



TOKANUI DISTRICT

Community Response Plan



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Printed version is no longer controlled, check EMS website for current plan.

Updated May 2026

Tokenui District Community Response Plan



Emergency Management Southland contact details

- **Website:** <https://www.cdsouthland.nz>
- **Phone:** 0800 76 88 45 or 03 211 5115
- **Email:** ems@cdsouthland.nz
- **Facebook:** @cdsouthland (Emergency Management Southland)
- **Instagram:** @southlandcdem

If you would like to become part of the Tokenui District Community Response Group or have any questions, please contact Emergency Management Southland.

How to Stay Informed During an Emergency

Visit <https://cdsouthland.nz/useful-things/> for information on:

- Helpful resources
- Tsunami maps
- Weather
- River heights
- Power outages
- Roads
- Geonet (Earthquake information)

Local radio stations to listen to during an emergency

Station	Frequency
The Hits	Te Anau 90.4FM & rest of Southland 98.8FM
Hokonui	All of Southland 94.8FM
More FM	Te Anau 96.0FM & rest of Southland 89.2FM
Newstalk ZB	All of Southland 864AM or All of Southland 105.2FM
Radio New Zealand	Te Anau 101.6FM, Milford Sound 92.0FM & rest of Southland 101.2FM
Radio Southland	All of Southland 96.4FM

Antenno

Receive notifications direct to your phone on council services, flood warnings, hazards, roadworks, service disruptions, community events, and more. You can also use Antenno to tell us about things that need our attention, or give us feedback, direct through the app. Antenno is available for free for iPhone and Android devices. Setup is easy and doesn't require signing-up.



Purpose of the Community Response Groups

Community Response Groups planning for an emergency

The more prepared a community is, the more likely it is that the community will be able to look after themselves and others. This plan contains a short demographic description of the Tokanui District area, information about key hazards and risks, information about Emergency Community Emergency Hubs, where the community can gather, and important contact information to help the community respond effectively. Members of the Tokanui District Community Response Group, along with Emergency Management Southland staff, have developed the information contained in this plan. The plan is a living document and can be updated at any time through Emergency Management Southland.

Community Response Groups during an emergency

During an emergency response, the Community Response Group will be Emergency Management Southland's first point of community contact in an emergency, therefore they play a crucial role in supporting affected communities. The Group will be asked if they think there is a need to activate by Emergency Management Southland, and have the capacity to do so, or they are able to self-activate to provide immediate short-term assistance during an emergency. The Community Response Group works closely with Emergency Management Southland to ensure that resources are effectively distributed and that vulnerable populations are identified and supported. By leveraging local knowledge and networks, the Community Response Group helps to maintain a safe place, communicate vital information, and foster community resilience, ensuring a coordinated and compassionate response to an emergency.

Community Response Groups into recovery

Community Response Groups will be vital during the recovery of a community. They will be able to act as a connection between the community and the recovery team. They will have key local knowledge and understand the effects of decisions on the local community and will be able to identify areas of most importance to the community and suggest ways to work towards the communities' end goals. The process around community recovery will be described in greater depth in the Southland Recovery Plan which can be found on our website: <https://www.cdsouthland.nz>



Community Details

This plan encompasses the broad geographic area of Tokanui, Waimahaka, Waikawa, Curio Bay, Fortrose, Quarry Hills, Otara, Niagara, Haldane, Progress Valley, Fortification, Gorge Road but may not capture all locations and considerations.



Demographic details

Tokanui is a small rural town with a population of about 160 and is a service centre for the South Catlins community which is primarily involved in sheep/beef and dairy farming. An active community supports a primary school, play centre, volunteer fire brigade and medical centre. It was settled in about 1883. It grew quickly to become a busy central service centre for the surrounding district and main stop for the railway for more than 40 years closing in 1966. Timber and flax mills were booming industries in those years so the railway became a regular and reliable way of shifting their products.

Fortrose sits in the far south of the Catlins, beside the mouth of the Maitara River, which was an early transport highway. It is the Southern gateway to the Catlins coastal route. It has a history reflecting all stages of European settlement which saw a short-lived whaling station, sawmills, the port where coastal shipping came and went and farming which became and remains key to the local economy.



Curio Bay is a popular holiday and tourist destination with a growing number of accommodations provides but not many shops. It has significant geological history – with one of only three accessible fossil forest in the world. The bay is also home to a colony of rare Hoiho Yellow Eyed Penguins and a resident pod of rare Pahu Hector’s Dolphins.

Identified potential vulnerable sub communities

Emergencies affect all of us. Depending on the nature, extent and timing of an emergency, some people can be more affected than others. We need to ensure equity in response to improve assistance to all in the community. Groups who may need consideration include:

- Tourists (particularly Coastal Catlins and those travelling through the area)
- Migrants employees
- Children – Tokanui Primary School 1-8 years (approx. 48 roll)
- Preschool – Toi Tois Playcentre 0-6 years
- Elderly in the community

- People with disabilities
- Home based care providers
- White baiters
- Fisherman
- Passing ships between ports
- Duck shooters
- Freedom campers

Neighboring communities

In an emergency, it's important that neighbouring communities work together to support each other. Nearby communities can provide help if your own community is overwhelmed or unable to meet all its needs. This might include sharing resources like emergency shelters, equipment, vehicles, or trained personnel. Likewise, your community may assist others by sending support when they are in need. Reach out to the following communities during an emergency:

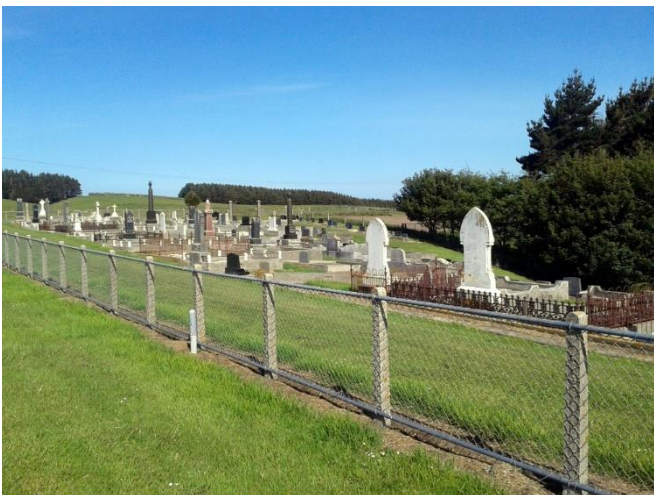
- Tokanui
- Waimahaka
- Waikawa
- Curio Bay
- Fortrose
- Quarry Hills
- Otara
- Niagara
- Haldane
- Progress Valley
- Fortification
- Gorge Road



Significant local treasures/ assists

Every community has special places, items, or traditions that are important to its identity — such as marae, historic buildings, taonga, community centres, or natural landmarks. These are considered significant local treasures, and while protecting people is always the top priority during a natural disaster, it's also worth planning how to protect these treasures if it's safe to do so. Following local treasures have been identified by the community:

- Waikawa Muesum and Church
- Fortrose Cemetery
- Waikawa Cemetery
- Quarry Hills Cemetery
- Tokanui Cemetery
- Waipapa Lighthouse
- Tokanui Memorial Hall
- Tararua Acre Cemetery



Tokanui District Community Hazard and Risk Summary

Overview

Hazard and risk information serves to provide a clear understanding of the potential dangers that could impact the community. These hazards and risks outline the nature, characteristics, and potential effects of the hazard, which is crucial to gain an understanding of the dangers the community faces.

1. Flooding

- **Risk Level (Priority):** High
 - **Description:** Tokanui District is prone to fluvial and coastal flooding, particularly from the Maitara River, Titiroa Stream, Tokanui River, Waikawa River as well as numerous other catchments. The most significant flood occurred in February 2020 when the Maitara River flooded cutting off and isolating the district in a number of areas.
 - **Impacts:** Property damage, road closures, isolation, and potential evacuation.
 - **Mitigation Strategies:**
 - Maintain drainage systems.
 - Elevate important items in flood-prone areas.
 - Prepare sandbags or barriers.
 - Be prepared to evacuate.
 - **Map Reference:** For detailed flood risk maps, refer to Environment Southland's hazard maps: <https://experience.arcgis.com/experience/9e4fee97e31e47c3a32f6f152be51d34/page/Property-Search>
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2. Earthquake

- **Risk Level (Priority):** Medium
- **Description:** While Tokanui District is not located on a major fault line, Southland is still a seismically active region. An Alpine Fault earthquake will cause major disruption and isolation to a large area. There are also a number of small faults located nearby within the Catlins area.
- **Impacts:** Building damage, power outages, road disruptions, food network disruption, lack of resources and potential landslides.

- **Mitigation Strategies:**
 - Secure heavy furniture and appliances.
 - Develop household emergency plans.
 - Practice "Drop, Cover, Hold" drills.
 - **Map Reference:** For New Zealand's active faults map, refer to GNS Science: <https://www.gns.cri.nz/data-and-resources/new-zealand-active-faults-map/>
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3. Tsunami

- **Risk Level (Priority):** High
- **Description:** Tokanui District is located on the southeast of the Southland coast and is exposed to tsunami hazard from local, regional and distant source tsunami sources. The most significant threat comes from large earthquakes on the Puysegur Subduction Zone, southwest of Fiordland, which could generate local or regional tsunami with little to no official warning time. Distant source tsunamis from South America (e.g. Peru/Chile) are also possible and may result in multiple damaging waves over several hours. Low-lying coastal landforms, estuaries and river mouths increase Tokanui Districts vulnerability to inundation. Especially in the following locations: Curio Bay, Waikawa, Haldane, Fortrose.
- **Impacts:** Coastal and low-lying land inundation, serious risk to life for people near the coast, damage to homes, farm buildings, fencing and infrastructure, road damage and community isolation, power and communications outages, contamination of water supplies and salinisation of farmland, long term environmental and economic impacts.
- **Mitigation Strategies:**
 - Identify tsunami evacuation zones and know routes to high ground.
 - Educate residents and visitors on natural tsunami warnings (long or strong earthquake shaking, sudden sea level changes, unusual ocean behaviours).
 - Develop and practice household and farm evacuation plans, including livestock where feasible.
 - Ensure preparedness for self-sufficiency if isolated (food, water, power, medical needs etc).

- Do not wait for official warnings! – If an earthquake is LONG (longer than 1 minute, OR STRONG (you can't stand up), GET GONE!
 - **Map Reference:** For Southland tsunami evacuation zones, refer to Get Ready/NEMA; <https://getready.govt.nz/emergency/tsunami/tsunami-evacuation-zones>
 - For national tsunami hazard modelling, refer to **GNS Science National Tsunami Hazard Model**; <https://www.gns.cri.nz/data-and-resources/2021-national-tsunami-hazard-model/>
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4. Severe Weather

- **Risk Level (Priority):** High
- **Description:** Tokanui District is exposed to severe weather events typical of coastal Southland, including frequent strong winds, heavy and prolonged rain, coastal storms, storm surge, flooding, snow and periods of extreme cold. Its coastal location, low-lying farmland, river systems and rural road network increase vulnerability to weather related impacts. Climate change is expected to intensify rainfall events and storm severity over time, increasing the likelihood of flooding, erosion and infrastructure disruption. An example of this was the October 2025 Severe Wind Event.
- **Impacts:** Flooding of low-lying land, roads and properties, damage to homes, farm buildings, fencing and coastal infrastructure, prolonged power and telecommunications outages, road closures and community isolation, disruption to food supply chains, farming operations and transport networks, coastal erosion and storm surge impacts, risk to vulnerable populations from cold exposure or loss of services.
- **Mitigation Strategies:**
 - Regularly inspect and maintain roofs, gutters and structures.
 - Trim trees near power lines.
 - Prepare alternative heating and lighting sources.
 - Stockpile essential supplies.
 - Stay informed through weather alerts.
 - Avoid non-essential travel during severe conditions.

- **Map Reference:** For severe weather warnings, forecasts and climate hazards, refer to **Metservice New Zealand:** <https://www.metservice.com/>
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5. Fire (Rural/Urban)

- **Risk Level (Priority):** Medium
 - **Description:** Tokanui District is exposed to both rural and urban fire risk due to its rural land use, forestry and farming activities, small coastal settlement pattern and periods of dry and windy weather conditions. Rural fire risk is heightened during summer and autumn when vegetation is drier, while urban fire risk is associated with residential structures, older buildings, heating sources and limited fire separation distances in parts of the settlements. Strong coastal winds can also contribute to rapid fire spread and complicating firefighting and evacuation efforts.
 - **Impacts:** Threats to homes, farming buildings, sheds, fencing, vegetation, livestock and human health and safety.
 - **Mitigation Strategies:**
 - Create defensible space around properties.
 - Develop and practice fire evacuation plans.
 - Comply with fire bans and restrictions.
 - **Map Reference:** For fire risk and fire seasons, refer to **Fire and Emergency New Zealand:** <https://www.fireandemergency.nz/>
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6. Health Emergency

- **Risk Level (Priority):** Medium
- **Description:** Health emergencies, such as pandemics or outbreaks of infectious disease, can have significant impacts. Events like the COVID-19 pandemic have shown how quickly illness can spread, disrupt daily life, and place pressure on health services. In well spread areas like Tokanui District, access to healthcare may be limited, and isolation from larger centres can affect supply chains and service delivery. Other health risks may include seasonal influenza, gastroenteritis, or contaminated water supplies during flood events. Vulnerable groups such as the elderly or those with chronic health conditions may be at greater risk.
- **Impacts:** Isolation, strain on medical services (Tokaui Medical Centre, St John), and supply chain disruptions.

- **Mitigation Strategies:**
 - Promote good hygiene practices, keep hygiene and sanitation supplies at home.
 - Strengthen community support networks and encourage vaccination.
 - Follow public health guidance and know where to access health support in an emergency.
 - **Map Reference:** For regional health services and information refer to **Health New Zealand:** <https://www.healthnz.govt.nz/>
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7. Biosecurity

- **Risk Level (Priority):** Medium
- **Description:** Tokanui District faces biosecurity risk associated with its rural land use, farming activities, livestock movement and proximity to coastal and natural environments. Biosecurity threats may include animal diseases, plant pest, invasive species and biosecurity incursions that may impact agriculture, the environment, and local livelihoods. The district's reliance on primary industries and the movement of goods, machinery and people increases exposure to both local and nationally significant biosecurity events.
- **Impacts:** Agriculture and economic impacts, mental health and wellbeing. Environmental, public health, restriction to certain areas.
- **Mitigation Strategies:**
 - Have a farm biosecurity plan
 - Farmers should follow MPI biosecurity advice
 - Report an unusual livestock symptom or plant pests
- **Map Reference:** For biosecurity threats, responses and reporting refer to **Biosecurity New Zealand (MPI):** <https://www.mpi.govt.nz/biosecurity>

Hazard risk summary table

Hazard	Likelihood	Impact	Priority
Flooding	High	High	High
Earthquake	Moderate	Moderate	Medium
Tsunami	Moderate	High	High
Severe Weather	High	High	High
Fire (Rural/Urban)	Moderate	Moderate	Medium
Health Emergency	Moderate	High	Medium
Biosecurity	Moderate	High	Medium

- **Likelihood:** Probability that the hazard will occur in or impact Tokanui District.
- **Impact:** The scale of consequences the hazard would have on the community (people, infrastructure, economy, environment).
- **Note:** This assessment has been based on qualitative judgment and local context to guide how likelihood and impact are rated. For example, flooding is “High” likelihood in Tokanui District due to known historical events, even if flood defences are present.

Maps and diagrams (Useful links)

- **Environment Southland Hazard Summaries:** Comprehensive summaries of various hazards affecting towns in Southland, including Tokanui District. It provides detailed flood risk maps for Tokanui District, illustrating areas susceptible to flooding: <https://maps.es.govt.nz>
- **Seismic Hazard Maps:** The New Zealand National Seismic Hazard Model offers maps indicating earthquake probabilities across regions: <https://www.gns.cri.nz>
- **Natural Hazards Portal:** The Natural Hazards Portal allows exploration of various hazard risks and historical claims data: <https://www.naturalhazardsportal.govt.nz>

Identified local critical infrastructure/ vulnerabilities

Critical infrastructure refers to essential facilities and systems that support the functioning and wellbeing of the community. Damage to or disruption of these assets during an emergency could significantly impact Tokanui District’s ability to respond and recover.

- Fuel – GAS Tokanui
- Bridges
- Communications/Network infrastructure
- Roading
- Power supply - lines
- Gas/generators
- Food supply - Tokanui Food Centre

Key Identified Local Resources

The resources listed in this plan are key examples intended to support community preparedness and response. While they represent a broad range of services and support networks, they are not a comprehensive list. Communities are encouraged to identify and connect with additional local organisations, cultural groups, and informal networks that play vital roles in resilience and wellbeing.

Key Local Emergency Service contacts - For urgent matters please dial 111

Organisation	Name	Phone	Address	Other details
Police	Rebecca Dore		241 Main Street, Gore 9710	Rebecca.dore@police.govt.nz
Police	Nick Herbert		1 Balaclava Street, Wyndham 9831	Nick.herbert@police.govt.nz
FENZ Tokanui - CFO	Ricky Poole		11 McEwan Street, Rd 1, Tokanui 9884	Ricky.poole@fireandemergency.nz
FENZ Waimahaka – CFO	Steve Hill		6 Waimahaka-Fortification Road, Maitaha Island 9875	Stephen.hill@fireandemergency.nz
FENZ Waikawa/Curio Bay – Rural Controller	Alan Crosswell		605 Niagara-Waikawa Road, Waikawa 9884	Alan.crosswell@fireandemergency.nz
St John – Group Operations Manager – East Southland	Debbie Blatch	027 287 8153	35 Charlton Road, East Gore, Gore 9710	Debbie.blatch@stjohn.org.nz
St John – Area Operations Manager - Southland	Braden Stark	027 202 3141	Jed Street, Invercargill 9810	braden.stark@stjohn.org.nz
Amateur Radio Emergency Communications – Eastern Southland	Lindsay Eunson			gleastsouthland@arec.nz
Tokanui LANDSAR	Todd Lyders Ann Callahan		38 Tokanui-Haldane Road, Tokanui 9884	

Southland District Council

Organisation	Phone	Address	Other details
Southland District Council Office	0800 732 732	15 Forth Street, Invercargill 9810	www.southlanddc.govt.nz

Waihopai Toetoe Community Board			Chair – Pam Yorke Deputy Chair: Emily Butters
Southland District Council Councillor	0800 732 732	15 Forth Street, Invercargill 9810	SDC Office Paul Duffy – paul.duffy@southlanddc.govt.nz Julie Keast - julie.keast@southlanddc.govt.nz
Water Treatment Plan (SDC)	0800 732 732	15 Forth Street, Invercargill 9810	Water and Waste Services Staff at SDC
SDC Community Partner	027 230 7619	15 Forth Street, Invercargill 9810	karen.purdue@southlanddc.govt.nz

Medical and support agencies

Organisation	Phone	Address	Other details
Tokanui Medical Centre	03 246 8850	49 Niagara-Tokanui Highway, Tokanui 9884	This is a Nurse Led Clinic. With District Nursing home based visits provided when required
Tokanui Clinic	020 4090 6596	49 Niagara-Tokanui Highway, Tokanui 9884	Serena Lyders - Health and Wellbeing Services – Whanau Consultancy Services

Utility services and supplies

Organisation	Phone	Address	Other details
Robinson Excavating	03 246 9695 027 634 9695	Pine Bush	Gareth Robinson
Johnstone Contracting	027 454 9024 03 246 8867	282 Otara-Tokanui Road, Tokanui 9875	Daryl and Nicola Johnstone
Bucks Building	027 436 9438	21 Duncan Street, Tokanui	
Catlin Coast Building Ltd	022 534 7415	80 Waikawa-Curio Bay Road, Tokanui 9884	catlinscoastbuild@gmail.com
McMaster Building Ltd	027 373 2848	13 Culloden Street, Fortrose 9875	mcmasterbuilding@gmail.com
Keast Electrical	03 246 8410		Peter Keast
Laser Plumbing	03 214 3338	68 Jed Street, Invercargill 9810	Located in Invercargill Brad Roberts – located in Curio Bay
R & L Brunton Engineering	03 246 8512	6 McEwan Street, Tokanui 9884	Leona.b@xtra.co.nz
P.R Contracting - Building			Ricky Poole
Ultra Gas & Plumbing	027 434 0605 03 213 1507	214/222 Otatara Road, Invercargill 9879	Located in Invercargill
Kapuka Transport (Tokanui)	03 246 8737	11 Buckingham St RD1 Tokanui 9884	tokanui@outlook.co.nz

Titiroa Transport	03 246 9726	126 Springfield Road, Waimahaka 9891	office@titiroatransport.co.nz
Waimahaka Engineering and Garage Services Co Ltd	03 246 9869	1150 Mataura Island-Fortrose Road, Waimahaka 9875	
Southern Southland Contracting	03 246 8776 027 247 0803		
Waikawa Freight	027 221 7179		
Callahan Transport	03 246 8494 027 246 8494	251 Quarry Hills Fortification Road, Quarry Hills 9884	

Service stations, supermarkets and food establishments

Organisation	Phone	Address	Other details
Tokanui Service Centre	03 246 8808	3 Niagara-Tokanui Highway, Tokanui 9884	
Tokanui Tavern	03 246 8725	18 McEwan Street, Tokanui 9884	
GAS Tokanui	03 246 8808	3 Niagara-Tokanui Highway, Tokanui 9884	
Tokanui Food Centre	03 246 8876	7 Niagara-Tokanui Highway, Tokanui 9884	
Fortrose Cafe	03 246 9888	5 Moray Terrace, Fortrose 9875	
Tumu Toka CurioScape	03 246 8897	590 Waikawa-Curio Bay Road, Waikawa 9884	
Niagara Falls Cafe	03 246 8577	256 Niagara-Waikawa Road, Niagara 9884	

Education providers, rest home, marae, faith and community organisations

Organisation	Phone	Address	Other details
Tokanui School	03 246 8738	18 Duncan Street, Tokanui 9884	Principal – Tina McMullen
Gorge Road School	03 239 5763	4 Factory Road, Gorge Road 9875	Principal – Jenny Craig
Toi Toi's Playcentre	027 780 0674	Cnr Tokanui -Invercargill Highway & Tokanui / Haldane Roads	toitois@playcentre.org.nz

Additional resources

Organisation	Phone	Address	Other details
Waikawa Museum	03 246 8464	604 Niagara-Waikawa Road, Waikawa 9884	
Bugman Southland	027 876 7191		Chris Sanders – bozsander439@gmail.com

Community Emergency Hubs

Community Emergency Hubs provide pre-identified places where the community can gather in the event of an emergency. Not all hubs will be suitable during an emergency, and it is up to the community to decide at the time. It is possible that a new venue will need to be found, but the concept of a location where the community gather is vital during a response as people seek immediate support, shelter, comfort and information.

Each pre-determined location will be provided with an Emergency Community Hub Guide and be able to access advice from Emergency Management Southland if they require further information or support. Contact information for the hubs will be available on the following page.

Tokanui Community Emergency Hub key holders

Name	Phone	Address	Key Holders
Main			
Tokanui Memorial Hall	021 053 7273	42 Tokanui- Haldane Rd, Tokanui	Sandra Earwaker
Tokanui Lions Hall	03 246 8498	38 Tokanui- Haldane Rd, Tokanui	Allan Marshall – 03 246 8498 (Chairman) Todd Lyders Phil Golden
Tokanui Rugby Club	027 454 9024 03 246 8434	81 Turner Rd, Tokanui	Daryl Johnson Roger Buckingham
Tokanui Tavern	03 246 8725	18 McEwan St, Tokanui	Kelly Earwaker Tracey McLellan

Waikawa/Curio Bay Community Emergency Hub key holders

Name	Phone	Address	Key Holders	Notes
Main				
Waikawa Community Hall		11 Larne Street Waikawa Southland	Kiriana Scobie	In a tsunami zone
Tumu Toka CurioScape	03 246 8897	90 Waikawa- Curio Bay Road, Waikawa 9884		Surrounded by a tsunami zone – can become isolated
Fortrose Cafe	03 246 9888	5 Moray Terrace, Fortrose 9875	Emily Butters	In a tsunami zone

Niagara Falls Cafe	03 246 8577	256 Niagara-Waikawa Road, Niagara 9884		In a tsunami zone
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Alternative Community Emergency Hub key holders

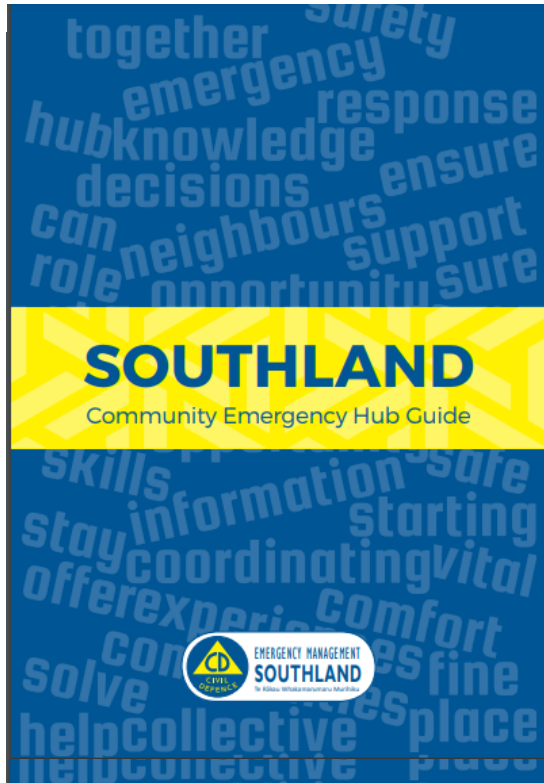
Name	Phone	Address	Key Holders
Main			
Otara Hall		15 Otara Haldane Road, Otara	Ann Johnstone
Waimahaka Hall		15 Waimahaka-Fortification Road, Waimahaka 9875.	Jane Craske

Basic items for a Community Emergency Hub

When opening a Community Emergency Hub, it's essential to bring basic items to support coordination, communication, and community-led response. These items are critical to help the community self-organise, share information, and meet urgent needs during a disaster when emergency services may be delayed. These items may include:

- Water
- Tea, coffee, milk
- Food
- Toilet paper
- First aid kits
- Blankets
- Torches
- Lighters
- BBQ/ LPG bottle
- Games
- Lighting
- Generators/ fuel
- Anything else that you feel is appropriate

Refer to *Southland Community Emergency Hub Guide* for more information on the set up and running of a Community Emergency Hub during an emergency response.



HUB ROLES

1. Hub supervisor

It's important someone has an overview of what is going on. Decisions should be made by agreement, but it's helpful if someone can bring everything together. Remember you're a team, and as a group you'll be able to consider the immediate needs of those in the community, and what community assets and resources are available. The supervisor can change depending on the situation, and as people with more experience join the Hub team they may be willing to step into the role.

HUB SUPERVISOR KEY TASKS

- ✓ make sure other roles are allocated
- ✓ make sure everyone has what they need to do their job
- ✓ make sure new people joining the hub are invited to join the team
- ✓ make sure each area of the Hub works with the other areas as a team
- ✓ record major decisions for future reference, including what happened and any actions taken
- ✓ develop a roster to ensure people have adequate breaks and don't work too long
- ✓ close the Hub overnight when appropriate
- ✓ secure the property and provide information about open times to the community
- ✓ let the Emergency Coordination Centre know when the Hub has closed and when it is open again
- ✓ close the Hub when the community no longer needs it
- ✓ supervise the Hub clean-up when permanently closing
- ✓ work with media that show up:
 - 1 **do** provide any public or general information such as weather details, open hours, and copies of public information such as media releases
 - 2 **do not** give out private information such as details on injuries or deaths, addresses of evacuated homes or personal information you've received
- ✓ Ensure the Hub team understands the following legal information:
 - 1 if you don't have special legal powers in your normal life, you don't have any in a state of emergency either
 - 2 if a situation is life threatening, saving life is the priority, but remember usual laws apply

Community VHF Radio

A community VHF radio (Very High Frequency radio) is a key tool for communication during emergencies, especially when other forms of communication, like mobile phones or landlines, are unavailable due to network failures or power outages. This can be a community only way to communicate with the Emergency Coordination Centre (ECC) if telecommunications have been disrupted due to an emergency event. Training to become familiar can be provided. Instructions on how the VHF radio are attached to the radio.

This is for the Community to contact the Emergency Coordination Centre (ECC).

Name	Place	Address	Key Holders
Tokanui Community VHF Radio	Tokanui Fire Station	11 McEwan Street, Rd 1, Tokanui 9884	Ricky Poole Tokanui FENZ Brigade Members
Waikawa Community VHF Radio	Waikawa/Curio Bay Fire Station	605 Niagara-Waikawa Road, Waikawa 9884	Kiriana Scobie Waikawa/Curio Bay FENZ Brigade Members

Community Response Group Contact List

Emergency Management Southland

Name	Phone	Email	Other details
EMS Duty Advisor	03 211 5411 0800 76 88 45	ems@cdsouthland.nz	24/7 monitoring and on call for all enquiries
Emergency Management Advisor	03 211 5411 0800 76 88 45	madi.loudon@cdsouthland.nz	Madi Loudon - Liaison with the community of Tokanui District

Key Community Response Group members

Name	Phone	Email	Other details
Leona Brunton			
Robert Brunton			
Cindy Dean			
Phil Golden			
Ricky Poole			
Todd Lyders			
Serena Lyders			
Ann Callahan			
Emily Butters			
Greta Buckingham			
Carmen Andrews			
Pamela Callahan			
Heather McQuoid			
Lauren Tuipulotu			
Rosemary Crump			
Julie Keast			
Kelly Earwaker			
Paul Duffy			
Tracey McLellan			
Kiriana Scobie			
Daryl Johnston			
Colin McDonald			
Steve Hill			

Appendix 1 – AED (Defibrillator) Locations

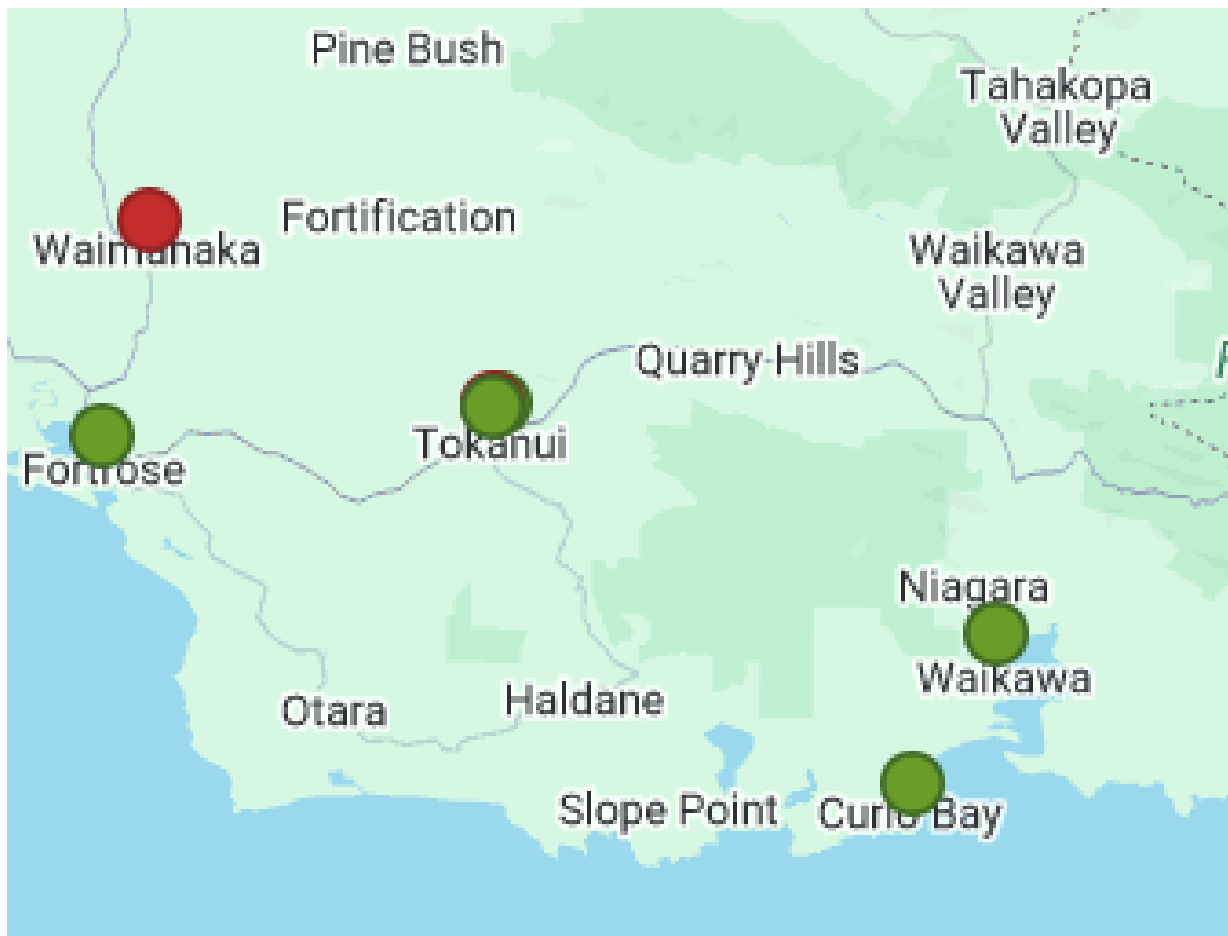


Figure 1: Locations of AED for Tokanui District. Red indicating limited or unknown opening hours. Green indicating Open 24/7.

Please note in an emergency call 111.

Named AED Locations:

<u>Location</u>	<u>Address</u>	<u>Opening Hours</u>
Waikawa Museum	604 Niagara Waikawa Road, Waikawa 9884	Available 24/7
Waikawa Fire Station	05 Niagara-Waikawa Road, Waikawa 9884	Hours not specified
Tumu Toka CurioScape	590 Waikawa Curio Bay Road, Curio Bay 9884	Available 24/7
Tokanui School	18 Duncan Street, Tokanui 9884	Available 24/7
Tokanui Fire Station	11A McEwan Street, Tokanui 9884	Available 24/7
Tokanui Tavern	18 McEwan Street, Tokanui 9884	03 246 8725 – Not specified The AED may not be available at certain times.
Fortrose Cafe	5 Moray Terrace, Fortrose 9875	Available 24/7 – 111 combination for the cabinet

		from Ambulance Communications
Waimahaka Fire Station	6 Waimahaka-Fortification Road, Waimahaka 9875	Not specified, The AED may not be available at certain times. Call 111
Gorge Road Country Club	1242 Seaward Downs Gore Road, Gorge Road 9875	Available 24/7 – 03 239 5892 or 027 233 0351. Key access for back door is available from Gorge Road School or the Manager’s house next door.

Appendix 2 – GoodSAM App

Community Life Safety: GoodSAM App

*This is an option for community members who are trained CPR/AED certified. Users must register and pass verification as a responder. [GoodSAM Responder app](#)

The GoodSAM app is a free, globally recognised platform used in New Zealand by Hato Hone St John and Wellington Free Ambulance to alert trained CPR/AED-certified volunteers to nearby cardiac arrests. It connects responders to patients in the critical minutes before emergency services arrive, improving survival rates.

Key Details: Alerts registered first-aid trained responders within 1000 metres of a suspected cardiac arrest. It works when a 111 call is coded as a cardiac arrest, the system automatically alerts nearby GoodSAM app users.

Please note always call 111 first.

Emergency Preparedness Tips:



Have a plan

- List the household members, their contact numbers and any specific needs and requirements or needs.
- Decide where you will meet following an emergency situation.
- Plan for the impacts of a disaster including loss of power, communication, isolation and what that might mean for you and your whānau.

Fuel

Keep your car at least half full if possible and store some extra fuel for generators or cars.

What supplies do you need at home?

Have food and water supplies for 7-10 days or more!

- 3 litres of water everyday per person is recommended.
- Long lasting food that doesn't need cooking (unless you have a camping stove or gas barbecue) and food for babies and pets.
- Toilet paper and large plastic buckets for an emergency toilet.
- Cash as power cuts can affect EFTPOS and ATM machines.
- Medications.

Communications

If the power goes out, a solar or battery powered radio (or your car radio) can help you keep up to date with the latest news. In an emergency, tune to these stations.

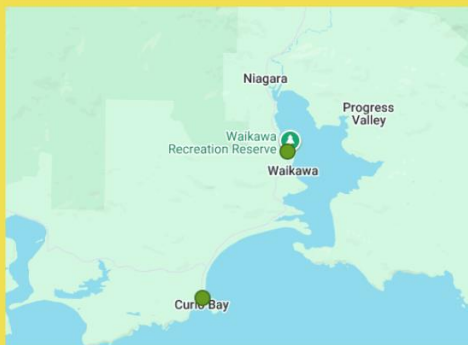
A remedy (in Rural Areas) could be to change to low orbiting Satellite Internet providers. People should be able to use Wifi Calling for Cellular phone coverage.

There is an **Community Emergency VHF radio** located in the Waikawa and Tokanui Fire Station that is for any members of the community to use to communicate with Emergency Management Southland.



Know your area

- Do you know your neighbours?
- Who can you go to for help?
- Where are the local AED's



Radio Channels

RNZ - National 730 AM
The Hits - Southland 98.8 FM
NewstalkZB - Southland 864 AM
MoreFM - 89.2 MHz
Hokonui Gold - 94.8 FM
Cave FM - 106.40
Radio Southland - 96.4 FM

