** happens immediately following an event. This is a critical stage where trained First Responders support those in dire need. We as a community emergency management group and network can also play an appropriate role at this stage. In support of First Responders, and to 'help not hinder', our roles revolve around communicating with the wider community and 'standing up' Community Emergency Hub/s to assist in meeting community need. The questions we identified in relation to this were:

- *How do we communicate with FR or get good, reliable information to pass onto community and who can we call for help to solve problems as they arise?*
- *What are the trigger points and pathways for activation and deactivation, and who decides?*

Role	Priority activities (during an event)	Supporting Information
<b>8.Support First Responders by communicating what is needed to the wider community</b>	<ul style="list-style-type: none"> <li>• <b>Alerts and warnings</b> – share appropriate alerts and warnings</li> </ul>	<p>KHEM adopted Met Service and AEM 'Watch, Orange Warning, Red Warning' system for scaling activation</p> <p>Groups in Mahurangi have CB (Ham) radio – Amateur Radio Emergency Communications (AREC) have radios and training they can provide community groups</p>
	<ul style="list-style-type: none"> <li>• <b>Information and instructions</b> – provide reliable information and instructions to the wider community aligned with First Responders - eg need to evacuate</li> </ul>	<p>KHEA Network keen to see communication pathway between first responders and management group. This is about knowing how big the issue is and having clear instructions and good information to pass on to the community. Acknowledgement that</p> <ul style="list-style-type: none"> <li>• there is always a level of uncertainty within which community and agencies need to make decisions</li> <li>• what needs to happen can depend on the type of emergency event.</li> <li>• people may be on their own for the first 24/48 hours – first responders could be dealing with a range of situations</li> </ul>

Role	Priority activities (during an event)	Supporting Information
<b>9.Stand-up Community Emergency Hub/s for welfare needs and community respite</b>	<ul style="list-style-type: none"> <li>• <b>Activation/deactivation process</b> – provide activation or deactivation directive to specific CEH to 'stand up' or 'stand down' their hub</li> </ul>	<p>Acknowledgement that:</p> <ul style="list-style-type: none"> <li>• Different venues may have to be made available in different situations</li> <li>• Need flexibility in response and in venue – different zones – like Whangaparāoa</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>CEH welfare support</b> – CEH provide welfare needs to community</li> </ul>	<p>CEHs seen as essential community response in emergency events. Acknowledged that can't expect CEH to stay open for too long.</p>
	<ul style="list-style-type: none"> <li>• <b>Alert First Responders</b> - that a CEH has been opened during an emergency</li> </ul>	<p>If the event is scaled up, AEM could take over the CEH</p> <p>AEM can help the KHEM and CEHs to solve problems as they arise</p> <p>Other First Responders may want to know a CEH has been stood up when AEM is not involved in the event</p>

## Trigger Points and Communications Flow Chart



### Kumeū Huapai Emergency Management Group Roles

#### Kumeū Huapai Emergency Management Group - KHEM Co-convenor

Provides leadership and coordination of the KHEM group, communicating with:

- KHEM and KHEA Network
- Emergency Liaison role in decision making about ‘standing up’ a CEH

#### KHEM – Emergency Liaison

Asking “What shall we do and when shall we do it?” communicating with:

- First responders and other organisations watching and warning
- KHEM and Co-convenors
- Team Leaders (Hub Supervisors) from CEHs

#### KHEM - Vulnerable People Liaison

Coordinates the Vulnerable People register, establishes and coordinates ‘check in’ during a disaster event, communicating with:

- KHEM
- Vulnerable members of the community
- Groups, organisations and individuals supporting ‘check in’ processes

#### KHEM – Digital Administrator

Setting up and managing online platforms, keeping up to date with watch and warning information and communicating with;

- KHEM and KHEA Network
- Wider community through Facebook, websites etc

#### KHEM - Needs and Offers Coordinator

Establishes and coordinates processes for connecting ‘needs and offers’ during recovery, communicating with:

- KHEM and KHEA Network
- Community Emergency Hubs Team Leaders and KHEM Digital Administrator

#### Community Emergency Hub Team Leader (Hub Supervisor)

Sits as a member of the KHEM Group. Facilitates the movement of volunteers and resources in their own Hub, communicating with;

- KHEM Emergency Liaison, and Co-convenors
- Operations people and volunteers in their own Hubs
- Team Leaders at other Hubs to request or offer resources.



## Recovery - We help and support each other

As identified in Section One - **Recovery** takes place following an event. At this time people may be in need of physical, emotional or other support. Community Emergency Hubs, the management group and the KHEA Network can help in providing information, resources and coordination of support.

- How will we coordinate appropriate recovery actions and activities, who will provide resources and how will we get them?
- Who are the vulnerable people in our community – and how do we help them?
- What do people need to know in recovery – i.e. insurance?

Roles	Priority activities (after an event)	Supporting Information
<b>10.Support coordination of needs and offers of resources</b>	<ul style="list-style-type: none"> <li>• <b>CEH Coordination</b> – support CEHs to coordinate needs and offers of resources</li> <li>• <b>Ongoing Coordination</b> – work with other groups and organisations and provide the community with information about needs and offers</li> </ul>	<p>Reflection from previous events that the community need better information about what is needed (or not needed) and to organise community volunteer support that is appropriate</p> <ul style="list-style-type: none"> <li>• Could engage with local neighbourhood networks – informal neighbourhood groups to share resources – relationship based, meet in greenspaces, barn/street parties</li> </ul>

Role	Priority activities (after an event)	Supporting Information
<b>11.Ensure vulnerable people are being checked on</b>	<ul style="list-style-type: none"> <li>• <b>Check In</b> – activate a process for ‘checking in’ on people self-identified as vulnerable</li> </ul>	<p>Could be people who are medically challenged, older people or young people not able to get home or connect with whanau</p> <p>Could develop a ‘buddy system’ or phone tree which can be activated following a disaster event</p>

Role	Priority activities (after an event)	Supporting Information
<b>12.Provide information to support community wellbeing and recovery</b>	<ul style="list-style-type: none"> <li>• <b>Multiple Information Channels</b> – post relevant information on established communication channels including: <ul style="list-style-type: none"> <li>- Facebook</li> <li>- Website</li> </ul> </li> </ul>	<p>AEM does emergency housing for the first 2 weeks, and then handed over to Temporary Accommodation Service</p> <p>KHEA Network identified important issues in recovery as:</p> <ul style="list-style-type: none"> <li>• Bringing back hope and faith</li> <li>• Knowing the problems are going to be fixed</li> <li>• Insurance knowledge</li> <li>• Access to amenities – medical, vet, food, fuel, logistics</li> <li>• Knowing who is caring for families and how to get home</li> </ul>

## Adaptation - We are a community that learns

As identified in Section One - **Adaptation** means reflecting on and learning from past events and responding in different ways that improve and enhance emergency management processes. The management group can play a role in convening the KHEA Network and wider community in this reflection, reviewing and revising processes and planning to better respond to different events.

Role	Priority activities (after an event)	KHEA discussion, feedback and suggestions so far
<b>13. Identify and develop community networks and promote connectedness and learning opportunities</b>	<ul style="list-style-type: none"> <li>• <b>KHEA Network meetings</b> – convene as needed to debrief on a disaster event in order to learn and improve on the community’s disaster response and future preparedness activities.</li> </ul>	Other opportunities included: <ul style="list-style-type: none"> <li>- advocating for mitigation – i.e. stream clearing</li> <li>- supporting development of a local stream care group</li> <li>- promoting sustainability – mitigation of climate change</li> </ul>

<sup>i</sup> <https://statsnz.maps.arcgis.com/apps/webappviewer/index.html?id=6f49867abe464f86ac7526552fe19787>

<sup>ii</sup> Kumeū Huapai Centre Plan : September 2017 : Rodney Local Board and Auckland Council