



**HE MAHERE OHOTATA
MŌ TE HAPORI**

NUHAKA

**Community
Resilience Plan**



RĀRANGI TAKE

Contents

Kupu Arataki

INTRODUCTION	1
What to do during an emergency	2
Map of hub location	4
In an emergency you will need	5
What hazards do we have?	6
Hazard profiles	7
Hazard maps	13
Acronyms & Definitions	16
Information and communication	17
Potential vulnerabilities	19
Community resources	21
Ideas and solutions	23
Appendices & resources	27

He waka eke noa
We are all working together

KUPU ARATAKI INTRODUCTION

The purpose of this Community Resilience Plan is to help our community to ensure measures are in place to help us look after each other before, during, and after an emergency.



Nuhaka

Nuhaka is the tribal centre of Ngāti Rakaipaaka, a small rural settlement located on State Highway 2 between Wairoa and Gisborne. The village is supported by essential services including a general store, fish and chip shop, automated fuel depot, primary school, Kōhanga Reo, several churches, a mechanical workshop and tyre repair service, and a range of local trades such as builders and painters. The volunteer fire brigade is based in Nuhaka, while the resident Police role relocated to nearby Māhia in November 2023. The wider rohe is characterised by pastoral farming and forestry, supported by four limestone and shingle quarries. A small but growing horticulture and organic sector supplies local markets. Nuhaka is home to five active marae, with a sixth currently under renovation. Eight kilometres north of the village, Mōrere Hot Springs sits on SH2, offering walking tracks through 364 hectares of native forest and has recently reopened to the public.

Overlooking the district is Moumoukai, a former Rakaipaaka fortress rising 611 metres above sea level, with expansive views across the rohe, including Taupiri Maunga on the Māhia Peninsula and Whakapunake to the west.

As of 30 June 2024, Nuhaka had a population of 220 residents across 108 households. In recent years, the community has faced significant challenges, experiencing multiple severe weather events including Cyclone Hale in January 2023, Cyclone Gabrielle in February 2023, the November 2023 flood, and further flooding in June 2024. Despite this, Nuhaka continues to demonstrate resilience grounded in strong community, culture, and connection to whenua.

He waka eke noa
We are all working together

I TE WĀ O TE OHOTATA

WHAT TO DO DURING AND AFTER AN EMERGENCY



STEP 1

Try to stay calm, check yourself and others in your household for injuries. For minor injuries, provide first aid, then assess your home for damage.

Is everything ok?

NO



STEP 2

If you or anyone in your household have significant injuries call **111 immediately**.

If your home is not safe, **evacuate immediately and call 111**.

YES



STEP 3

Check on your immediate neighbours. Assess your surroundings for damage, check on your street & neighborhood.

If you need help or information, proceed to **STEP 4**

YES



A place for your community to gather and help each other out during an emergency.



STEP 4

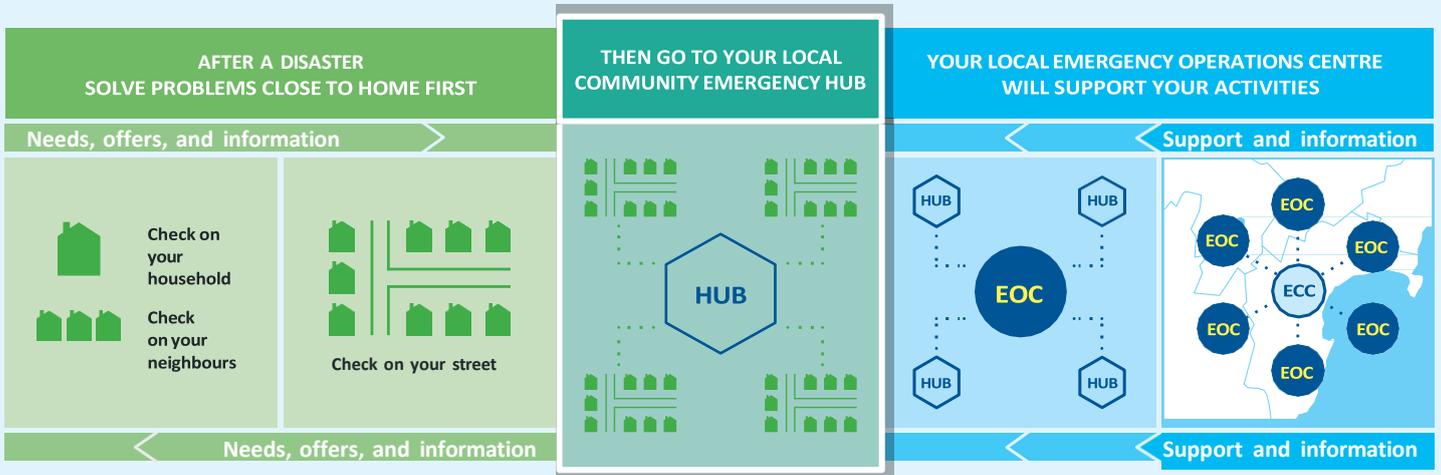
Go to your local Community Emergency Hub

Your Community Emergency Hub is a designated place where your community can gather, connect with one another, and solve problems using the skills and resources already within your community. This allows the community to work together and solve problems locally while coordinating with councils about big problems.

The decision to open and operate a Community Emergency Hub is made by the community.

Our Community Emergency Hub is located at:

Nuhaka Domain



Civil Defence Response

During an emergency, councils will stand up an Emergency Operations Centre (EOC) to respond.

The EOC will give support and information back into the community and give information to the regional Emergency Coordination Centre (ECC).

The EOC will give information and support back to the EOC and community.

MAP OF HUB LOCATION

The Nūhaka Community Hub is a place for whānau to connect, share information, and support one another during emergencies. It is community-led and activated when needed.



IN AN EMERGENCY YOU WILL NEED:



AN EMERGENCY PLAN

Make a plan for your household, whānau, and pets to get through an emergency. Consider:

- Where will you meet or evacuate to?
- How will you look after each other?
- Who might need our help?
- Who will we need to contact?
- What will we do if we are stuck at home?
- What will we do if we have no power, no water, no way to get information.



EMERGENCY SUPPLIES

You don't have to have them all in one place, but you might have to find them in a hurry and/or in the dark.

- Nine litres of water per person.
- Long-lasting food that doesn't need cooking (Unless you have a camping stove or gas barbecue)
- Food for children and pets.
- First aid kit.
- Torch.
- Emergency cash
- Half a tank of fuel
- Toilet paper and large plastic buckets for an emergency toilet.
- Work gloves and a properly fitted mask



EMERGENCY GRAB BAG

Pack your emergency grab bag with basic supplies including:

- Walking shoes, warm clothes, raincoat, and hat.
- Water and snack food (remember babies and pets too)
- Hand sanitizer & face mask
- Portable phone charger.
- Cash
- Copies of important documents and Photo ID.
- Medication
- Small first aid kit

Remember, your grab bag should be light enough that you can still carry.

In an emergency, if life or property is threatened call 111

For more information, see hbemergency.govt.nz/get-ready/

TAI ĀNIWHANIWHA TSUNAMI



Warning type

A long or strong earthquake (longer than a minute, strong enough to make standing up difficult), changing sea level, and strange noises coming from the sea. A local-source tsunami could arrive within minutes, leaving insufficient time for an official warning. A regional-source tsunami may arrive between 1 – 3 hours. A distant-source tsunami may take 3 hours or more to arrive.

Actions before

Know where to evacuate to, plan an evacuation route from areas you frequent.

It is crucial to recognize natural warning signs and act swiftly. Remember: Long or Strong, Get Gone.

Actions during

Move immediately to the nearest high ground or as far inland as possible. Walk, run, or cycle if you can.

For Nūhaka:

- Residents located east of the Nūhaka–Ōpoutama Bridge should evacuate to high ground at Wai Station rd.
- Residents located west of the bridge should evacuate to the Nūhaka Domain.

If there was an earthquake, expect aftershocks. Each time you feel one, drop, cover, and hold. Aftershocks may generate another tsunami.

Actions after

Once evacuated, do not return until given the official all-clear message.

Follow official advice on returning and cleaning up as tsunami will cause significant damage, and residual water may be harmful.

Impacts

Tsunamis can flood shores, cause extensive damage, injuries, and loss of life.

Impacts include large-scale displacement, and impacts on inland community resources, including water, electricity, and other lifelines

RŪWHENUA EARTHQUAKE



Warning type

Earthquakes are a rapid onset event and occur without warning.

Actions before

Prior to an earthquake, secure items that could fall or relocate them.

Identify safe locations within your whare/home, kura/school, wāhi mahi/workplace and other places you frequently visit, close to you, away from windows to shelter in.

Practise Drop, Cover and Hold.

Actions during

Drop, Cover and Hold during an earthquake. It stops you being knocked over, makes you a smaller target for falling and flying objects, and protects your head, neck, and vital organs.

If you are inside:

- Drop, Cover, and Hold. Stay indoors to avoid falling Debris.

If you are outside:

- Try to move away from buildings, trees, streetlights, and power lines. Then Drop, Cover, and Hold.

Actions after

Do not run outside unless the building is showing obvious signs of distress, or you are in a tsunami evacuation zone. It is frightening to stay in a building, but it is much safer than immediately going outside, where masonry and glass could fall on you.

Expect aftershocks. Each time you feel one, drop, cover, and hold. If you are in tsunami evacuation zone, evacuate inland or to higher ground.

Impacts

Earthquakes may cause significant damage to land, infrastructure, and buildings. They can disrupt water, electricity, and communications services. Damage may isolate communities.

Earthquakes may also trigger secondary hazards including tsunami, landslides, floods, and fires.

PARORO

SEVERE WEATHER



Warning type

Orange or Red warnings are issued by MetService. Further warnings disseminated by HBCDEM and councils.

Actions before

Prior to severe weather, know if you live in a flood zone, and stay up to date with weather information. Move valuable and dangerous items as high above the floor as possible.

Secure outdoor possessions and clear debris and leaves from external drains and gutters.

Identify a safe location in your where/home for household members to gather during a thunderstorm. This should be a place away from windows, skylights, or glass doors, which can be broken by strong winds or hail and cause damage or injury.

Actions during

During a storm, evacuate immediately if advised or if you feel unsafe due to flooding.

Act quickly if you see rising water—don't take risks. Head for higher ground and stay away from floodwater.

If you hear distant thunder or see a flash of light, get indoors immediately. If you see a tornado funnel nearby, take shelter immediately.

Actions after

After a storm/flood if your where/home is affected: take precautions around floodwater. Contact utility suppliers if water/debris has affected services.

Clean and dry your house and belongings.

Impacts

A storm is a weather system with strong winds and is likely to cause heavy rain. It can also bring hail, lightning, tornadoes, heavy swells, coastal inundation, and storm surges.

These may disrupt utilities and lead to evacuations from affected areas. In addition, storms and flooding may lead to flooding, displacement, and damage.

WAIPUKE FLOOD



Warning type

Orange or Red warnings are issued by MetService. Further warnings disseminated by HBCDEM and councils.

Actions before

Prior to a storm/flood, know if you live in a flood zone, stay up to date with weather information, make a plan, and have a grab bag ready.

Move valuable and dangerous items as high above the floor as possible. Secure outdoor possessions. Clear debris and leaves from external drains and gutters.

Actions during

During a storm/flood, evacuate immediately if advised or if you feel unsafe. Act quickly if you see rising water—don't take risks.

Never walk, swim, drive through, or play in floodwater. Stay away from damaged areas to avoid hampering response efforts or putting yourself at risk.

Treat all floodwater as contaminated.

Actions after

After a storm/flood if your whare/home is affected: take precautions around

floodwater. Contact utility suppliers if water/debris has affected services.

Clean and dry your house and belongings.

Impacts

Flooding can also generate liquefaction, silt, and landslides. If landslides block streams and rivers, they can dam the water ways. This may lead to the development of lakes upstream of the dam, and these dams can fail rapidly, releasing flood waters down catchments.

Flooding may disrupt utilities and lead to evacuations from affected areas. In addition, storms and flooding may lead to long-term displacement and damage.

AHI FIRE



Warning type

Warning issued by Fire and Emergency New Zealand (FENZ). Further warnings and information disseminated by HBCDEM and Councils.

Actions before

Visit checkitsalright.nz to find practical steps you can take to reduce the risk of fire.

Learn how to protect your home from outdoor fires on the Fire and Emergency New Zealand website.

Identify a safe zone that is clear of vegetation in case you can't evacuate and have to shelter in place. You may need to shelter in place on your property or in your community.

Actions during

Evacuate immediately if advised or if you feel at risk. If advised to stay home, stay indoors and close windows to prevent ash from entering.

Smoke can be harmful, avoid inhalation as best as possible.

If safe, visit your nearest Community Emergency Hub for information and support.

Actions after

After fire conditions have eased the situation could change quickly and get worse again.

Only return after emergency services have said it is safe to go back. Returning before the "all clear" has been given will put you in danger.

Impacts

Wildfires can occur anywhere, not just in rural areas. Wildfires can cause significant damage to buildings and land and may restrict access to certain areas.

HORO WHENUA LANDSLIDE



Warning type

Landslides can happen without warning. They are often triggered by heavy rain, earthquakes and, in some cases, human activity.

Actions before

Watch for warning signs: small slips, cracks, or tilting trees and fences. Look for signs of instability such as sticking doors and windows or new cracks appearing.

Actions during

If a landslide occurs or you notice signs of unstable ground, evacuate immediately. The best protection is to get out of the path of a landslide or debris flow. Alert neighbours who may not be aware of the hazard if it is safe to do so.

If your property is or could be affected by landslide debris and you cannot evacuate, move to the side of the house furthest from the landslide, take pets with you.

Be alert when driving. Embankments along roadsides are particularly susceptible to landslides.

Actions after

Following a landslide, stay away from the landslide area. Further landslides may occur. Look for broken utility lines (power, telephone) and report them to appropriate authorities.

Impacts

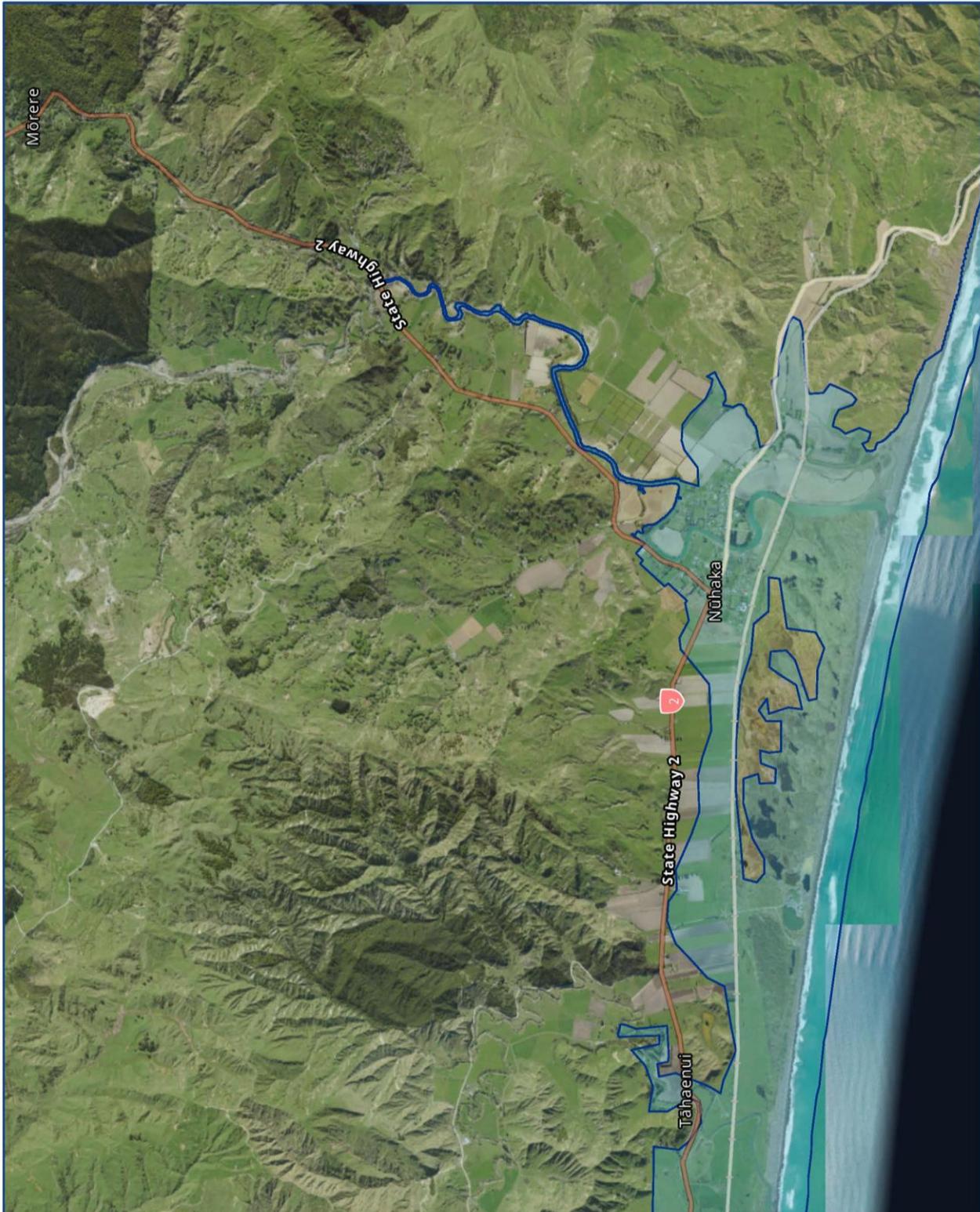
Landslides and other geological hazards can disrupt lifeline utilities such as power, internet, and water. A significant landslide may block access to roads and properties.

Landslides can create secondary hazards: If landslides block streams and rivers, they can dam the water ways. This may lead to the development of lakes upstream of the dam, and these dams can fail rapidly, releasing flood waters down catchments.

HAZARD MAP

The map shows the Hawke's Bay Emergency Management-recommended tsunami evacuation zone in the event of a 'Long' (1 minute or longer) or 'Strong' (difficulty standing up) earthquake for the Hawke's Bay Region.

The tsunami evacuation zone, shown in blue, is the area that people should leave immediately following a long or strong earthquake. People should not wait for any alerts or announcements and should evacuate on foot or by bicycle wherever possible. The use of a single blue zone is in accordance with the latest national guidelines and best practices.

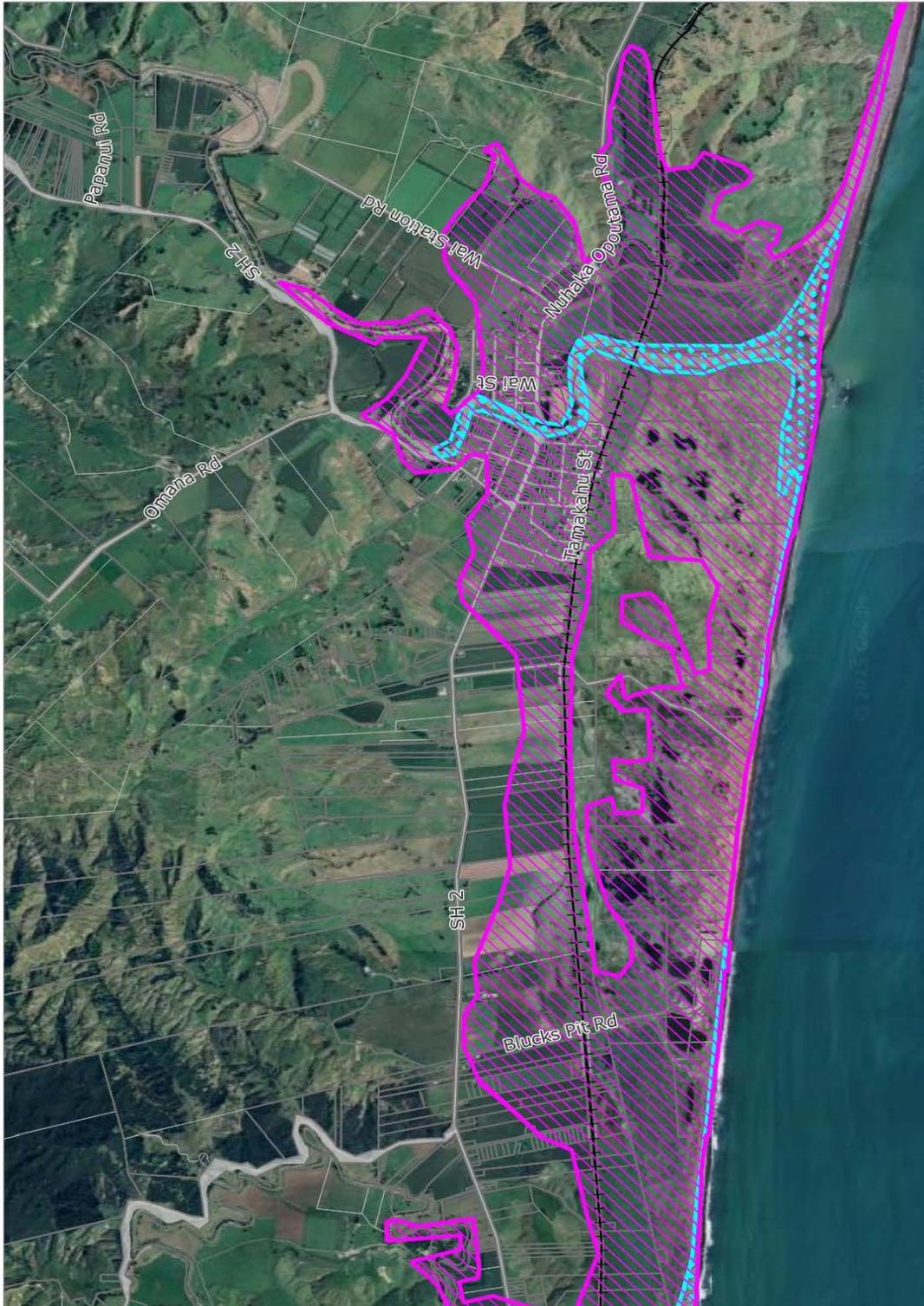


HAZARD MAP

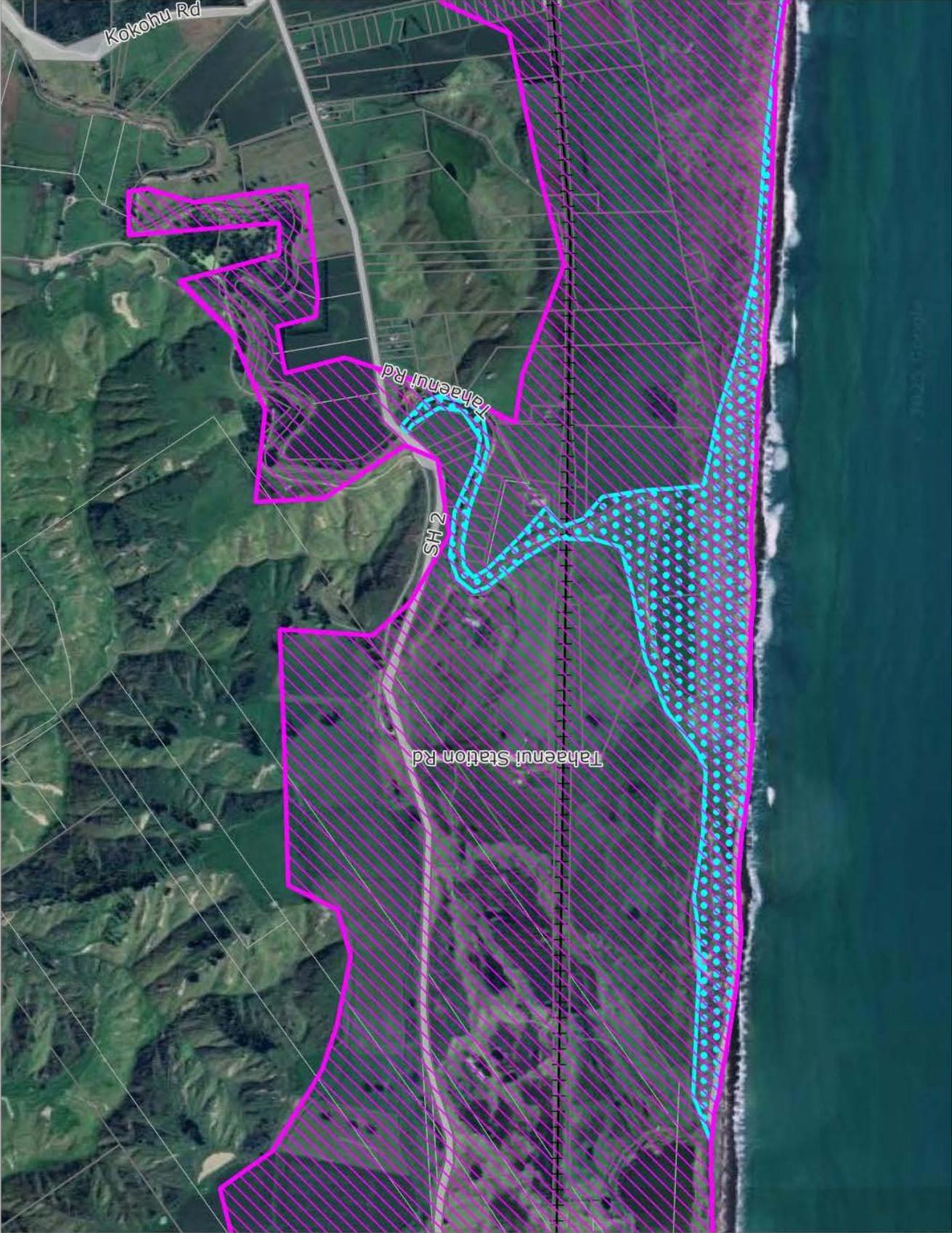
-  Tsunami
-  Tsunami Distant Source
-  Tsunami Near Source

The categories that we adopt for this report are:

- Distant source – more than 3 hours travel time from New Zealand
- Regional source – 1–3 hours travel time from New Zealand
- Local source – 0–60 minutes travel time to the nearest New Zealand coast (most sources are <30 minutes travel time)



HAZARD MAP



Acronyms & Definitions



Why these terms matter:

Throughout this Community Resilience Plan, a number of emergency management terms and abbreviations are used. To help everyone in our whānau and community understand the information clearly, the following glossary explains the most common acronyms you will see in this plan. Having these definitions in one place ensures we all have the same understanding during planning, response, and recovery.

- **CDEM** – Civil Defence Emergency Management
- **HBCDEM** – Hawke’s Bay Civil Defence Emergency Management
- **EOC** – Emergency Operations Centre
- **ECC** – Emergency Coordination Centre
- **CEH** – Community Emergency Hub
- **FENZ** – Fire and Emergency New Zealand
- **MSD** – Ministry of Social Development
- **NZTA / Waka Kotahi** – New Zealand Transport Agency
- **RT** – Radio Telephone (two-way radios used in rural areas)
- **PIM** – Public Information Management
- **CIMS** – Coordinated Incident Management System

Our community may use a variety of methods for information gathering or for communicating with responding agencies.

Monitor the following sources of information to stay informed



**Community
Emergency Hub**



Television



Radio



Social Media



Internet



**Emergency
Mobile Alert**

Risk to life or property?

Call emergency services immediately on 111.

Don't know what's happening?

Check Hawke's Bay Emergency Management, Hawke's Bay Regional Council, and your local council's website and Facebook page for updates.

Check for updates on the radio, television, and online/print media.

No power?

Check your power companies' website and Facebook page for updates. Check your local council website and Facebook page for updates.

Listen for updates on local radio stations.

No communication?

Listen for updates on the radio, television, and through online and print media.

Check your local council and Hawke's Bay Emergency Management website and Facebook page for updates.

Need information on roads?

Check Waka Kotahi NZ Transport Agency website and Facebook pages for updates on

highways. Check your local council website and Facebook page for updates on local roads.

Need information on roads?

Check Waka Kotahi NZ Transport Agency website and Facebook pages for updates on highways. Check your local council website and Facebook page for updates on local roads.

INFORMATION AND COMMUNICATION



In an emergency, if life or property is threatened call 111

Emergency Services

- New Zealand Police
police.govt.nz
- Fire and Emergency New Zealand –
fireandemergency.nz
- Hato Hone St John Ambulance –
stjohn.org.nz

Emergency Management

- Hawke’s Bay Civil Defence
Emergency Management
hbemergency.govt.nz
[Facebook.com/hbemergency/](https://www.facebook.com/hbemergency/)

Council

Wairoa District Council 06 838 7309

Hawke’s Bay Regional Council

- 06 835 9200
Hbrc.govt.nz
[Facebook.com/HBRegionalCouncil](https://www.facebook.com/HBRegionalCouncil)

Facebook

[Facebook.com/wairoadistrictcouncil](https://www.facebook.com/wairoadistrictcouncil)

[Facebook.com/hbemergency/](https://www.facebook.com/hbemergency/)

Websites

www.wairoadc.govt.nz

Hbrc.govt.nz

hbemergency.govt.nz

www.metservice.com

Radio – Regional

NewstalkZB HB – 90.3FM or 1278AM

The Hits – 89.5FM (Wairoa 99.7FM)

The Breeze – 97.5FM

Radio Kahungunu – 94.5FM or

765AM **Radio Hawke’s Bay** – 104.7FM

or 1431AM **Central FM** – 106FM or

105.2FM

Radio – National

Radio New Zealand News –

101.5FM or 630AM

The Hits – 89.5FM

NewstalkZB – 90.3FM or 1278AM

More FM – 88.7FM

Lifelines and Roads

www.wairoadc.govt.nz/service/roading

NZTA

0800 4 HIGHWAYS / 0800 44 49

journeys.nzta.govt.nz/regions/hawkes-bay

[facebook.com/nztahbg](https://www.facebook.com/nztahbg)

POTENTIAL VULNERABILITIES



Every community has things, people, or groups that may need checking on or assistance in an emergency.

Who will we support? What will we need to check? What solutions do we have?

Social vulnerabilities, solutions, and strengths.

Vulnerabilities

- Kaumātua living alone; limited transport to health or shops.
- Whānau with medical needs (medication dependency).
- Overcrowded households (homes with 3–4 families).
- Limited emergency comms (phone/internet outages).
- Pressure on community due to population being much larger than the census count.
- Vulnerable whānau in flood zones (Tamakahu St, Riripeti St, Kaihue St, Te Kauwaha St).
- Mental health stress after repeated flood events.
- Pets needing accommodation during evacuations.

Solutions

- Community transport roster.
- Health clinic establishment in Nuhaka.
- Clear evacuation protocols with marae and ECC.
- 7-day household preparedness (food, water, cash, fuel).
- Starlink procedures (rotate passwords, central comms).
- Early relocation of high-risk medical residents when warnings are issued.
- Annual resident database updates.
- Trained welfare teams (PIM, welfare, operations, logistics).
- Clear messaging from a single communications lead.

Strengths

- Strong kotahitanga and volunteer culture.
- Skilled community: nurses, kaiako, tradies, drivers, fire brigade.
- Marae networks with existing strategic plans.
- Community Emergency Hub + 3 emergency containers and planned Morere hub.
- Strong leadership through community committees.
- Deep local knowledge of waterways, hazards, and flood behaviour.

Environmental vulnerabilities, solutions, and strengths.

Vulnerabilities

- Hirere Stream overflow causing major flooding.
- Blocked drains and undersized culverts.
- Nuhaka River mouth blockage, slash build-up, erosion at Te Kauwaha St.
- Wetlands choked and unable to drain.
- Landslides, slips, forestry debris.
- Tsunami risk zone around Kahungunu Marae and low-lying homes.
- Storm surges and heavy rainfall events increasing.

Solutions

- Managing Hirere Stream.
- Larger culverts installation on Tamakahu St, continued maintenance schedule.
- Standing order for river mouth opening during orange weather warnings.
- Restoration of wetlands; clearing silt, improving drainage.

- Annual catchment monitoring with locals + HBRC.
- Hazard mapping and evacuation signage.
- Marae retreat or protection planning where at-risk.

Strengths

- Multiple awa, wetlands, and natural drainage systems (when maintained).
- Willingness of farmers and local machinery owners to help clear debris.
- HBRC commitment to regular monitoring and installing cameras.
- Community catchment group ready to support funding applications.

Infrastructure vulnerabilities, solutions, and strengths.

Vulnerabilities

- SH2 closures isolating the community.
- Bridge risks (Nūhaka Bridge, Rakaipaaka Bridge).
- Power outages for 5+ days (Gabrielle).
- Limited fuel supply and EFTPOS/ATM failure.
- School and marae repeatedly flooded.
- Old or blocked culverts/waterways.
- Limited cell and internet coverage.

Solutions

- Community Emergency Hub at Nuhaka Domain (CEH).
- Additional emergency hub in Morere.
- Generators, Starlink, radios installed across marae/Hubs.
- Clear road maintenance and grading schedules.
- Advocacy with Waka Kotahi, WDC for bridge protection.
- Stocktake of community resources and heavy machinery.

Strengths

- Local heavy machinery operators.
- FENZ, Māori Wardens, and strong volunteer base.
- Experience from Gabrielle and 8th Nov flood response.
- CIMS-trained community members.

COMMUNITY RESOURCES



Our community is the best source of resources to help each other.
What are the items, skills, people, and places we can identify within our community we can use?

Spaces

- Nuhaka Domain (Community Emergency Hub).
- Tanenuiarangi Marae (main evacuation site).
- Tamakahu and Te Poho o Te Rehu Marae (overflow).
- Manutai Marae (additional evacuation capacity).
- Community hall, church facilities, sports fields.
- 3 Emergency Resilience containers.
- Residents east of the bridge evacuates to Wai Station Road (high ground).
- Residents west of the bridge evacuates to Nūhaka Domain.

Water

- Household rainwater tanks.
- Emergency water bladders (recommended for future).
- Marae water tanks.
- Potential desalination units (recommended for future).
- Natural springs and creeks (non-potable without treatment).

Food

- Local maara kai.
- Local farmers, orchards
- General store.
- Fisheries and kai moana (subject to safety/contamination checks).
- Marae kitchens.
- Surplus house-hold stock/supplies

Shelter

- Marae (Tanenuiarangi primary site).
- Private homes with spare rooms during emergencies.
- Civil Defence containers (short-term).

COMMUNITY RESOURCES



Our community is the best source of resources to help each other.

What are the items, skills, people, and places we can identify within our community we can use?

Medical

- Local nurse and health professionals.
- On-site marae first aid kits.
- First Aid kits and equipment in resilience containers.
- Access to prescriptions via Wairoa pharmacy (coordinated).
- FENZ First Responders

People

- Governance leaders, trustees, and volunteers.
- FENZ responders.
- Maori Wardens.
- Machinery operators and contractors.
- Nurses, kaiako, drivers, carers.

Organizations

- Wairoa District Council.
- HB Regional Council.
- MSD, Police, CDEM.
- Nuhaka Catchment Group.
- Kohanga Reo, church groups.
- Local businesses (dairy, workshops, farmers).
- Nuhaka School
- Nuhaka Sports and Recreation Club
- Local Iwi Authority

General

- Annual resident database.
- Standing order for river mouth management.
- Pet/animal welfare arrangements.
- Comms procedures (Starlink rotation, one communications lead).
- Health & safety requirements (sign-ins, PPE).

IDEAS AND SOLUTIONS

Ideas and solutions for challenges your community may face.



Evacuating safely

- Take the following steps if time allows before evacuating.
- Check that all taps, pumps, stove top hobs, ovens, heaters, and other electronic appliances are turned off.
- Check that all automated or timed services are safe to come back on if service is disrupted.
- Safely disconnect gas cylinders, including those in barbeques.

Returning home

Follow recovery, health, and welfare advice given by official sources. Check plugs, wires, and sockets for any damage or loose connections.

Check gas lines, valves and connections, and chimneys and flues for any damage.

Monitor water tanks, filters, and bore hole for impact on water quality (Ground disturbances can create turbidity and/or contamination)

Check toilets, drains, waste pipes, septic tanks for any damage. Take photos of any damage for insurance.

APPENDIX ONE

What other information does our community want to be recorded in our Community Resilience Plan?

Community Leadership & Response Roles

Named leads for Operations, Welfare, Logistics, and PIM.
Two-person rotation per role to support long events.
Clear chain of command using CIMS structure.

Emergency Hub Details

Hub caretakers and responsibilities.
Access process (containers remain closed until activation).

Communication Protocols

RT radio channels for farmers and rural residents. (training needs to be provided)
Public dashboard or noticeboard at the CEH site.

Community Resource Database

Vulnerable residents list (kaumātua, medically dependent whanau).

Health & Welfare Needs

Mental health support contacts.
Pet welfare guidelines (pets remain in vehicles, owners supply food).

Environmental Management Agreements

Annual plan for wetlands, riverbanks, drains, and culverts.
Responsibilities split between HBRC, WDC, Iwi Authority and community.

Long-Term Planning

Off-grid resilience goals (solar, water storage, Starlink expansion).

Agreements With External Agencies

River mouth monitoring camera installation by HBRC.
Rapid 1-hour response procedure for opening river mouth.

HEALTH AND SAFETY IN A COMMUNITY RESPONSE



No one should do anything that could put themselves or others at risk.

Ensuring personal safety is the priority for all members of the community.

When communities respond to emergencies, this must be done in a safe, sensible, and coordinated manner.

Before using any locations, check for potential hazards.

- Could the site be impacted by aftershocks, tsunami, flooding, landslides, or fire?
- Does the building appear structurally sound? (e.g. no visible cracks or damage to walls)
- Are there unusual smells that could suggest sewerage or gas leaks?
- Are there exposed electrical wires or other visible dangers?

If the building you are cannot be made safe, do not use it. Seek a safer location.

If you relocate, consider leaving a message on the door or footpath (e.g. using chalk or signage) to advise others the building is unsafe and where your group has moved.

Considerations should be given to health and hygiene.

- Put in place food handling and handwashing procedures.
 - If people are unwell, consider how to reduce the spread of illness.
 - Use appropriate personal protective equipment (PPE) where necessary.
-

Will the community be liable for health and safety problems?

- Community response actions are voluntary and at the discretion and risk of those involved.
- Under the Health and Safety at Work Act (2015), if the work is done for a community purpose and volunteers are not being paid, individuals are not personally liable under the Act.
- However, all care should still be taken: Do not undertake any activity that could put yourself or others at risk.

COMMUNITY RESPONSE COST



Provision of goods

Hawke's Bay Civil Defence Emergency Management (HBCDEM) may provide or support the provision of basic household goods and services to meet emergency welfare needs.

These may include:

- Food and water
- Clothing and bedding
- Other essential items or services for warmth, cleaning, food preparation, health, or hygiene

Basic goods and services will only be provided if normal suppliers are unavailable, unsuitable, or unable to meet demand. Hawke's Bay Civil Defence Emergency Management may also:

- Organise the delivery of resources.
- Authorise the spending of money and reimburse individuals afterwards.
- Arrange a supply and credit line and pay the retailer afterwards.

Costs Incurred.

Hawke's Bay Civil Defence is able to reimburse reasonable and necessary expenses related to looking after the welfare needs of people due to an emergency event. However, the spending of money must be pre-approved, and receipts provided. Unless approved by Hawke's Bay Civil Defence, any costs incurred remain with individuals and/or agency.

Agencies

For individuals who need financial assistance, The Ministry of Social Development (MSD) may be able to help with payment for food, accommodation, clothing, bedding, hosting evacuees, etc. The Ministry of Social Development may also be able to assist with loss of income.

Work and Income may also be able to help with costs in an emergency. There is a set daily rate that may be available for those hosting evacuees, payment for food, clothing, and bedding costs may be available, and people may be able to claim for loss of income.

Insurance

Where people have insurance, they should contact their insurer directly to understand what assistance and support may be available. Ensure your insurance valuations are current and appropriate.

Visit www.nhc.govt.nz for further information on natural hazard insurance coverage in New Zealand.

IMPACTS AND REPOSES



What are the potential impacts of an emergency, and how will we as a community respond

Impact	Responses
Need to evacuate	Activate CEH; open Tanenui-a-rangi Marae; welfare teams deployed; pets kept in vehicles; transport help for kaumātua. Residents east of the bridge evacuates to Wai Station Road (high ground). Residents west of the bridge evacuates to Nūhaka Domain.
Stuck at home	Welfare checks via phone tree/on foot; generator rotation; deliver kai, water, medication; RT communication.
Can't get home	Use Marae accommodation; support via welfare team; Police notified; coordinate transport once safe.
Injuries/ medical needs	Local nurse + first aid responders; doctor coordination for prescriptions; if needed, transport to Wairoa via St John/Police.
No water	Use stored tanks, water bladders; distribution through hubs; conservation messaging
No electricity	Use generators from Hubs; allocate fuel; install solar long-term.
No communication (phone or internet)	Activate Starlink at CEH; use RT channels; implement 15-min password rotation.
Loss of road access	Use alternative rural routes; tractor/4x4 assistance; liaise with WDC & HBRC; prepare for isolation of Morere.

COMMUNITY RESPONSE FRAMEWORK



This framework guides how our community activates, coordinates, and leads response actions before, during, and after an emergency. It reflects our local people, marae networks, hubs, and the realities of repeated flood, storm, and isolation events.

1. Activation of the Community Response

When do we activate?

The Nūhaka community response may be activated when:

- Severe weather, earthquakes, fires, flooding, tsunami risk, or landslides affect our rohe
- Roads, bridges, power, water, or communication fail
- Whānau are isolated, stranded, or require urgent welfare checks
- Local flooding begins at known trigger points (e.g., Hirere Stream rising, Tamakahu culverts blocked)
- Civil Defence or Council issues a warning
- Marae or the Community Emergency Hub (CEH) receive local hazard information from residents.

Who can activate the response?

- CEH Leads at the Nūhaka Domain
- Local CIMS-trained volunteers
- FENZ Nūhaka
- Upon request from Civil Defence, WDC, or HBRC

2. Initial Community Response Actions

Step 1 – Ensure personal and whānau safety

- Check your own household first
- Identify immediate hazards: rising floodwaters, slips, blocked drains, live power lines, bridge damage, structural failures
- If life or property is at risk: Call 111

Step 2 – Activate and staff the Community Emergency Hub (CEH)

- Nūhaka Domain Community Emergency Hub

Supporting Sites:

- Tanenuiarangi Marae (main evacuation centre)
- Tamakahu & Te Poho o Te Rehu Marae (overflow/evacuation)
- Manutai Marae (additional shelter)
- Morere Hub (once fully established)

When opening a Hub:

- Put signage outside to signal activation
- Set up Starlink, RT radios, phone tree, Messenger groups
- Assign two people to welcome whānau, manage sign-ins, and direct support
- Begin whiteboard tasking for clarity and safety

Step 3 – Establish a Communication Link

Use any working method available:

- Starlink at the CEH (primary system)

- RT radios (farmers, rural residents, marae teams)
- Phone/SMS
- Facebook updates (CEH only – one communications lead)
- Messenger/WhatsApp groups
- In-person updates via runners if comms fail

Record all critical information:

- Road and bridge conditions
- Flood behaviour (Hirere Stream, wetlands, culverts, Nūhaka River mouth)
- Slips and debris
- Welfare needs
- Offers of support
- Vulnerable households

Step 4 – Check on our most vulnerable

Priority groups include:

- Kaumātua (especially those living alone)
- Medically dependent residents
- Whānau in known flood zones (Tamakahu, Riripeti, Kaihue, Te Kauwaha St)
- Homes without vehicles
- Whānau with young children
- Isolated rural whānau (Wai Station Rd, Morere, Tahaenui, Opoho, Kokohu rd, Mangaone, river road, waiiti rd, Tunanui rd, Maraenui rd, Blacks Beach)

Create buddy systems and small welfare teams to complete safe checks.

3. Roles and Responsibilities During Response

CEH / Hub Coordinators

- Oversee the Community Emergency Hub
- Maintain the Starlink and communication systems
- Manage volunteers, safety, and tasking
- Liaise with HB Civil Defence, WDC, HBRC, Police, and FENZ
- Record needs, offers, hazards, and key decisions

Area Coordinators

Represent:

- Nūhaka Village
- Tahaenui
- Tanenui-a-Rangi, Tamakahu / Te Poho o Te Rehu area
- Wai Station Rd
- Eastern end of Nuhaka
- Morere
- Nuhaka Valley
- Blacks Beach
- Rural and farming networks

Responsibilities:

- Provide local hazard and status updates
- Conduct welfare checks
- Report road or river conditions
- Relay info to the CEH

Marae Response Teams

(Tanenuiarangi, Tamakahu, Te Poho o Te Rehu, Manutai)

- Prepare whare for evacuees
- Manage welfare, accommodation, kai, safety
- Coordinate with CEH for supplies and information
- Record who arrives and departs
- Hold cultural and tikanga responsibilities for manuhiri and whānau

Community Volunteers

- Assist with kai, water, and supplies
- Support welfare checks
- Staff Hub/ CEH stations (info desk, logistics, welfare, safety)
- Transport whānau (4WD/tractor owners)
- Help kaumātua, tamariki, and isolated whānau

Civil Defence & Council Partners

- Provide official warnings and alerts
- Supply welfare and emergency needs
- Provide road and drainage updates
- Support evacuation or large-scale operations

Evacuation to Higher Ground

- In the event of flooding, severe weather, or other emergencies that pose a risk to life or property, community members may be required to evacuate to higher ground. Evacuation may be triggered by official warnings from Civil Defence, Wairoa District Council, or emergency services, or by trusted local leaders when conditions deteriorate rapidly.
- Whānau are encouraged to move early rather than wait until conditions become unsafe. Where possible, people should follow known evacuation routes to identified higher-ground locations and avoid travelling through floodwaters. Special consideration will be given to kaumātua, tamariki, and those requiring additional support, with assistance coordinated by community response leaders and volunteers.
- Clear communication will be provided through agreed community channels to advise when evacuation is required and where to go. Evacuation routes and higher-ground locations are identified in the appendices of this plan and will be shared with the community ahead of time where possible.
- Residents east of the bridge evacuates to Wai Station Road (high ground).
- Residents west of the bridge evacuates to Nūhaka Domain.

4. Using Community Resources

Community resources include:

- Resilience containers
- Marae (primary evacuation points)
- Local machinery (tractors, diggers, loaders)
- Generators across marae and the CEH
- Nurses, drivers, tradies, heavy machinery operators
- Maara kai and local farmers

Resource Safety Rules

- Two people must access containers together
- All items must be logged
- Fuel and generators used safely, with correct ventilation
- Medical supplies prioritised for high-risk whānau

- PPE worn during checks and cleanup

5. Community Decision-Making Priorities

In any emergency, the community prioritises:

1. Life safety – injuries, missing persons, medical needs
2. Shelter & welfare – water, kai, warmth, power
3. Communication – ensuring updates reach all areas
4. Transport & access – safe routes, road monitoring, bridge safety
5. Support for isolated whānau – particularly Taheunui, Morere and rural areas
6. Protection of marae, homes, and critical infrastructure

6. Standing Down the Response

The community response will stand down when:

- Hazards have eased
- Roads reopen, communication returns
- Civil Defence or WDC confirm it is safe
- Welfare needs have been stabilised

A short debrief will occur at the CEH or a marae, recording:

- What worked well
- What didn't
- Equipment or resource shortages
- Updates for the Community Resilience Plan
- Recovery recommendations for Council / HBRC

RESILIENCE TOOLS



What are the projects and tools that we are doing to increase resilience in our community

Tools	Status
Community Emergency Hub at Nūhaka Domain	Confirmed site, planning to start
Resident database	To be updated annually
Annual household preparedness plans	To be developed & distributed
CIMS training for volunteers	Ready to commence
Marae strengthening for Civil Defence	
Drain and culvert upgrades	
Starlink communications	Talk to WDC about starlink set up, we received one in Gabrielle stalled at fire station
River mouth standing order	
Heavy machinery response network	Active informal network; formal contacts to be added

STAY?

ME NOHO?

Our hazard decision path



Earthquake · He Rū

Our FIRST response:



Our SECOND response:

Was that long? (more than a minute)
Was that strong? (hard to stand up)

YES



Tsunami · He Ngaru Taitoko

Are we in a tsunami zone?

YES



If our building is safe

NO



Flood · He Waipuke

Are we in a flood zone?

YES

SHELTER IN PLACE
Me Noho Ki Tāua Wāhi

NO

Are we in danger from rising water?

YES



Five · He Kāpura

Go to agreed assembly area



Violent offender
He Tangata Tunuhuru

Lock down and secure property



Volcanic ash
He Pungarehu Paia



Hazardous substance
Ngā Matu Pūmate

Seal windows and doors.
Turn off air-conditioning

OR GO?

ME HAERE RĀNEI?



Take the designated route to our safe location.

EVACUATE
Me Haere



Long or Strong
GET GONE

IF we are in a tsunami zone
Following a long or strong earthquake, please collect children from our off-site evacuation destination.
Do not enter an evacuation zone until notice of All Clear is given.

INTERNAL & EXTERNAL COMMUNICATION



Communication: Internal

The following table list the different methods the community can use to communication with each other:

Area/Group	Need/Issue	Approach
Community Emergency Hub (Nūhaka Domain),	Fast, central communication during any event,	Starlink as primary comms; RT radios; whiteboard tasking; single Communications Lead issues updates, ECC briefings every 4 hours; sign-in sheets; WhatsApp/Messenger groups
Marae (Tanenuiarangi, Tamakahu, Te Poho o Te Rehu, Manutai), Volunteer Teams (Operations, Welfare, Logistics, PIM),	Coordinating evacuations, welfare, and accommodation, Tasking, safety updates, resource requests,	Phone tree + Messenger groups; RT radios; direct updates from ECC PIM team
Farmers & Rural Residents, Rangatahi & School Whānau, Kaumātua & Vulnerable Residents, Whānau / Households,	Monitoring river, slips, road conditions, ensuring safety messages reach youth, Need extra support or early evacuation messaging,	RT radio channels, direct contact to ECC; farmers' comms networks, School Facebook page, community page, text alerts, kura networks, Phone tree priority list, in-person checks, whānau contact first,

The following table lists the ways to contact council

Contact Point	Contact Details	When to use
Wairoa District Council – Customer Services	Phone: 06 838 7309 After-hours: 06 838 7309	Urgent or general issues: blocked roads, water outages, immediate hazards
Waka Kotahi (SH2 issues, bridge safety)	0800 4 HIGHWAYS (0800 44 44 49)	state highway closures or hazards
Civil Defence / Emergency Management	Via Council main line or HB Civil Defence website	For major events: evacuation support, welfare needs, large-scale emergencies
Facebook (Wairoa District Council page)	Public updates channel	For community-wide updates during events (not for reporting emergencies)

INTERNAL & EXTERNAL COMMUNICATION

Communication: External

The following table lists the different agencies we can contact for information

Agency	Need/Issue	Contact
Police	Risk to people or property.	Urgent: Call 111 Or Non-urgent: Call 105.
Fire & Emergency New Zealand (FENZ)	Risk to people or property.	Call 111
Ambulance (St John)	Risk to people	Call 111
Hawke's Bay Civil Defence Emergency Management	Warnings, alerts, advice, key information, and support before, during, and after emergencies.	Online: www.hbemergency.govt.nz/ Or Facebook: Facebook.com/hbemergency/
Wairoa District Council	Local Civil Defence Status of: <ul style="list-style-type: none"> Local roads (i.e. not state highways) Urban water supply Urban wastewater Solid waste/rubbish collection and disposal 	06 838 7309
Hawke's Bay Regional Council (HBRC)	Status of: <ul style="list-style-type: none"> Rainfall River levels and flows Flood control and drainage Air quality 	Call: (06) 835 9200 (24/7) Or 0800 109938 Email: info@hbrc.govt.nz Facebook: Facebook.com/HBRegionalCouncil
MetService	Weather updates, Severe weather warnings.	Online: www.metservice.com/warnings/
Firstlight Network	Status of power supply	Firstlight Network
New Zealand Transport Agency (NZTA) / Waka Kotahi	Status of State Highways	Call: 0800 4 HIGHWAYS or (0800 44 44 49) Online: www.journeys.nzta.govt.nz/highways-conditions Facebook: Facebook.com/nztahbg

