



Ōhura



Supporting Community-Led Response and Recovery through

Community Resilience Plan

What we have agreed to do — before, during and after a natural hazard event or emergency

Prepared by	Civil Defence and Emergency Management Team	
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Contact	remo@ruapehudc.govt.nz	+64 7 895 8188

ŌHURA COMMUNITY EMERGENCY GUIDE

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 Supervisor 🙋 Sophie	Deputy Hub Supervisor 🙋 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

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1.0 ABOUT THIS PLAN

1.1 Why this plan exists

In April 2026, prolonged heavy rain caused severe flooding across the Ruapehu District. Ōhura was hit hardest. The community was isolated from Saturday 18 April to Tuesday 21 April. Eighteen people were evacuated to the Ōhura & Districts Memorial Hall, six homes were badly damaged, and around 50 homes were affected by floodwater, silt and sewage.

The response showed the very best of Ōhura, local people, whānau, Fire and Emergency New Zealand, Civil Defence, Council Emergency Management staff, iwi, contractors and working together under difficult conditions. This plan captures that experience and locks in what the community has agreed to do next time.

1.2 What this plan covers

This plan focuses on what Ōhura has agreed. It covers:

- Our agreed flood triggers and when to act.
- How warnings reach the community, including the new flood warning sirens.
- Our Community Emergency Hub, where it is, who opens it, and how it works.
- Who does what, and how we stay connected during a crisis.
- Our local resources, skills and contact network.
- How we review, update and improve this plan over time.

Note 1: Household preparedness (emergency kits, grab bags, household plans) is covered at www.getready.govt.nz

Note 2: The generic Community Emergency Hub operating guide, role cards, checklists and templates are held in the Community Emergency Hub Manual. This plan references the Manual but does not repeat it.

1.3 How to use this plan

This plan is not a technical manual. It is a navigation tool. Read it before an emergency, not during one. The most important sections are:

If you want to know...	Go to...	
When to act in a flood	Section 3	Hazards & Agreed Triggers
What warning sounds mean	Section 4	Warning System
Where to go and who to call	Section 5	Our Community Emergency Hub
How to stay in touch if phones fail	Section 6	Staying Connected
Who can help and what equipment is available	Section 7	Local Resources
Emergency Phone Numbers	Appendix 1	Key Contacts

1.4 Our Agreed Priorities – Start here

The Ōhura community has agreed the following order of priority:

1	Get ready now	Confirm Hub team, verify all contact details, check Hub facilities, complete training, take part in six-monthly exercises and quarterly siren tests.
2	Know your triggers	Learn the flood triggers (Section 3). Know what the sirens mean. Identify your vulnerable neighbours now, not during a flood.
3	During an event	Act early. Check on neighbours. Open the Hub if needed. Report to Council. Use PACE communications when phones fail.
4	After an event	Debrief. Record lessons. Update this plan. Support recovery and welfare follow-up.

2.0 OUR COMMUNITY

2.1 Ōhura Village

Ōhura village (population approximately 150) and its surrounding rural settlements sit in the upper Ōhura River catchment, north-west of Taumarunui. The area includes the village, farms, lifestyle blocks, forestry and isolated rural households. The village lies on low-lying land beside the Mangaroa Stream, which flows through the township and has a significant history of flooding. The boundaries of this plan are flexible. Anyone who considers themselves part of the Ōhura community including surrounding farms and rural properties is part of this plan.

2.2 Civil Defence Maps

Ōhura is located within **Civil Defence Area D1 – Ōhura–Matiere**. This area includes Ōhura township and surrounding rural communities that may be affected by flooding, slips, road closures, isolation, and disruption to lifeline services during an emergency.

The Civil Defence maps provide an important reference for local readiness, response, and recovery planning. They help identify the geographic area covered by the Ōhura–Matiere Civil Defence Area, key access routes, local waterways, areas that may be exposed to flooding, and locations where warning or monitoring infrastructure may be relevant.

Maps showing the Civil Defence Area, the local flood warning network, and flood extent modelling for **5-, 10-, 20-, 50-, 100- and 200-year flood events** are available through the Council's InfoMap portal at maps.ruapehudc.govt.nz. Copies of the relevant maps are also included in **Appendix 2 and Appendix 8** of this plan for ease of reference during planning, training, exercises, and emergency response.

These maps should be used alongside local knowledge, current weather and river information, field observations, and official advice from Council, Horizons Regional Council, MetService, and Emergency Management. During an actual event, mapped flood extents should be treated as planning guidance only, as flooding may vary depending on rainfall intensity, catchment saturation, debris blockages, slips, culvert capacity, and the condition of local roads and drainage systems.

3.0 OUR HAZARDS AND AGREED TRIGGERS

3.1 Our Highest Priority Hazards

The Ōhura community has agreed the following are its highest-priority hazards for planning:

Hazard	Priority and	Local relevance
Flooding	High	The Mangaroa Stream is a primary tributary of the Ōhura River catchment, the stream is historically flood-prone and occasionally causes rapid inundation in low-lying residential areas.
Severe Weather and Storms	High	leads to flooding, slips, road closures, power and communication loss.
Landslides and Road Access	Medium–High	multiple road closures occurred in April 2026.
Lifeline utility failure	High	loss of power, water, wastewater or cellular communications disrupts welfare and response
Rural isolation	High	rural households and farms may be cut off quickly and for extended periods.
Wildfire	Medium–High	dry, forested terrain with limited local fire resources.
Earthquake	Medium	may damage buildings, roads, bridges and utilities without warning.
Volcanic ashfall	Low–Medium	can affect water supplies, farms, roads and public health.

Note: A full hazard register with warning signs, impacts and agreed actions for each hazard is included at Appendix 7 of this plan.

3.2 Our Agreed Flood Triggers

Flooding is Ōhura's number one risk. The community has agreed the following triggers. If any trigger is reached, act early. Do not wait for conditions to get worse.

Trigger	What it means	What we do — Agreed action
Rain forecast > 100 mm in 24 hours at most of the rainfall gauges	Flooding becoming possible in low-lying areas and around streams.	Monitor conditions. Prepare to move vehicles, animals and essential items. Be ready to evacuate if conditions worsen.
Rain forecast > 200 mm in 24 hours at most of the rainfall gauges	High risk of flooding. Floodwaters may rise quickly. Roads may be affected.	Take action early. Move to a safer location if you are in a flood-prone area. Do not wait until roads are cut off.
Mangaroa Stream reaches 6m at Ōhura Bridge	Water likely to leave the river channel. Flooding may affect nearby properties, roads and low-lying areas.	Self-evacuate early to high ground, preferably to whānau or friends outside the hazard area. Do not wait for an official warning.
Floodwater is rising, roads becoming unsafe, or flooding appears likely	Conditions may deteriorate quickly. Emergency services may not reach everyone immediately.	Leave now if it is safe to do so. Move to high ground. Do not drive or walk through floodwater. Call 111 if life is at risk.

Note: The above triggers associated with the future sirens will be most likely to require immediate community action, evacuation and Hub activation.

3.3 Our Agreed Local Decision Prompts

For each situation below, if the answer to the key question is yes, act early. Do not wait for conditions to become unsafe.

Situation	Key question — If yes, Act early	Our Agreed Action
Flooding	Is water rising, entering properties, covering roads, or cutting off safe access?	Avoid floodwater. Move to high ground or agreed safe location. Open Hub if people are displaced.
Severe weather	Are conditions making travel, power, shelter or communications unsafe?	Stay informed, secure property, avoid travel, check on neighbours when safe.
Landslip / ground movement	Has a road, bank, driveway or hillside become unstable or started moving?	Keep clear. Report to Council or 111. Do not drive or walk across unstable ground.
Earthquake	Was the shaking strong, long, or has damage occurred?	Drop, Cover and Hold. After shaking check for hazards, check on people, avoid damaged areas.
Wildfire	Is there smoke, flame, or risk to people, homes, stock, vegetation or access routes?	Call 111. Evacuate early if advised or unsafe. Follow Fire and Emergency NZ instructions.
Power outage (extended)	Is it affecting vulnerable people or essential medical equipment?	Use backup power safely. Check on vulnerable people. Report outages. Conserve phone battery.
Communications failure	Are phones, internet or mobile networks unavailable?	Use radio, Starlink, PACE radios, or in-person checks. Share verified information only.

Note: During severe weather events, the stream has rapidly broken its banks, inundating local properties on nearby roads like Tongaporutu Road, Ōhura.

4.0 WARNING SYSTEM

4.1 Ruapehu Warning Levels — What they mean for us

Level	What it means	Our agreed community action
ADVICE	A hazard may affect the area. Early information so people can stay aware.	Stay informed. Monitor official information. Check your household plan and keep an eye on changing conditions.
WATCH AND ACT	Conditions are changing. People, property, roads or services may be affected.	Prepare to act. Check on whānau and neighbours. Prepare to leave if needed. Secure property. Move vehicles and stock early. Be ready to open the Hub.
EMERGENCY WARNING	Immediate or serious threat to life, property, access or community safety.	Take immediate action. Follow official instructions. Evacuate if advised or if you feel unsafe. Move to high ground during flooding. Do not wait.

4.2 Order of Warnings

Warnings may not always be issued in a set order. They reflect the current situation and provide important information about what people need to know and do to stay safe.

You may not receive an **Advice** warning first. Depending on the speed and seriousness of the event, the first warning you receive could be a **Watch and Act** or an **Emergency Warning**. Each warning should be read carefully when it is received, and any instructions should be followed immediately.

Do not wait for an official warning before taking action. If you see floodwater rising, hear sirens, receive local advice, or conditions are becoming unsafe, act immediately. Some natural hazard events can develop quickly and may arrive before an official warning can be issued. If you feel unsafe, move to a safer place.

4.3 Ōhura Flood Warning System — What we have agreed

Following the April 2026 flood, an upgraded local flood warning system is being installed, funded through Horizons Regional Council. The community has agreed the following:

System Components	Agreed Arrangements
Flood warning sirens	A network of sirens across Ōhura village providing audible warning when agreed flood triggers are reached. Siren tones and meaning to be confirmed by Horizons before commissioning.
Manual Call Point	A Manual Call Point will be installed in the Civil Defence Room to enable authorised Community Civil Defence leaders to activate the warning system during natural hazard emergencies, where there is an immediate risk to public safety and activation is safe, appropriate, and consistent with agreed procedures.
Upgraded river monitoring	Improved water level monitoring on the Ōhura River and Mangaroa Stream for earlier warning.
Live camera feeds	Infrared cameras for real-time visibility of river and stream conditions including at night.
Ōhura flood web page	Dedicated online page for flood models, live camera feeds and local warning information. URL to be confirmed at commissioning.
Mobile alert integration	Emergency alerts to mobile phones in affected areas, where coverage is available.
Community briefing	Before the system is commissioned, every resident will be walked through what the sirens mean, what to do, and where to find information. This is agreed.
Quarterly siren testing	The community has agreed to quarterly siren tests, coordinated with Horizons and Council. All tests will be notified in advance.

4.4 Official Warning Sources

During a natural hazard event, information should be checked against official warning sources wherever possible. Local observations and community reports are important, but official sources provide confirmed warnings, public safety advice, and updates from the agencies responsible for monitoring hazards and coordinating response.

Source	What it provides and how to access
MetService	Severe weather watches and warnings, heavy rain forecasts, strong wind warnings, snow warnings, and other weather-related information. Access via www.metservice.com .
GeoNet	Earthquake, volcanic activity, tsunami information, and geological hazard updates. Access via www.geonet.org.nz .
Horizons Regional Council	River level information, flood monitoring, hydrology updates, and regional flood warning information. Access via www.horizons.govt.nz or phone 0508 800 800.
Manawātū-Whanganui Civil Defence Emergency Management Group	Regional Civil Defence warnings, emergency updates, public safety advice, and Group-level response information. Access via www.mwcdem.govt.nz .
Ruapehu District Council	Local emergency updates, road closures, service disruptions, welfare information, community notices, and local Civil Defence advice. Access via www.ruapehudc.govt.nz , Council Facebook, and the Antenno app.
Broadcast Radio Stations	Local and regional emergency information, public safety messages, and updates when internet or mobile services are limited. Confirmed stations and frequencies are listed in Appendix 1 .
Emergency Mobile Alert	Official emergency alerts sent automatically to capable mobile phones in affected areas. No sign-up is required, but alerts depend on mobile coverage, phone compatibility, and network availability.

People should use more than one information source where possible, as some systems may be delayed, unavailable, or affected by power, internet, or mobile network outages. In a fast-moving event always follow instructions from emergency services, Civil Defence, and other agencies.

4.5 Community Warning — What we have agreed to do when a warning is received

Before an emergency, the Community Emergency Hub Team has agreed to:

- Maintain this plan and act as the community's point of contact for Civil Defence.
- Share the plan through community meetings, school events, hui and door-to-door contact.
- Meet at least six-monthly to review the plan, update contacts, and complete the quarterly siren test.

During an emergency, the Community Emergency Hub Team has agreed to:

- Act on local triggers. Check on neighbours if safe to do so.
- If flood sirens sound, move to higher ground immediately.
- Establish contact with Ruapehu District Council Emergency Operations Centre in Taumarunui.
- Get factual warning information through the community quickly, by any available means.
- Open the Community Emergency Hub at the Memorial Hall if people are displaced or need support.
- Report back to Council: situation overview, people displaced, damage, welfare needs.

After an emergency, the Community Emergency Hub Team has agreed to:

- Support recovery: clean-up, welfare outreach, Hub transition, and supply distribution.
- Hold a debrief, capture lessons, and update this plan.

5.0 OUR COMMUNITY EMERGENCY HUB

5.1 What the Community Emergency Hub is

The Ōhura Community Emergency Hub is the place where people come together during and after an emergency to share information, identify needs, coordinate support, and connect with Ruapehu District Council and emergency services.

The Community Emergency Hub is community-led and Council-supported. It is run by local volunteers. It is not staffed by emergency services or Council, but Council provides training, equipment and guidance. If there is an immediate threat to life or property, always call 111 first. The Hub does not replace emergency services.

Note: The full Community Emergency Hub operating guide, including role cards and landwards, checklists, forms and templates may be found in the Community Emergency Hub Kit.

5.2 Our Agreed Community Emergency Hub locations

Venue	Address	Agreed role
Ōhura & Districts Memorial Hall	15 Ngarimu Street, Ōhura	PRIMARY HUB. Community information, coordination, welfare support, connection with Council and Emergency Operations Centre. Operated as the Civil Defence Centre in April 2026.
Cosmopolitan Club	5 Mangaparo Road, Ōhura	ALTERNATE VENUE. <u>Subject to formal agreement</u> with Trustees. Key holders and facilities to be confirmed before Version 1.0 sign-off.
Hope International NZ	6 Tawa Street, Ōhura	ALTERNATE VENUE. <u>Subject to formal agreement</u> with Trustees. Key holders and facilities to be confirmed before Version 1.0 sign-off.

5.3 Our Agreed Community Emergency Hub Team

Role	Person agreed		
Hub Supervisor	Sophie Moore	sophiecamoore88@gmail.com	+64 20 4011 1190
Deputy Hub Supervisor	Joanna	brent.joanna2015@gmail.com	
Community Resilience Officer	Lucy Cody	Lucy.Cody@ruapehudc.govt.nz	+64 27 285 3227
Street / Road Wardens	TBC		
Valley Wardens	TBC		

5.4 When to open the Community Emergency Hub — Agreed Decision

The Community Emergency Hub will be opened when the community needs it. The Hub Supervisor or delegate will make this call. The Community Emergency Hub will open when:

- People are displaced, stranded or need welfare support.
- The community cannot manage an issue locally and needs coordination support.
- The Hub team agrees opening is the right call, even without an official request.
- The Emergency Services, Council, Civil Defence requests the Hub be opened.

Note: Always check your own household and neighbours first before going to the Hub. The Hub opens only if it is safe to do so. If the building or access routes are unsafe, find an alternate venue.

5.5 Community Emergency Hub Team Priorities — Agreed Steps

After your own household and neighbours are safe, Hub team members must follow three steps:

Step 1 — Solve problems close to home first	Check on neighbours and nearby households. Offer help where you can. Identify and resolve what can be managed locally. Then go to the Hub.
Step 2 — Open and run the Hub	Work with whoever arrives. Coordinate local information, needs, offers of help and resources. Help the community act together.
Step 3 — Link with the Emergency Operations Centre	If the issue cannot be managed locally, report to Ruapehu District Council EOC: 07 895 8188 (24/7). Provide a clear situation report, what is happening, what the community has done, what is still needed.

5.6 Looking after Each Other — Agreed responsibilities

Older people, people living alone, people with disabilities or medical needs, and isolated rural households will need extra support. The Hub team and community networks have agreed to:

- Maintain a confidential Vulnerable Persons Register, held securely by the Hub Supervisor and Community Resilience Officer.
- Check on vulnerable people during and after every emergency event, where safe to do so.
- Escalate urgent welfare needs to Council or emergency services immediately.

Note: Farms, Growers, working dogs, pets and livestock are central to this community. Animal welfare needs will be shared through the Hub, local rural networks and the Rural Support Trust.

6.0 STAYING CONNECTED

6.1 PACE communications — our agreed approach

When normal communications are disrupted or unavailable, the community will use the agreed PACE approach: Primary, Alternate, Contingency and Emergency communications. The aim is to use the most reliable method available at the time, then move to the next option if that method fails.

Level	Method and when to use
Primary — use first	Mobile phone, text, email, internet, and social media. Use these when normal communication networks are working.
Alternate — use next if the primary mode fails	Starlink satellite internet at the Community Emergency Hub. Use this when mobile phone coverage, normal internet, or local networks are limited, unreliable, or unavailable.
Contingency — Use next if the alternate mode fails	VHF/UHF PACE radios. Use these when mobile phone and internet services are unavailable. Weekly radio checks are agreed to maintain readiness and confidence in radio use. See Section 8 .
Emergency — Use next as the last resort	In-person checks, vehicle-based welfare rounds, runners, and door-knocking. Use these when all other communication methods have failed and it is safe to do so.

People should always choose the safest practical communication method available. No one should place themselves at risk to pass on information. Where possible, messages should be brief, factual, and include who is reporting, what has happened, where it is occurring, what help is needed, and any immediate safety concerns.

6.2 Community Safety Network

The BART community safety network refers to trusted local network that is used to share real-time community notices to keep isolated residents, farmers, growers, contractors, iwi and local groups connected when standard cellular and internet services are disrupted or fail.

The purpose of the BART is to support communication within small / isolated rural communities about incidents like road closures, tree falls, floods, etc. If anyone posts an incident on the app, everyone else in the community with the app gets a notice on their phone, including map location, short description and photo. Crowd-sourced and real time!

BART allows you and your whanau to:

- Post real-time updates on local hazards such as roadside slips, floods, and fallen trees etc
- Receive real time notifications of any incidents posted by your fellow Community members.
- Record new incidents that your Community Emergency Hub should know about.

If you are interested in using BART, please email a request to Lucy.Cody@ruapehudc.govt.nz

6.3 Civil Defence Warden Network

The Civil Defence Warden Network is a grassroots communication and neighbourhood response system. It relies on agreed local Civil Defence Wardens who help strengthen community resilience by providing a two-way link between isolated residents, farmers, growers, visitors, local roads, valleys, the Community Emergency Hub, and Civil Defence.

Civil Defence Wardens may maintain agreed local contact lists, including mobile numbers and addresses, to support targeted text messages, phone calls, and welfare checks during an emergency. These lists should be kept secure, used only for emergency readiness and response purposes, and updated regularly with the consent of those included

Civil Defence Wardens may support the following activities:

- **Local Messaging:** Share confirmed emergency information with local households through agreed channels, including text groups, phone trees, radio, or in-person contact where safe.
- **Welfare Checks:** Prioritise checking on elderly, vulnerable, or isolated neighbours, particularly where power, phone, internet, road access, or normal support networks have been disrupted.
- **Hazard Identification:** Monitor and share local information about road closures, slips, flooding, rising water levels, fallen trees, damaged bridges, power outages, and other hazards.
- **Needs and Offers:** Help identify local needs, such as food, water, medication, transport, animal welfare, or welfare support, and match these with community offers of assistance where safe and appropriate.
- **Hub Liaison:** Relay local intelligence, welfare needs, resource offers, and access issues to the nearest operating Community Emergency Hub, and Councils Emergency Operations Centre.

Note: Civil Defence Wardens do not replace emergency services or official emergency warning systems. Their role is to support local awareness, strengthen local response, and help ensure important community information reaches the right place quickly.

6.4 Online Channels

Community Facebook pages, Council Facebook, and Antenno may be used to share confirmed local information only. Emergency warnings and public safety advice should always direct people back to official sources, including Council, Civil Defence Emergency Management, MetService, GeoNet, Horizons Regional Council, and Emergency Mobile Alerts.

Note: Local community networks should support, not replace, official warnings. If there is an immediate threat to life or safety, people should call 111 where possible and take immediate action to keep themselves and others safe.

7.0 LOCAL RESOURCES

7.1 Needs and Offers Boards

Ōhura has strong local capability, supported by qualified tradespeople such as builders and engineers, alongside residents with practical skills, local knowledge, and a strong willingness to support one another during an emergency.

The Community Emergency Hub Team will set up physical Information, Needs and Offers notice boards to record what support is needed, what resources are available, and who can help. These boards will connect people needing support with those offering assistance. Offers may include, but are not limited to:

- Drinking water
- Food or meals
- Bedding, blankets, clothing or towels
- Generators, fuel, lighting or heating
- Pumps, hoses, tools or cleaning equipment
- Transport, 4WD vehicles, tractors, trailers or quad bikes
- Chainsaws, diggers, loaders or other machinery
- First aid, health support or welfare assistance
- Animal welfare support, including feed, shelter or stock movement
- Accommodation or safe shelter
- Labour, practical help, tradespeople or local contractors
- Communications support, including radios, Starlink, phone charging or message delivery
- Local knowledge, road access information or checks on isolated neighbours

7.2 Lead Agencies

In emergency management, a “Lead Agency” is the organisation primarily responsible for controlling and directing the operational resources to minimise the impact of an emergency by mitigating the ongoing hazards.

Agency	Role and contact
NZ Police	Lead agency for law and order, protection of life and property, movement control, evacuations and missing persons. Call 111 (urgent) or 105 (non-urgent).
Fire and Emergency NZ	Lead agency for fire, hazardous substances and rescue. Placed a water tanker in Ōhura during the April 2026 flood. Call 111.
Hato Hone St John	Emergency medical care and ambulance. 4WD vehicle available if required. Call 111 (urgent) or Healthline 0800 611 116 (non-urgent).
Ruapehu District Council — Emergency Management	Coordinates the local civil defence response, EOC, welfare coordination, public information, building assessments. Contact 07 895 8188 (24/7).

7.3 Support Agencies

Support agencies play an important role before, during, and after an emergency. They may help restore essential services, such as roads, water, electricity, communications, and access, or provide specialist support in areas such as welfare, health, transport, rural support, cultural advice, and community recovery.

The following agencies and partners may support the Ōhura community during an emergency:

Agency	Support role
Horizons Regional Council	River and rainfall monitoring, flood intelligence, flood warning information, hydrology advice, and support for the Ōhura flood warning system. Phone: 0508 800 800 .

Agency	Support role
Inframax	Council's roading contractor. Supports road inspections, road closures, slip clearance, debris removal, access restoration, and advice on road conditions
Iwi and hapū	Ngāti Hāua, Ngāti Maniapoto, Ngāti Rangī, and Te Nehenehenui may provide cultural advice, welfare support, local knowledge, community connections, and practical assistance. During the April 2026 flood event, support included firewood, food and cleaning supplies.
Welfare partners	MSD, MPI, REAP, Heartland Services, and Rural Support Trust may support welfare assessments, financial assistance, psychosocial support, rural outreach, animal welfare considerations, and recovery support.

Note: Support agencies should be coordinated through the Council Emergency Operations Centre, or the relevant lead agency, depending on the scale and nature of the emergency.

7.4 Financial Authorisation

No purchases may be made during a response or recovery operation without prior authorisation from the Logistics Manager, Response Manager or the Emergency Management Officer.

Wherever possible, approval should be provided in writing before the purchase is made. If urgent circumstances require immediate action, verbal approval must be recorded and confirmed in writing as soon as practicable.

All approved purchases must be clearly recorded, supported by full receipts or invoices, and passed to Council for processing and audit purposes.

7.5 Financial Support

Post-event financial support may be available through the Mayoral Relief Fund, administered through the Te Awa Community Foundation, subject to eligibility criteria and available funding.

8.0 TRAINING, TESTING & KEEPING THE PLAN CURRENT

8.1 What we have agreed to do

Training, testing, and regular review are essential to keeping the Ōhura Community Emergency Hub ready to operate when needed. The following activities have been agreed to help maintain local confidence, equipment readiness, and clear communication between the Ōhura Community Emergency Hub, Council, and partner agencies.

Agreed activity	Detail
Six-monthly Hub exercise	The Hub Supervisor and Hub Team will complete a practical check or exercise every six months. This may be run as a standalone Hub exercise or as part of a wider Civil Defence exercise. Exercises should include opening the Hub, setting up key Hub functions, escalating welfare concerns, using PACE communications, and reporting information through to the Emergency Operations Centre.
Weekly PACE Radio checks	The Hub will take part in weekly PACE communications checks with the Ruapehu Emergency Management Office, where practical. These checks confirm that radios are working, channels and call signs are correct, and volunteers are confident using the equipment. Any faults should be reported to the Emergency Management Officer or Community Resilience Officer on the day they are identified.
Quarterly Siren Tests	Once the Ōhura flood warning system is commissioned, quarterly siren tests will be conducted. All tests will be notified in advance. Testing helps residents recognise the warning tones, understand what they mean, and know what action to take.
Annual Plan Review	This plan will be reviewed annually, and after any activation, significant emergency event, exercise, or near-miss. The Community Resilience Officer will lead the review, with input from the Hub Team, local Civil Defence Wardens, Council Emergency Management, and relevant partner agencies where appropriate.

Note: The purpose of these activities is to ensure the plan remains practical, current, locally understood, and ready to support the community during an emergency.

8.2 Recovery

After an emergency, the Community Emergency Hub Team and volunteers play a critical role. During the April 2026 flood response and recovery, the community coordinated: welfare outreach, clean-up, transfer station operations, dehumidifier and disinfection supply distribution, cleaning septic tanks and connection of affected households to MSD, Rural Support Trust and Council recovery support.

The Community Emergency Hub Team has agreed to continue these recovery roles after future events and to document what is done to support the debrief process.

8.3 Debrief

After any emergency event, Community Emergency Hub activation, significant weather event or community response, the Hub Supervisor will hold a short debrief with Community Emergency Hub volunteers, the Community Resilience Officer and the Emergency Management Officer.

The debrief captures: what worked, what caused delays or confusion, what information was missing, what resources were needed, and any updates required to this plan.

8.4 Keeping the Plan Current

This plan will be updated whenever important information changes, including Hub leaders and contact details, Hub access arrangements, local resources and equipment, warning systems or siren arrangements, vulnerable people and access issues, and road or hazard information. Minor updates do not require a full rewrite.

Proposed amendments should be sent to remo@ruapehudc.govt.nz with the section number, proposed change, reason and submitter's contact details.

9.0 COMMUNITY SIGN OFF

9.1 Community Endorsement

This plan takes effect for the Ōhura community once it has been signed by the local community representatives listed below. This is a community-owned plan. Ruapehu District Council supports the plan through coordination, guidance, training, resources, and connection into wider emergency management arrangements. However, the plan belongs to the Ōhura community.

Signing this plan confirms local support for the approach, priorities, roles, and agreements set out in this document.

Name	Role / Organisation	Signature	Date
Sophie Stockbridge	Ōhura Community Emergency Hub Supervisor		
Molly Jeffries	Taumarunui-Ōhura Community Board Chairperson		
Simon Osborne	Emergency Management Officer, Ruapehu District Council		

Appendix 1 — Key Contacts

Note: All contacts marked [verify] must be confirmed before Version 1.0 sign-off.

EMERGENCY SERVICES

Fire, Police, Ambulance — all emergencies	111	
Police — non-urgent	105	
Healthline	0800 611 116	
Ruapehu District Council (24/7)	+64 7 895 8188	info@ruapehudc.govt.nz
Horizons Regional Council (24-hour)	0508 800 800	www.horizons.govt.nz
The Lines Company — power faults	0800 367 328	
Waka Kotahi NZTA — state highway faults	0800 44 44 49	www.journeys.nzta.govt.nz
Ōhura community flood web page	[URL to be confirmed]	

COMMUNITY EMERGENCY HUB

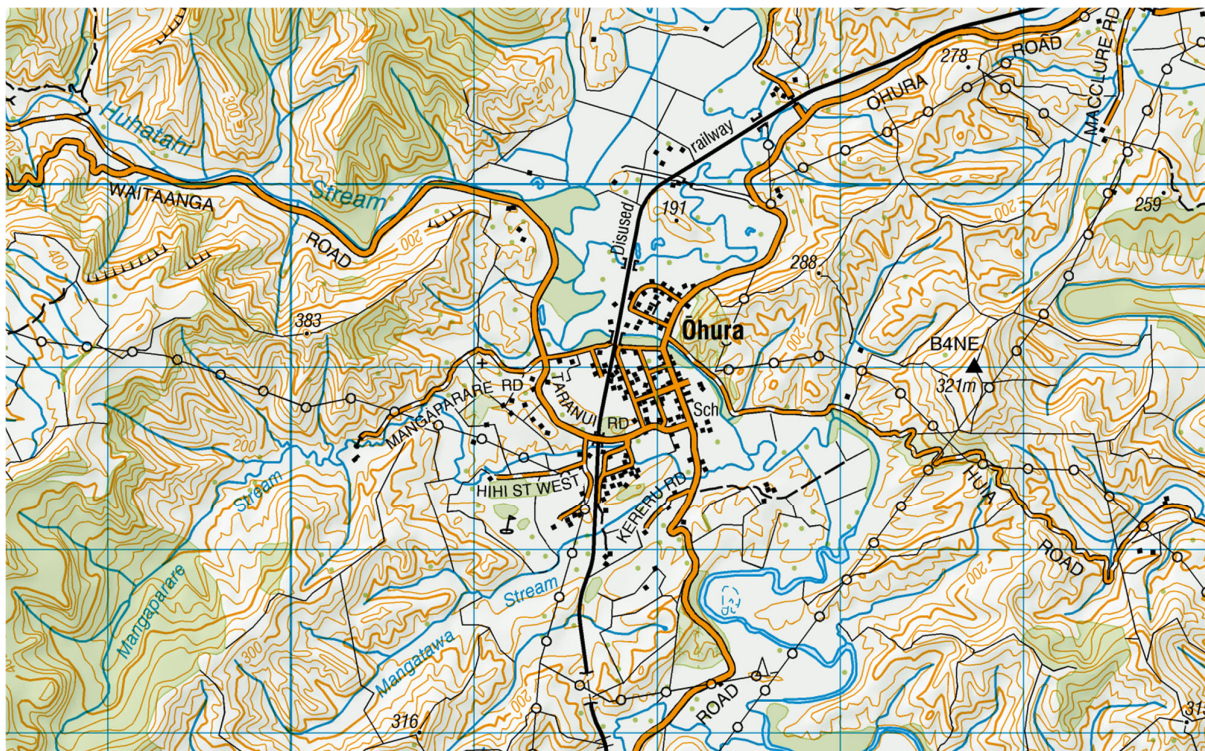
Community Hub Supervisor	Sophie Moore	+64 20 4011 1190	sophiecamoore88@gmail.com
Community Hub Deputy	Joanna Aplin	[Redacted]	[Redacted]
Civil Defence Wardens	[To be confirmed]	[verify phone]	[verify email]
Ōhura Community Emergency Hub	[To be confirmed]	[verify phone]	Ohura.Hub@ruapehudc.govt.nz
Ōhura Valley School Principal	Cindy Mathieson	+64 7 893 883	office@ohuravalley.school.nz
Community Resilience Officer	Lucy Cody	+64 27 285 3227	Lucy.Cody@ruapehudc.govt.nz
Emergency Management Officer	Simon Osborne	+64 27 220 0569	Simon.Osborne@ruapehudc.govt.nz
Group Welfare Manager	Morgan Formston	+64 22 406 5738	morgan.formston@horizons.govt.nz

COMMUNITY BOARD

Chairperson	Molly Jeffries	[verify phone]	Molly.Jeffries@TOCB.ruapehu.govt.nz
Deputy Chairperson	Sophie Stockbridge	[verify phone]	Sophie.Stockbridge@TOCB.ruapehu.govt.nz
Member	Brian Portland	[verify phone]	Brian.Portland@TOCB.ruapehu.govt.nz
Member	Johnny Dryden	+64 27 573 4726	John.Dryden@TOCB.ruapehu.govt.nz
Member	Oriwia Wanakore	[verify phone]	Oriwia.Wanakore@TOCB.ruapehu.govt.nz
Appointed Councillor	Robyn Gram	[verify phone]	Robyn.Gram@ruapehu.govt.nz

PARTNERS

Ngāti Maniapoto/Te Nehenehenui	Jason Nepia	+64 27 227 0002	jason.nepia@tnn.co.nz
Ngāti Hāua	Kuru Ketu	+64 27 393 6318	taiao@ngatihaua.iwi.nz
Ngāti Rangī	Korty Wilson	+64 27 255 7230	korty.wilson@ngatirangi.com
Heartland Services	Briar Hickling	+64 7 896 8680	heartlandservices@ckcreap.org.nz
Ministry for Primary Industries	Claire Mills	+64 27 206 0348	Claire.Mills@mpi.govt.nz
Rural Support Trust	Ali Kydd	+64 20 4056 4148	ali.kydd@ruralsupport.org.nz
NZ Landcare Trust	Tania Bramley	+64 27 416 4547	tania.bramley@landcare.org.nz



This aerial map displays the Ohura area, featuring property boundaries, lot numbers, and street names. A red shaded area is located near the intersection of Waiwaka Rd and Hinau St. A dashed line runs through the center of the map. A small inset map shows the location of the area within a larger context.

Street names visible on the map include:

- Waiwaka Rd
- Mangapare Rd
- Hinau St
- Matua St
- Ohura Rd
- Hui Rd
- Kuku St
- Kereru Rd
- Hihi St W
- Tarewa St
- Ruru St
- Ohura St
- Ohura Ave

Lot numbers are visible throughout the map, including 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100.

Appendix 4 — Ōhura Community Emergency Hub Facilities



Primary Community Emergency Hub - Ōhura & District Memorial Hall				
Location	15 Ngarimu Street, Ōhura 3926			Building Capacity: 100
Key Holder		P: +64 7	E:	Ohura.Hub@ruapehudc.govt.nz
Facilities	- Hall - Kitchen - Supper room - Toilets	- Stage - Fridge - Oven - Hot Water Urn	- Office - Heat Pump - Crockery - Cutlery	- Meeting Tables - Chairs - Starlink - PACE Radio
Notes	Operated as the Civil Defence welfare hub during the April 2026 flood, hosting MSD, Heartland Services, REAP and the Ruapehu Civil Defence welfare team.			

Alternative Community Emergency Hub – To Be Confirmed				
Location				Building Capacity:
Key Holder		P: +64	E:	
Facilities				
Notes				

Appendix 5 — Stay informed during an emergency

One of the best things you can do to be emergency-ready is know where to find reliable, up-to-date information.

During an emergency, Ruapehu Emergency Management will share official information about the situation, available support, public safety advice, weather warnings, road closures, welfare assistance, and Civil Defence instructions through radio, internet, and other available communication channels.

Broadcast Radio – Radio is an important backup source of information when power, mobile phone coverage, or internet services are disrupted or unavailable. If the power goes out, a battery-powered or car radio can help you stay informed. During an emergency, tune in to the listed radio station(s) for official updates, public safety messages, weather warnings, road closure information, welfare advice, and Civil Defence instructions.

Station	Frequency
Peak FM — North / Taumarunui / Whakapapa	92.7 FM
Peak FM — Taumarunui	99.9 FM
Peak FM — South / Ohakune / Raetihi	95.8 FM
Cruise FM — Taumarunui	94.3 FM
RNZ National	101.0 FM
Newstalk ZB	100.2 FM / 927 AM
Trunk FM	88.0 FM

Note: Reception varies across rural areas. If one station does not work, try others until you find a clear signal.

EMERGENCY MOBILE ALERTS

Emergency Mobile Alerts are used by official emergency agencies to warn people about serious hazards in their area. The alert is sent to capable mobile phones using a dedicated broadcast signal, rather than as a normal text message. This means it is less likely to be affected by network congestion during an emergency. Emergency Mobile Alerts are sent to the affected area for a set period of time. If your phone is capable, switched on, up to date, and has mobile coverage, you should receive the alert when you are in that area.

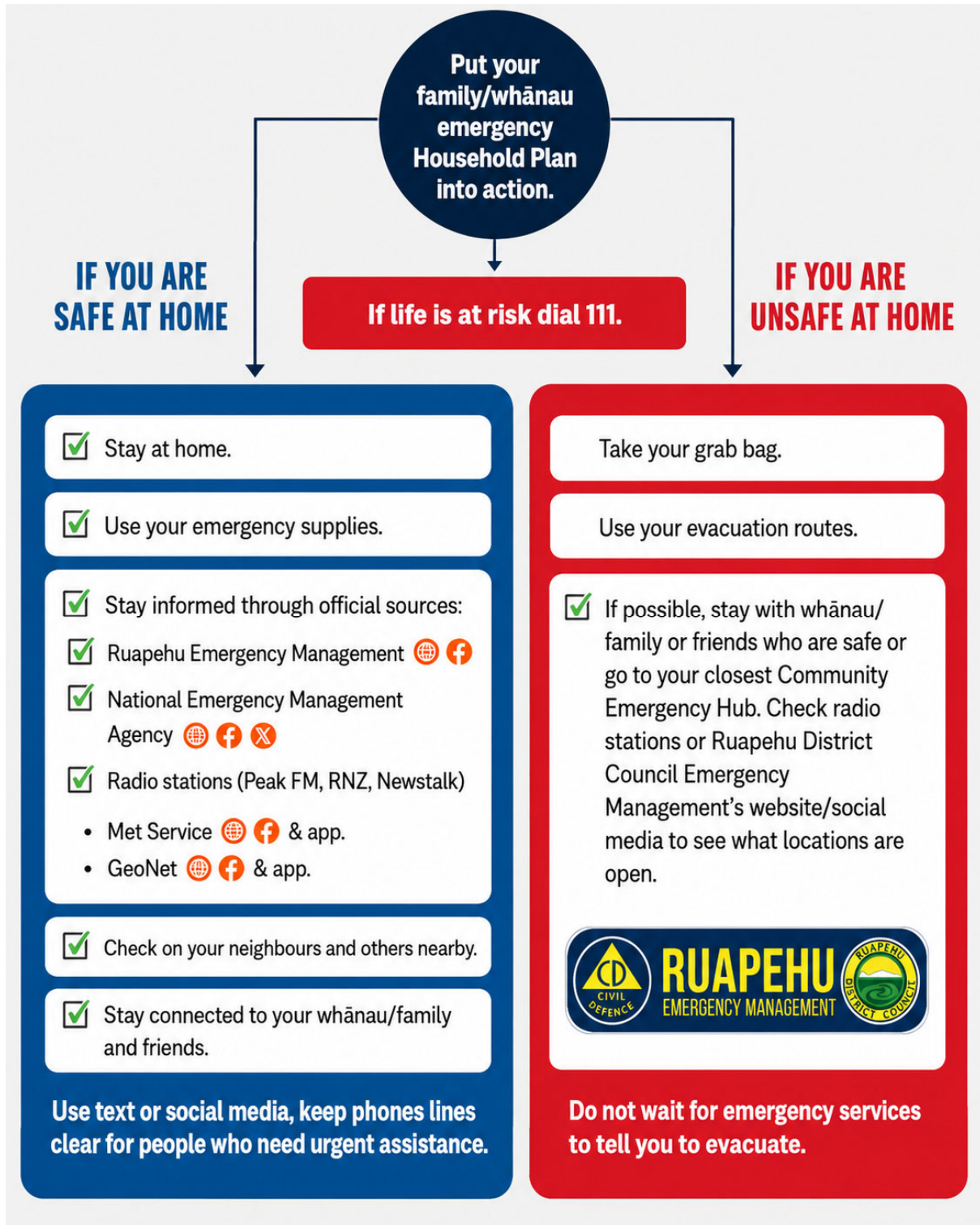
DOWNLOAD ANTENNO, a free mobile app from the App Store or Google Play. Antenno sends you notifications and alerts about road closures, water outages, emergency events and more. You'll get alerts on your home screen, so it's an easy way to stay informed!

LINKS TO HELP WHĀNAU PREPARE FOR EMERGENCY SITUATIONS

Local information:	www.ruapehudc.govt.nz www.facebook.com/ruapehudc/
Regional information:	www.horizons.govt.nz www.facebook.com/civildefencemanawatuwanganui
National Information:	www.getready.govt.nz
New Zealand Police	www.police.govt.nz
Fire and Emergency New Zealand	www.fireandemergency.nz
St John Ambulance	www.stjohn.org.nz
Earthquake Information:	www.geonet.co.nz
Met Service Warnings	www.metservice.com/warnings/home
Windy Weather	www.windy.com/?-41.288,174.740,5
NIWA Weather:	www.weather.niwa.co.nz/parks/Tongariro%2520National%2520Park/printable -
Highway information:	www.nzta.govt.nz
Road information	www.aaroadwatch.co.nz

Note: Only share information from official sources and avoid relying on unverified social media posts during an emergency.

Appendix 6 — Personal Emergency Actions



Appendix 7 — Ōhura Hazard Register

The following hazard register identifies priority hazards for Ōhura. It is not fixed, as hazards may be added or reprioritised as new information becomes available or after emergency events.

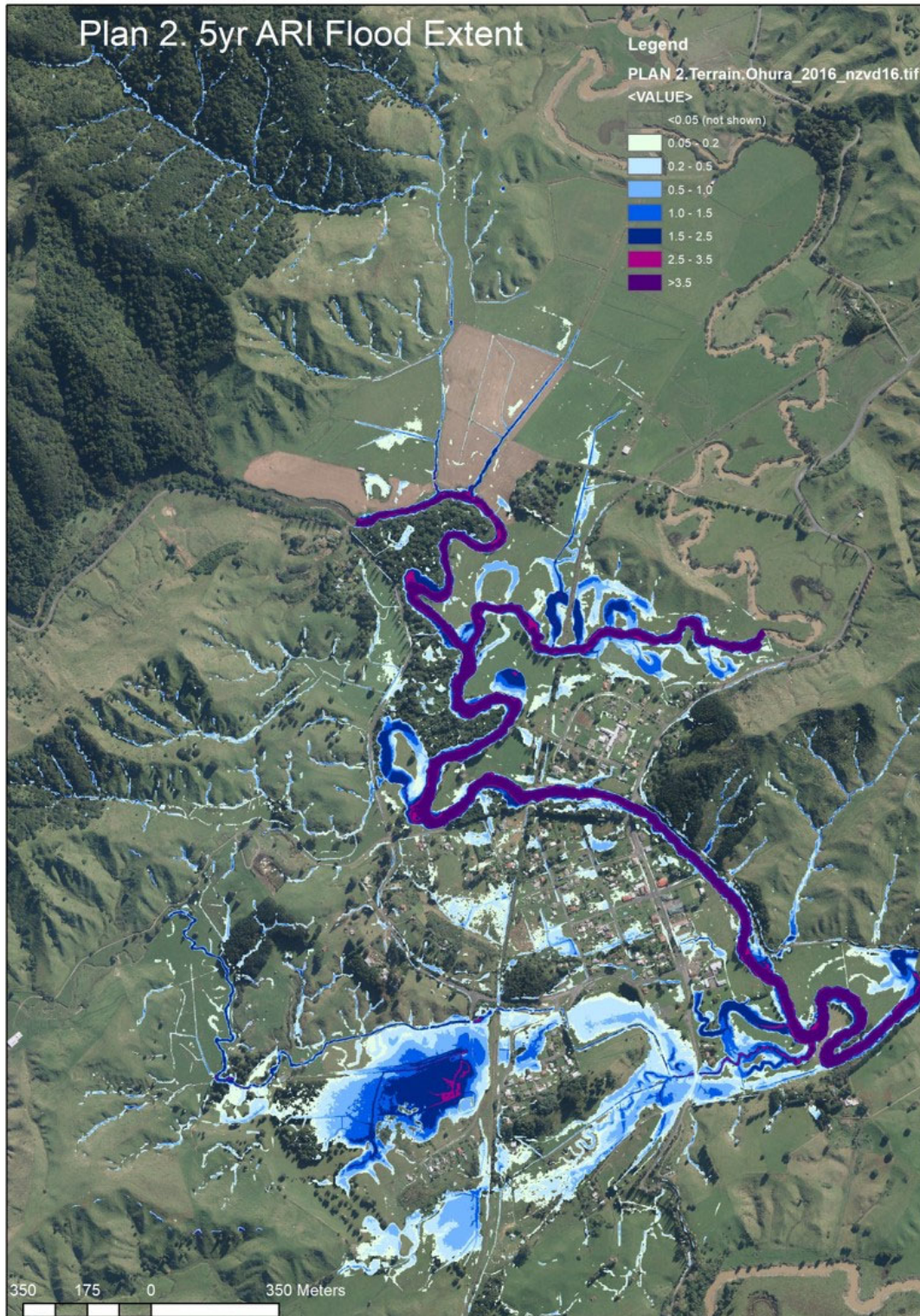
Hazard	Warning Signs and Immediate Actions	Likely Local Impacts
Severe Weather	Monitor MetService. Secure outdoor items. Avoid unnecessary travel. Prepare for power outages. Check on vulnerable people.	Flooding, slips, fallen trees, road closures, roof damage, power and communications loss. Rural isolation for extended periods.
Flooding	Monitor triggers (Section 3) and Horizons river levels. Move early. Avoid floodwater. Go to higher ground. Check on neighbours.	Flooded homes, sewage contamination, road closures, community isolation, school closure, farm and stock impacts. ~50 homes affected and community isolated for 3 days in April 2026.
Landslides and Slips	Watch for cracks, leaning trees, water seepage, ground movement. Keep clear of unstable ground. Report to Council or 111.	Road closures, isolated homes and farms, delayed emergency access. Multiple road closures in April 2026 including SH43 at Tokirima.
Earthquake	Drop, Cover and Hold. After shaking check for injuries and hazards, avoid damaged buildings and unstable ground. Expect aftershocks.	Building and infrastructure damage, road and bridge closures, utility failure, community isolation.
Wildfire	Call 111. Evacuate early if advised or unsafe. Move stock early. Follow Fire and Emergency NZ instructions.	Evacuation, smoke health impacts, homes and farms at risk, road closures.
Lifeline Utility Failure	Prepare backup power, water and communications before events. Use generators safely. Check on people reliant on medical equipment.	Loss of power, water, wastewater, communications. Fuel shortages. Reservoir was temporarily emptied in April 2026.
Volcanic Ashfall	Shelter indoors. Close vents. Protect water supplies and tanks. Wear eye and respiratory protection outside. Follow GeoNet advice.	Roof loading, road hazards, water contamination, farm and machinery impacts, respiratory health effects.
Snowstorm	Monitor MetService. Avoid travel. Shelter in place. Protect stock. Check on isolated households.	Road closures, community isolation, power failure, heating and livestock welfare issues.
Hazardous Substances	Call 111. Move upwind and uphill. Do not touch or investigate. Evacuate or shelter as directed.	Road closures, waterway contamination, farm and stock impacts, possible evacuation.
Pandemic	Follow Health NZ advice. Stay home if unwell. Support vulnerable people safely. Maintain supplies and household plans.	Widespread illness, service disruption, welfare needs, farm workforce pressure.
Tsunami	Not a direct Ōhura hazard due to inland location. Residents travelling in coastal areas: if strong or long shaking occurs, move to high ground immediately without waiting for a warning.	Indirect impacts: supply chain disruption, freight delays. Direct impacts to Ōhura are unlikely.

Appendix 8 — Ōhura Flood Plain Models

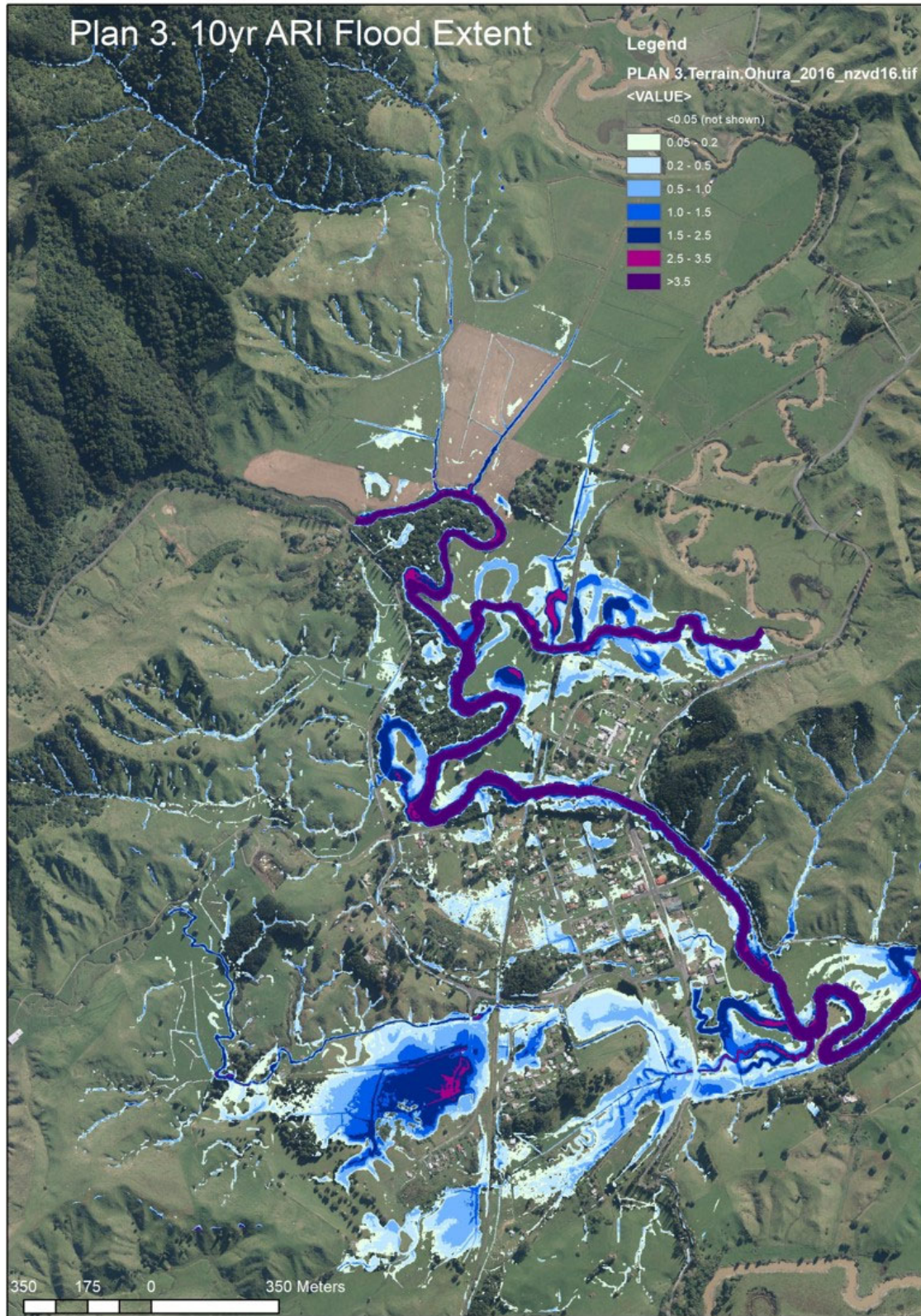
Flood extent modelling for Ōhura is available for the 5, 10, 20, 50, 100 and 200-year Average Recurrence Interval events. The full flood map set is held on [Council's InfoMap portal](#) and is also available from the Ruapehu Emergency Management Office.

Seven reference maps are reproduced below to support local planning, awareness and discussion. These maps are provided as a guide only. During an emergency, residents should follow official warnings, local triggers, observed conditions and advice from emergency services or Council.

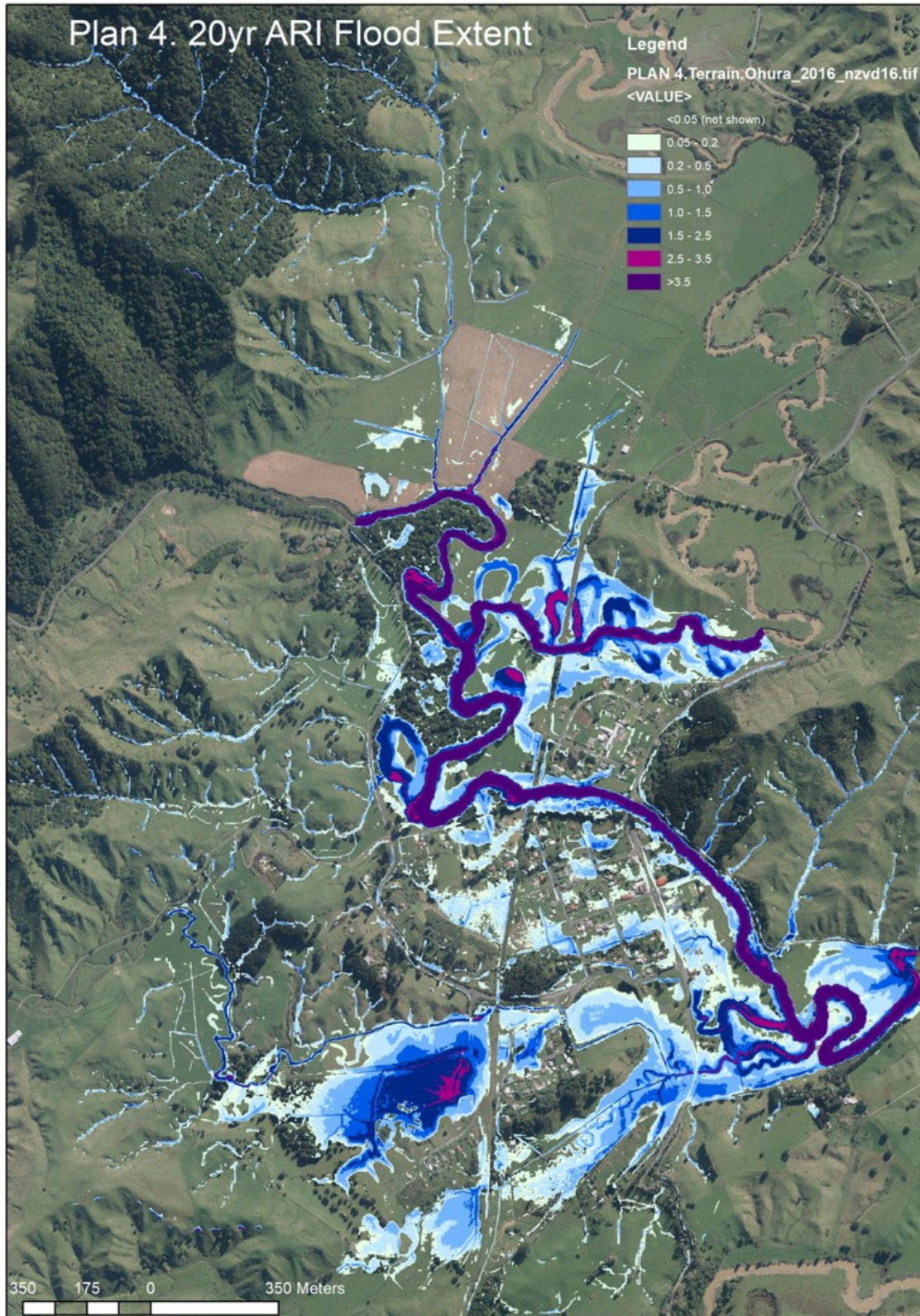
Flood Plain Model 2 – 5 Year ARI Flood Extent



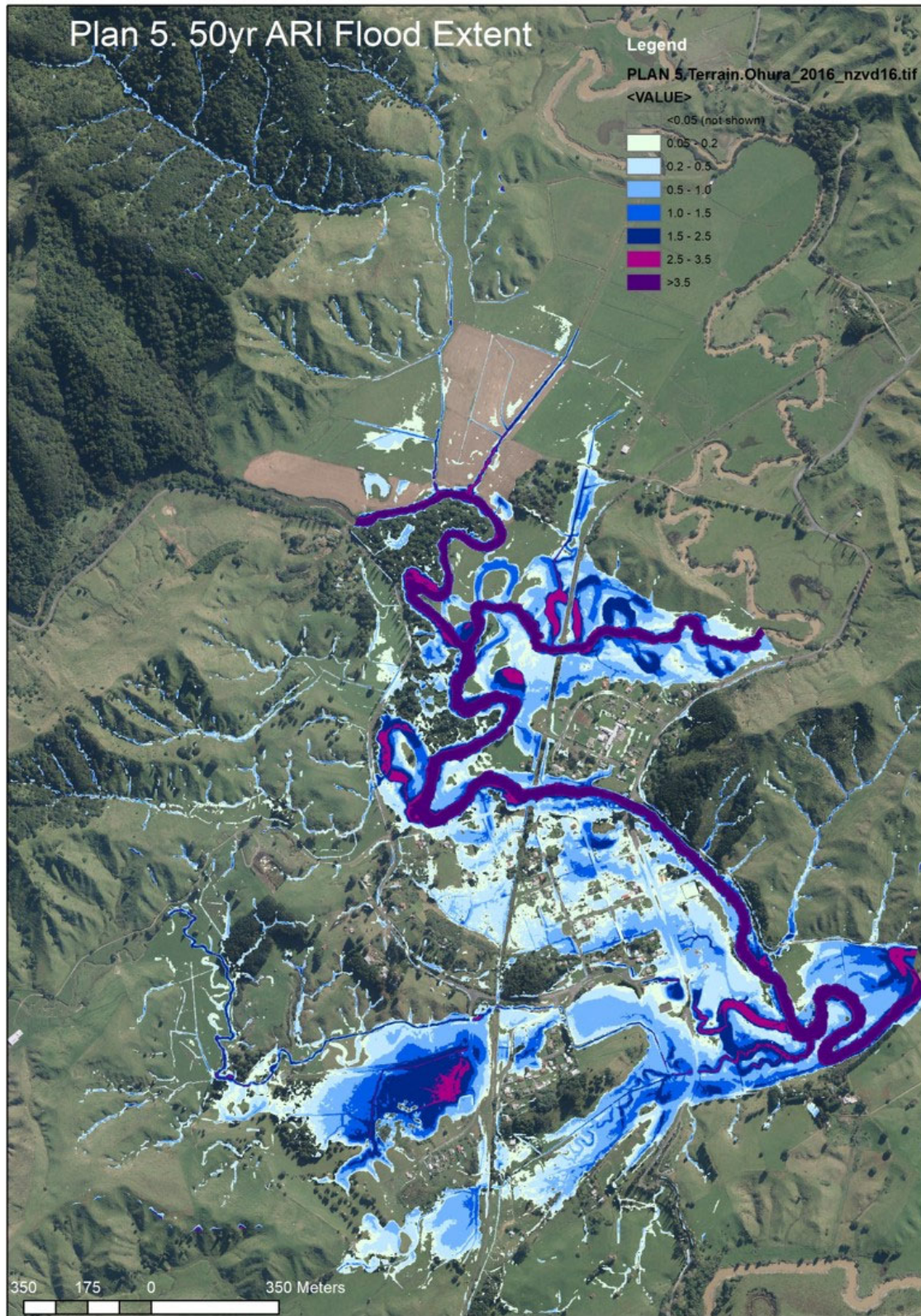
Flood Plain Model 3 – 10 Year ARI Flood Extent



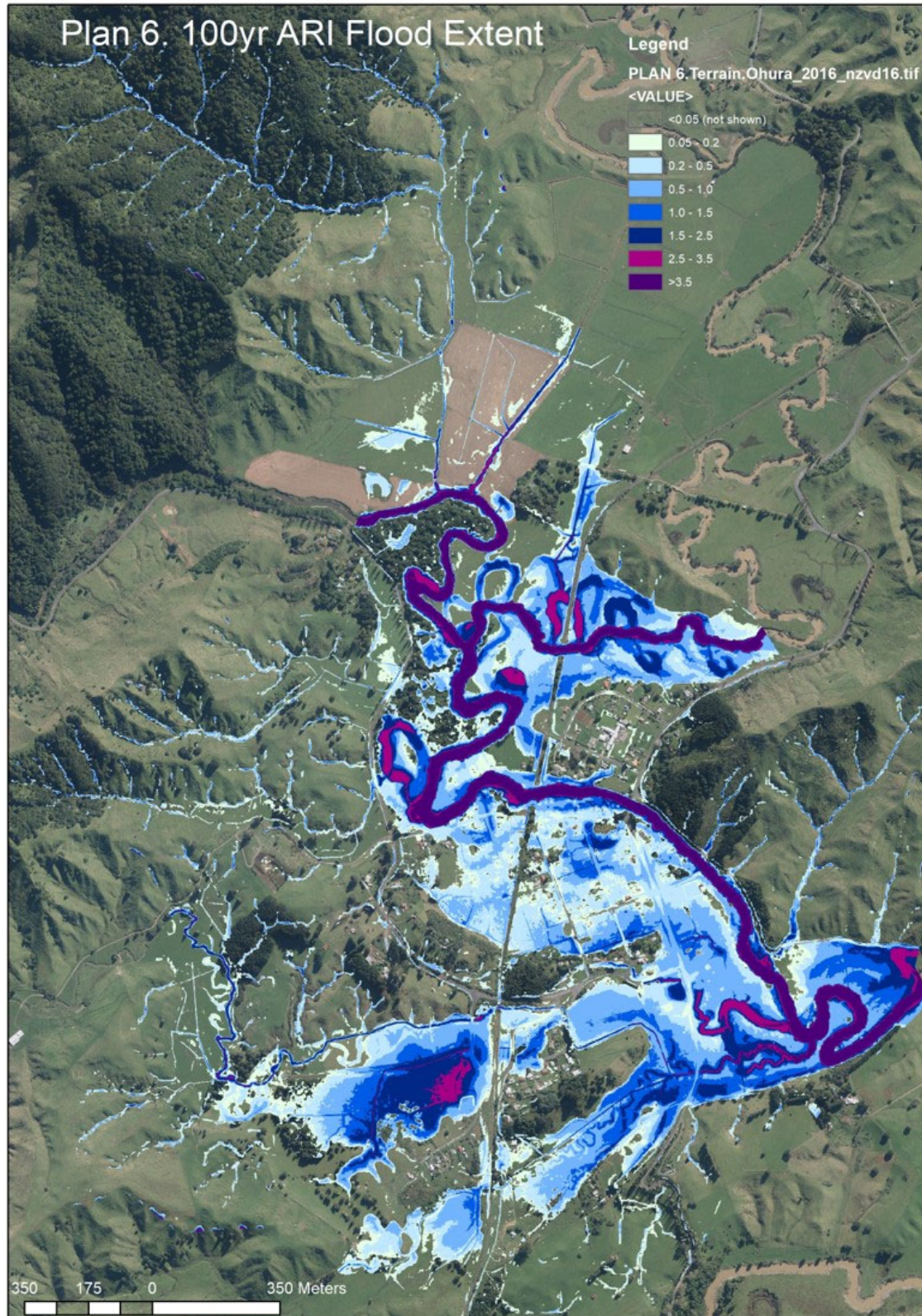
Flood Plain Model 4 – 20 Year ARI Flood Extent



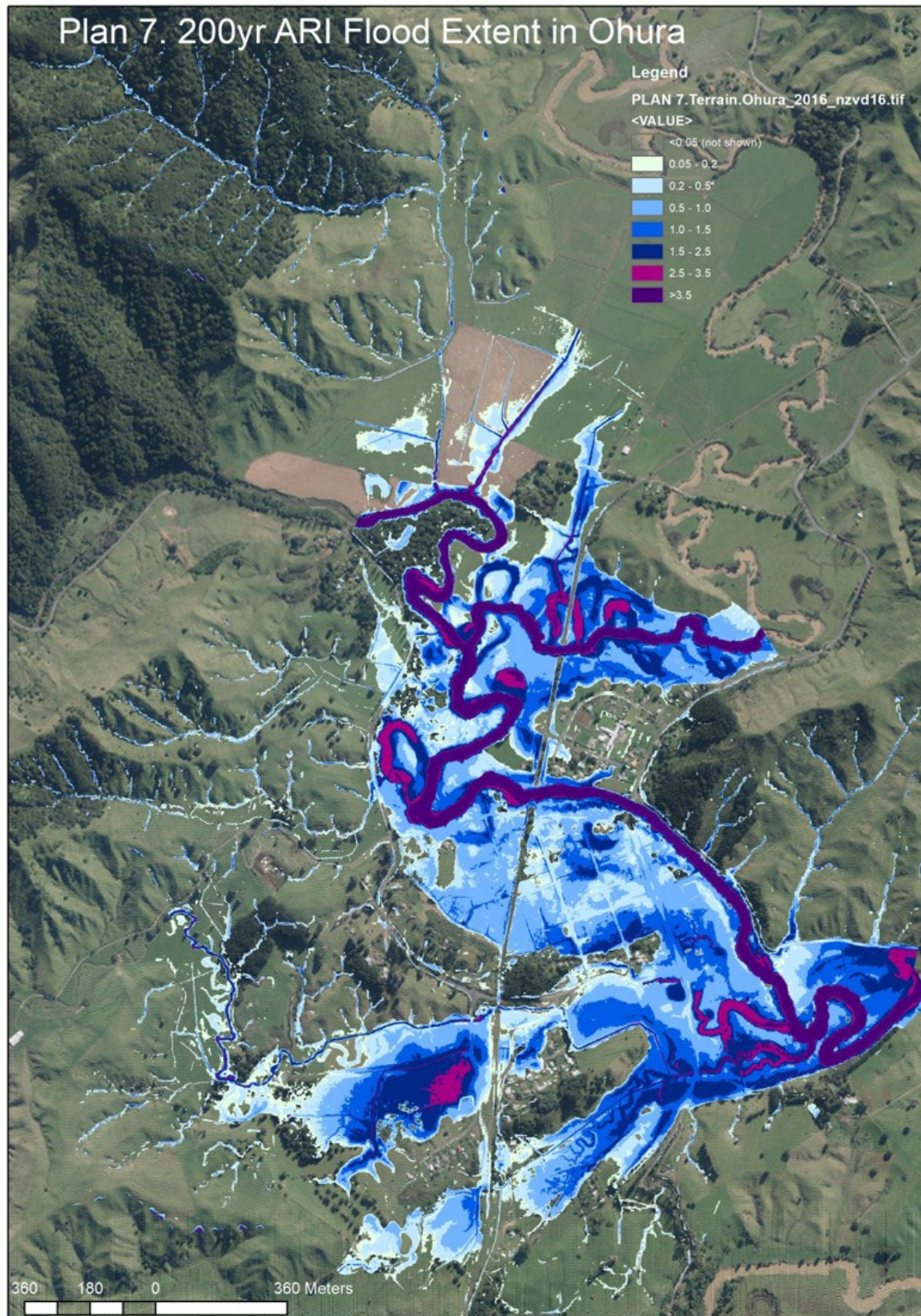
Flood Plain Model 5 – 50 Year ARI Flood Extent



Flood Plain Model 6 – 100 Year ARI Flood Extent



Flood Plain Model 7 – 200 Year ARI Flood Extent



Appendix 9 — Distribution Register

Note: Dates to be completed at the time of distribution.

Name and role	Organisation	Email	Date
Sophie Moore — Community Emergency Hub Supervisor	Ōhura Community Emergency Hub	sophiecamoore88@gmail.com	[date]
Joanna Apin — Deputy	Ōhura Community Emergency Hub	brent.joanna2015@gmail.com	[date]
Cindy Mathieson — Principal	Ōhura Valley Primary School	office@ohuravalley.school.nz	[date]
Moirā Huch – CDEM Welfare Manager	Ruapehu District Council — CDEM	Moirā.Huch@ruapehudc.govt.nz	[date]
Lucy Cody — Community Resilience Officer	Ruapehu District Council — CDEM	Lucy.Cody@ruapehudc.govt.nz	[date]
Simon Osborne — EM Officer	Ruapehu District Council — CDEM	Simon.Osborne@ruapehudc.govt.nz	[date]
Clive Manley — Chief Executive	Ruapehu District Council — CDEM	Clive.Manley@ruapehudc.govt.nz	[date]
Morgan Formston — Welfare Manager	Manawatū-Whanganui CDEM Group	morgan.formston@horizons.govt.nz	[date]
Molly Jeffries — Board Chairperson	Taumarunui-Ōhura Community Board	Molly.Jeffries@TOCB.ruapehu.govt.nz	[date]