

ŌHURA COMMUNITY EMERGENCY PLAN

What to do in an emergency — Quick reference



IF THERE IS IMMEDIATE DANGER TO LIFE — CALL 111 FIRST

Do not wait. Your safety comes before anything else in this plan.

STEP 1 — WATCH FOR THESE FLOOD WARNING SIGNS

WARNING SIGN	WHAT TO DO
Rain forecast over 100mm in 24 hours	Conditions are changing and you need to start taking action now to protect you and your whānau. Stay informed, do not enter floodwaters, prepare to evacuate, move vehicles and animals to higher ground and avoid the area
Rain forecast over 200mm in 24 hours	You may be in danger and need to take action immediately, don't wait for an official warning. Evacuate now, move to higher ground and take shelter now.
Mangaroa Stream reaches 6 m at the Ōhura Bridge	When flash flooding is likely the best action to take is to leave low-lying homes (evacuate) well before flooding begins, go to high ground on the rail network or at Hope International.
Sirens sound, water is rising, and the roads are becoming unsafe	Flash floodwater can place lives at risk. It can be several metres deep, rise quickly and move fast. The best action to take is to leave (evacuate) low-lying homes and move to higher ground on the rail network or at Hope International. Never drive, ride or walk through floodwaters.
If you are trapped by rising flash floods	If you are trapped by rising flash floods, seek refuge in the highest part of a sturdy building, on the roof or getting to higher ground. Keep moving to stay above the flood height. Avoid entering roof cavities. Stay there and call 111 if you need rescue. This is a life-threatening situation.

STEP 2 — WHAT TO DO WHEN A FLOOD WARNING IS RECEIVED

✓	Stay up to date with current river flows and rainfall	✓	Act early. If you feel unsafe, move to a safer place.
✓	Listen to the radio for Civil Defence instructions	✓	Move valuable or dangerous items as high as possible
✓	Place your grab bag near the door and be ready	✓	Move vehicles, pets and livestock to higher ground early
✓	Turn off water, electricity and gas, if advised to	✓	Don't walk, swim, or drive through floodwaters.

STEP 3 — GO TO THE COMMUNITY EMERGENCY HUB IF YOU NEED HELP

COMMUNITY EMERGENCY HUB	Ōhura & Districts Memorial Hall — 15 Ngarimu Street, Ōhura	
What are Hubs used for?	Community Emergency Hubs are volunteer-led places where residents, farmers, and visitors can come together during difficult times to ask for help, offer support, report local issues, and receive updates from Council's Civil Defence Emergency Operations Centre.	
Hub Supervisors	Sophie & Joanna	Ohura.Hub@ruapehudc.govt.nz

STEP 4 — STAY SAFE & STAY CONNECTED USING PACE COMMUNICATIONS

P	1 st	Try 111 for Emergencies	Even if your cell phone provider shows no coverage, mobile phones can use any available network to make an emergency call.
A	2 nd	Send Text Messages	If a signal flickers, prioritize text messages instead of calls, as they use significantly less network bandwidth.
C	3 rd	Use CDEM Radio & Starlink	CDEM Radio & Starlink is available at the Hub when all other comms fail.
E	4 th	In Person / Door Knocking	Welfare rounds and in-person checks, only when safe to do so, to tell others exactly what is happening so the message spreads within your community.

KEY CONTACTS

Ambulance Fire Police	Healthline (Non-Urgent)	Horizons Flood /River Information
111	0800 611 116	0508 800 800
Ruapehu District Council (24/7)	Heartland Services & REAP	Power faults — The Lines Co.
+64 7 895 8188	+64 7 896 8680	0800 367 328