

Westport Flood: Evacuation Response Plan

24 SEPTEMBER 2025



TO PROTECT THE PRIVACY OF INDIVIDUALS, NAMES AND CONTACT DETAILS HAVE BEEN REMOVED FROM THIS PUBLIC VERSION OF THE PLAN



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1. Purpose

This is a Response Plan for Civil Defence Emergency Management (CDEM) Controllers, Emergency Operations Centre (EOC) staff and stakeholders directly involved in carrying out a flood-related evacuation of Westport and surrounding areas such as Carters Beach and Snodgrass.

This Plan aims to:

- **Risk Assessment and Timing:** Identify critical information needed to determine:
 - the need to evacuate, and
 - appropriate timing and level of an evacuation response based on flood risks and vulnerabilities in at-risk areas.
- **Resource Estimation:** Estimate numbers of evacuees, types of support required, and transport and accommodation resource requirements for assisted evacuees.
- **Stakeholder Engagement:** Guide stakeholder engagement and initial public communications about the evacuation.
- **Operational Guidance:** Outline specific evacuation phases, processes and tasks, and guidance for detailed operational planning and decision-making.

2. Background

An evacuation will occur when a predicted flood is assessed as likely to create unacceptable safety risks. The evacuation response will be managed in accordance with the Coordinated Incident Management System (CIMS). It is likely that a decision to initiate an evacuation response will be preceded by, or coincide with, declaration of a State of Local Emergency under the Civil Defence Emergency Management Act 2002.

The primary focus of this Plan is a 'maximum credible event' such as a Buller River flood that exceeds the flood protection scheme's design levels of service. This focus enables timely and thorough preparation with scaling back where evacuation of fewer people is appropriate.

The design levels of service will increase as progress is made with the planned 16-kilometre flood mitigation work programme, to help protect Westport from future severe flooding. The flood protection scheme currently under development is being designed to contemporary high geotechnical standards.

Measurement, forecasting, monitoring systems and field observations mean that there will usually be adequate time to inform people of the flood risks, the need to get to a place of safety or to seek any help they may need. However, it is also important to keep in mind the possibility of a sudden, unexpected breach of the protection scheme.

Life safety risk assessments will take a precautionary approach – which will generally mean deciding to evacuate sooner rather than later. Waiting for a major flood threat or problem with the protection system to occur before making an evacuation decision puts people's lives at risk. This means that there may be occasions where an evacuation occurs only to find that the flood is not as bad as expected. Getting this balance right is not always easy, but the key priority is ensuring that people are safe.

3. Key Definitions

- **Assisted Evacuee:** A person or household at risk who cannot access a vehicle and needs transport assistance. Assistance may also include help with accommodation or parking for motorhomes and caravans at a place of safety.
- **At-Risk Area:** A geographical area that must be evacuated due to a high likelihood of flooding posing unacceptable safety risks to people in that area.
- **Civil Defence Centre:** A facility at or near a place of safety where assisted evacuees can get information, advice, and additional support.
- **D4H:** A web-based platform used to provide information, real-time situational awareness, and manage tasks during emergencies.
- **Evacuation Trigger:** River level thresholds in the Trigger Action Response Plan that indicate when an evacuation should start, based on the likelihood of a flood creating unacceptable safety risks.
- **Evacuation Zone:** A designated part of the at-risk area set up to help manage and prioritise the evacuation process and workload based on available time and resources.
- **Flood Impact and Risk Specialist Team (FIRST):** A West Coast Regional Council technical advisory team consisting of experts from the Council's catchments and hydrology teams.
- **Maximum Credible Event:** Hypothetical worst-case flood scenarios, particularly in terms of life safety risk, for the geographical area being considered.
- **Place of Safety:** A location that is safe from immediate threats where evacuees can shelter until it is safe to return.
- **Registration Centre:** A safe facility primarily for processing assisted evacuees, also providing initial help and advice to others.
- **Self-Evacuee:** A person or household that can leave their location on their own using their own transport and having arranged their own place of safety.
- **Trigger Action Response Plan (TARP):** A document that outlines specific actions to take and who is responsible when certain conditions or 'triggers' occur.
- **Vulnerable People:** Individuals needing extra support beyond transport and accommodation, including the elderly, those with disabilities, and culturally and linguistically diverse (CALD) community members, as well as some tourists.

4. Evacuation Trigger Criteria

Evacuation decisions involve assessing the likelihood that a specified trigger level in the TARP will be passed and when that will happen. This will occur with support and guidance from the Flood Impact and Risk Specialist Team (FIRST) and other expert advisors with reference to:

- **Severe Weather Warnings:** Red or Orange heavy rainfall warnings from MetService that predict significant accumulation over a short period in catchment areas.
- **Cumulative Rainfall:** The effect of rainfall over several days and/or the extent ground is already saturated. Snow melt may also be a factor.
- **Modelling, Measurements and Field Observations:** Outputs from predictive flood modelling tools along with:
 - field measurements and observations, including from river and rain gauges, and geotechnical and structural performance monitoring,
 - satellite imagery,
 - rain radar (if available), and

- expert opinions.
- **Geotechnical and Structural Considerations:** Factors affecting the performance and reliability of the protection scheme during a flood event.

Other important contextual considerations for an evacuation decision may include:

- adverse weather conditions reducing effectiveness of resources such as aerial and vehicle-based operations and increasing risks to personnel,
- road or bridge closures affecting resource placement and/or egress routes for evacuees,
- relatively large numbers of people at risk (eg, peak tourist season or visitors attending an event),
- time of day – the evacuation process will be much safer if it can start and be completed during daylight hours, and
- progress made with the flood mitigation work programme and varying breach characteristics and locations within the stop bank/wall protection network which may present different levels of risk.

Appendix One provides information about potential situational risks and issues and mitigation options.

Appendix Two is the Buller River flood TARP setting out escalating response levels and actions up to the point of an ‘evacuation trigger.’ This includes pre-evacuation monitoring, risk assessment and public information management.

At the evacuation trigger point indicated in the TARP, if it has not already occurred, decisions will be made about:

- an emergency declaration under section 68 of the Civil Defence Emergency Management Act 2002 (CDEM Act) and
- a mandatory evacuation direction under section 86 of the CDEM Act.

Appendix Three is the Westport Operational Evacuation Plan. This is a set of templates and other guidance information to assist the Emergency Operations Centre to step through evacuation decisions. It also includes prompts and contact information required to support effective implementation. This information is maintained and updated on the D4H web platform so the current D4H version may vary from that included in this appendix.

5. Evacuee Estimates

Reasonably accurate estimates for the following are critical for resource planning.

- Maximum potential evacuee numbers.
- Self-evacuees who can leave without assistance.
- Assisted evacuees requiring transport and/or accommodation.
- Additional support needs of vulnerable individuals.

The estimates and the % assumptions indicated in the following tables were developed with reference to Census/statistical information about the population, households and local tourism. They are designed to be conservative (ie, on the safe side).

Table 1: Population groupings and basic needs assessment

Total # requiring evacuation	Self-evacuation without assistance (50%)	Have place to go but need help to get there (25%)	Have camper or caravan but no place to go (10%)	Have own transport but no place to go (7.5%)	Do not have transport and have no place to go (2.5%)	Need focused community support (2.5%)	Refuse to evacuate (2.5%)
4,200	2,100	1050	420	315	105	105	105
Basic needs other than information and advice	None	Registration and Transport	Registration and Place to go	Registration and Accommodation	Registration, Transport, Accommodation	Registration, Transport, Accommodation, Support	Encouragement and possible removal to safe place by Police

Table 2: Number of people requiring transport support

Have place to go but need help to get there	Do not have transport and have no place to go	Need focused community support	Total number requiring transportation	Total with 10% contingency added (rounded)
1050	105	105	1260	1400

Note: The 10% contingency is for tourists who do not have their own transport but can arrange accommodation in another location themselves, plus a further allowance for some of the people who refuse to evacuate and are removed by Police.

Table 3: Number of camper vans and caravans owned by Westport residents requiring a place to go

Number of campers and caravans	Comment
300	Assumes 50% of the 420 people is made up of couples and that there will be a small number of family groups – eg, parent(s) and one or more children

Table 4: Number of accommodation beds required for Westport residents who do not have a place to go

Number of accommodation beds required	Comment
575	Made up of 315 people who have own transport but no place to go, 105 people who do not have transport or a place to go, all 105 people requiring focused support, and 50 (roughly half) of the people who may be removed after refusing to evacuate.

Table 5: Number of people/households to be processed at the transition hub (excluding people with camper vans and caravans*)

Have place to go but need help to get there	Have own transport but no place to go	Do not have transport and have no place to go	Need focused community support	Total number of people	Number of households (approx)**	Total households with 10% contingency (rounded)***
1050	315	105	105	1575	1200	1300

* People with camper vans and caravans to be processed separately from others.

** Assumes around 50% of the 1575 people will be made up of couples or other family groups – so total households for processing is around 1200.

*** Contingency for a few tourists without transport and some of the people who refused to evacuate and are removed by Police.

Companion animals

Companion animals are an important part of people's families and should be included in all operational planning.

Calculations based on Buller District Council information on numbers of registered dogs indicate there may be up to 1,500 dogs in the areas at risk of flooding. Information in a 2024 Companion Animal New Zealand report also indicates that there will likely be more cats than dogs. Based on that information, up to 2000 is a reasonable estimate of the number of cats. Other types of pets will need to be managed too, but they will be relatively few.

The Ministry for Primary Industries has provided the following points for consideration in operational planning and to guide actions taken during the evacuation response.

- Animal owners will want to take their pets with them when they evacuate.
- Animal owners may refuse to evacuate if they cannot take their pets and this may disrupt the evacuation process.
- CDEM and first responders need to plan for and permit animal owners to take their pets with them.
- First responders eg. police should not prevent animal owners taking their pets unless it is unsafe or the owners are in imminent danger.
- Generally animal owners will want their pets to be accommodated either with them or close by.
- CDEM should plan for evacuation facilities to receive pets or plan alternative sites where pets can be housed.
- Evacuated people will have to look after own animals as there may be no outside assistance.
- Some people will be scared of or not accustomed to animals so there needs to be some ability to separate these people from animals.
- Note that pets are likely to be feeling stressed when evacuated and dogs especially may become aggressive.
- Disability assist dogs must not be prevented from being with their owners regardless of whether the place of safety permits pets or not. Disability Assist Dogs are dogs that are trained or qualified to provide vital assistance to: the Deaf/hearing impaired, blind/vision impaired, people with physical impairments, autism spectrum disorder, neurological or psychiatric conditions, or in seizure alert and seizure response.
- Note that lifestyle block owners will often bring their animals with them such as sheep, goats, pigs, poultry etc and CDEM needs to plan for this.
- Animals should be registered as well as their owners when entering an evacuation site.
- It is a good idea to identify facilities that could act as a temporary animal shelter. These could include showgrounds, saleyards, racecourses, slaughter premises yards, schools, community halls, sports facilities e.g. tennis courts and sports ground facilities.
- The West Coast Regional Animal Welfare Emergency Plan ([West Coast Animal Welfare Plan](#)) contains an appendices on possible temporary animal shelter sites and animal registration templates. The Buller CDEM Group has a list of specific sites in the area which may be able to house animals temporarily.
- For advice on animals in emergencies or evacuation contact the Ministry for Primary Industries, SPCA, Animal Control or local veterinary clinics.

6. Evacuation Phases

The evacuation process is a structured response with five key phases requiring coordination among various agencies and community organisations. The figure below is a summary of evacuation phases and how they are likely to progress over time.

Figure 1: Evacuation phases and timing

Phase	Progress over time (actual times will vary for each event)					
Decision Phase Evacuation decision and initiation						
Warning (Mobilisation) Phase Mobilisation of resources and public information about the evacuation						
Withdrawal (Evacuation) Phase Self-evacuation, registration, assisted evacuation, post-evacuation checks and cordons to maintain security						
Shelter Phase Place of safety and welfare support						
Return Phase Return decision, public information and assistance						

Figure 2: Evacuation objectives and strategies/tasks associated with each phase

Objectives	Strategies/Tasks
Decision Phase - Ensure timely, accurate flood risk assessment to confirm if and when a TARP evacuation trigger will occur; and any need to prioritise higher risk areas. - Provide a coordinated decision-making and communication process for key stakeholders. - Provide initial public information to prepare the community for potential evacuation. - Prepare to mobilise evacuation resources.	- Set up an Emergency Operation Centre for real-time communication and coordination among responders. - Risk assessment using technology as appropriate and timely decision-making. - Commence TARP implementation. - Follow established protocols to communicate evacuation decisions to all stakeholders promptly. - Deliver initial, pre-prepared public messaging for the relevant scenario targeting different audience segments (residents, tourists, vulnerable populations), including by collaborating with local leaders to disseminate information.
Warning (Mobilisation) Phase - Mobilise evacuation resources. - Communicate to all in the at-risk area the need to self-evacuate at the earliest opportunity if they can do so. - Provide clear instructions to others who need assistance to evacuate. - Provide sufficient time and information for people to understand and accept that the risks are real, to pack and to leave.	- Complete TARP implementation. - Clearly delineate evacuation zones to prioritise and manage the flow of evacuees. - Arrange for buses and other vehicles to assist with transporting assisted evacuees to Registration Centres and places of safety. - Set up Registration Centres and systems to allow tracking of who has evacuated. - Confirm places of safety for assisted evacuees and activate these with necessary supplies and services (food, water, medical supplies, and support services). - Use multiple communication channels to inform the public of the evacuation decision, reasons for it, and what they should do. - Provide concise guidance on packing essentials, evacuation routes, Registration Centres, and places of safety. - Distribute checklists outlining essential items to bring, including medications, important documents, and personal items. - Provide clear timelines for when residents should evacuate and when the evacuation will be closed.

Objectives	Strategies/Tasks
	- Continue collaborating with local leaders to disseminate information quickly and ensure understanding. - Deploy trained personnel at key locations to guide evacuees and provide support during the evacuation, including to assist vulnerable people.
Withdrawal (Evacuation) Phase - Facilitate a smooth and organised evacuation process. - Register assisted evacuees and provide support or further information to them and others at the Registration Centre(s). - Transport assisted evacuees to a place of safety – in accordance with any prioritisation decisions - Maintain security of evacuated areas and prevent unauthorised entry. - Confirm that all people at risk have evacuated. - Provide ongoing public information as appropriate.	- Use the D4H platform to support registration and provide live updates on evacuation progress and any changes in routes or safety information. - Establish Civil Defence Centres at or close to each place of safety. - Place large, easy to read signs at regular intervals along routes and use electronic signs to provide real-time updates on conditions and routes. - Establish information stations at community centres, schools, and other public places to provide updates and resources. - Ensure information is available in multiple languages to assist non-English speakers. - Facilitate ride-sharing opportunities for those who can offer or need transportation. - Conduct door-to-door outreach in high-risk areas to ensure residents are aware of the evacuation and have the necessary information. - Position security personnel at key entry points to control access to evacuated areas. - Implement protocols for who can enter the area, including emergency services and authorised personnel only. - Use surveillance and patrols to ensure the security of properties and deter unauthorised entry. - Complete field checks to ensure that all people have evacuated.
Shelter Phase - Ensure the safety and well-being of evacuees in post-evacuation settings. - Facilitate access to essential services, resources, and assistance during and after the evacuation process. - Provide ongoing public information as appropriate.	Activate Welfare Plan and provide shelter and welfare support to assisted evacuees at each place of safety for as long as necessary.
Return Phase - Ensure timely, accurate risk assessment to confirm when evacuees can return. - Enable a timely, safe and orderly return. - Provide ongoing public information and assistance as appropriate. - Gather evacuee feedback on the evacuation experience. to inform future improvements	- Risk assessment and decision-making – after thorough assessments of evacuated areas to identify hazards and ensure they are safe for re-entry. - Follow-up with registered evacuees to confirm any further information or support needs and obtain feedback on the evacuation process.

Appendix Four provides further information to guide the evacuation process and related decision-making.

Appendix Five provides further information to guide the delivery of pre-prepared, initial public messaging that can be tailored to events and ongoing updates.

Appendix Six provides further information on places of safety.

Appendix Seven is a schedule of key resources available to support the evacuation response.

Appendices

Appendix One: Potential Situational Risks and Issues

The table below identifies key situational risks and issues that could be encountered and may need to be considered and addressed while implementing this Plan. Possible mitigation strategies are identified but, as most of the consequences are assessed as severe, it may be difficult to achieve a timely and complete mitigation. This does not substitute for assessments and measures for health and safety purposes.

Key Risks/Issue(s)	Likelihood	Consequences	Mitigation Strategy
Loss of telecommunication channels to issue warning and public information	Critical	Severe	Arrange door to door delivery of evacuation warning and public information and mobile public announcement systems (if available).
Not enough warning to evacuate (major inundation that occurs rapidly)	High	Severe	- Maintain real time situational awareness through automated monitoring and field checks at relevant observation points. - Develop situation specific trigger points with reference to available intelligence. - Take a proactive, preventative and precautionary approach to the situation.
Residents do not evacuate	High	Severe	- Develop comprehensive and enduring public awareness of the risks of flooding, emphasising the importance of preparedness, and timely evacuation. - Provide information to ensure residents aware of serious life safety risks. - Encourage self-evacuation and provide advice on how they can access support if they need it. - If emergency declaration in place highlight this fact. - Identify properties where people are remaining through field checks and refer to Emergency Operations Centre for appropriate follow-up (eg, Welfare and/or Police enforcement if appropriate).
Residents physically unable to evacuate	Med/High	Severe	- Individual cases managed through Operations function or Registration Centre as appropriate to coordinate assistance through agencies as required. - NZDF and FENZ resourcing may also be available to assist
Residents return early	High	Severe	- If emergency declaration in place highlight this fact and associated access restrictions - Maintain staffed cordons and, if appropriate, refer any cordon breaches to Police for enforcement

Appendix Two: Trigger Action Response Plan

The purpose of this Standard Operating Procedure (SOP) is to establish clear guidelines and protocols for responding to flood events in Westport coursed by the Buller River.

The need for this SOP arises from the following key factors:

1. **Clarity and Consistency:** This SOP provides a structured approach to flood response, ensuring that all personnel understand their roles and responsibilities, which leads to a more coordinated and effective response during emergencies.
2. **Risk Management:** By establishing specific flood triggers, this SOP facilitates timely and appropriate actions, thereby minimising risks to life, property, and the environment.
3. **Improved Preparedness:** The SOP outlines detailed actions to be taken at various stages of a flood event, enhancing community readiness and resilience while ensuring efficient allocation of resources.
4. **Training and Reference:** This document serves as a training tool for new personnel and a reference for existing staff, ensuring familiarity with procedures and reducing confusion during emergencies.
5. **Regulatory Compliance:** This SOP helps ensure compliance with regulations concerning emergency management and flood response.
6. **Documentation and Accountability:** By providing a documented process for flood response, this SOP allows for review and evaluation post-incident, fostering accountability and continuous improvement.
7. **Community Trust:** A well-defined SOP demonstrates a commitment to safety and preparedness, building trust within the community and assuring residents of a planned response to potential flood events.

Review Dates

This SOP will be reviewed annually to ensure its effectiveness and relevance.

The next review is scheduled for **March, 2026**.

EMO Buller
West Coast Emergency Management
March 2025

Buller River

The Buller River (177 km) is the thirteenth longest, and its catchment is the fifth largest in the country 6,380 square kilometres. The average annual flow is approximately 429 cubic metres per second. The 1926 Buller River flood, estimated at over 12,700 cubic metres per second, is generally recognised as the highest flood flow of any New Zealand river.

In the Upper Buller area, the Buller River has three major tributaries (the Gowan, the Matakitaki and the Maruia Rivers) along with many other smaller tributaries (including the Hope, Owen, Mangles and Matiri Rivers). The river can rise at a rate of 1m every 2 hours



Deciding on the Activation Level

The matrix as a map that guides you on **what to do** depending on **how serious** the situation is and **how bad it looks**. It helps you respond quickly and correctly.

How to use this matrix:

1. **Determine the situation awareness Score:**
 - Based on your initial situation awareness score page 4 (from 0 to 10+).
2. **Assess the severity of the situation:**
 - Is it minor, moderate, major, severe, or a sudden event, use the Level of activation descriptors matrix (page 5)?
3. **Find the corresponding cell:**
 - Cross-reference the severity row with the score column.
4. **Follow the prescribed action:**
 - For lower scores (0-4), monitor at a basic level (Level 1 or 2).
 - As the score increases, the action escalates:
 - For scores 4-7, monitoring at a higher level.
 - For scores 7-10 and above, activate higher alert levels (Level 4, 5, or 6)

Example:

If you see something **Major** happening and the score is **8**, look at the row for **Major** and the column for **7-10**. The box says "Activation level 5", so you should take a more serious action.

EOC Activation Levels		Initial Situation Awareness Score			
		0-4	4-7	7-10	10+
Severity	Minor	Activation Level 1	Activation Level 2	Activation Level 4	Activation Level 4
	Moderate	Activation Level 2	Activation Level 3	Activation Level 4	Activation Level 5
	Major	Activation Level 2	Activation Level 4	Activation Level 5	Activation Level 6
	Severe	Activation Level 3	Activation Level 4	Activation Level 5	Activation Level 6
	Sudden onset event	Activation Level 3	Activation Level 4	Activation Level 5	Activation Level 6

Initial Situation Awareness

Incident/Notification:

What has or could happen?
Where has it or could it happen?
When did it or could it happen?

Date:	Time:	Score	Prepared by:
Incident Assessment		Value	Score
Concurrent events (e.g. Flood and Earthquake)	Single Incident	1	
	Multiple incidents	2	
Communities affected (EOC) Districts affected (ECC)	Single area	1	
	Multiple areas	2	
Lead agency	WCEM (Civil Defence)	1	
	Other Agency	0	
Responding agencies	None	0	
	Emergency services	1	
	Multi-agency Response	2	
Met Service Weather Forecast	No weather issues	0	
	Orange warning	2	
	Red warning	3	
Predicted River impact		1	
	8.5m	2	
	10m	3	
	11 +	4	
Time of day	Morning daylight	0	
	Dark in 4 to 6 hours	1	
	Dark in 1 to 3 hours	2	
Access Predicted access in and out to the community or district	Good access	0	
	Moderate access	1	
	Poor access	3	
Communications Potential impact to communications?	All comms available	0	
	Partial comms	1	
	Alternate Comms	2	
Threats to life or impacts on people? Real or potential	No	0	
	Yes – low population	1	
	Yes – high population	2	
Impacts to animals or property?	No	0	
	Yes	1	
Out of District personnel required?	No	0	
	Yes	1	
Support resources (equipment) required?	No	0	
	Yes	1	
Complete the impact analysis and then score on the activation matrix for activation level.		Total	Note actions required

Design Flood Analysis.

Time period	Buller Rv at Te Kuha 26/05/1951 - 01/07/2024	Inangahua Rv at Landing 23/11/1963 - 01/07/2024	Buller Rv at Woolfs 30/10/1963 - 01/07/2024
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Rating Period	06/08/2022 15:00		23/02/2025 07:50		21/06/2022 04:40		
ARI	AEP	Stage	Flow	Stage	Flow	Stage	Flow
1	0.98	7100	2826	3600	744	3900	1328
2.33	0.43	9500	4937	5000	1532	6100	3031
5	0.2	10400	5964	5500	1877	6800	3628
10	0.1	11200	6800	5900	2143	7200	4028
20	0.05	11800	7601	6300	2386	7500	4353
50	0.02	12600	8638	6800	2683	7900	4700
100	0.01	13200	9416	7000	2894	8100	4916
200	0.005	?*	10190	?*	3095	8300	5098

Level of activation descriptors		Severity			
		Minor	Moderate	Major	Severe
Response level	Consequences/ impacts	A small number of the population in the area are / would be / could be impacted	Some of the population in the area are / would be / could be impacted	Many of the population in the area are / would be / could be impacted	A majority of the population in the area are / would be / could be impacted
	Resources	Manageable within available resource and capacity	Requires some allocation of resource	Resource limits and capacity are full	Resource limits and capacity are exceeded
	Public, political and media interest	Minimal to no interest Routinely managed	Some degree of interest Senior leadership and executives are engaged	Significant degree of interest Elected officials and ministers are engaged	Global interest Elected officials and ministers are engaged
	Response and recovery characteristics	Familiar/routine/predictable Known solutions to familiar/routine/predictable problems	Mostly familiar/routine/predictable with some degree of irregularity Known solutions to known but irregular problems	Mostly irregular with some degree of familiarity and predictability Mostly known solutions to irregular and possibly unknown problems	Unfamiliar/unprecedented/unpredictable Unknown solutions to unknown problems
	Sudden onset event	Minimal to no interest Routinely managed	Mostly familiar/routine/predictable with some degree of irregularity Known solutions to known but irregular problems	Mostly irregular with some degree of familiarity and predictability Mostly known solutions to irregular and possibly unknown problems	Unfamiliar/unprecedented/unpredictable Unknown solutions to unknown problems

Activation Level Guidelines and EOC Staffing Levels

LEVEL	EOC PERSONNEL REQUIREMENTS PER-SHIFT	NUMBER of staff
Activation Level 1 The incident is minor, with minimal potential impact on the population. The situation is manageable with existing resources, and monitoring is sufficient to ensure no escalation occurs.	WCEM Duty officer EMO	1 – 2
Activation Level 2 The incident presents a moderate concern, requiring closer observation. Some resources may need to be allocated to manage the situation effectively, and ongoing monitoring is essential to assess any changes.	WCEM Duty officer WCEM Manager EMO or Response Manager Controller PIM	WCEM 5 1-4
Activation Level 3 The incident is significant, with potential impacts on a portion of the population. Immediate action and detailed monitoring are necessary to prepare for the possibility of escalation to a full activation.	EMO or Response Manager Controller Intelligence Logistic PIM Operations	WCEM 5 EOC 6
Activation Level 4 The incident has the potential to impact on the community the Emergency Operations Centre (EOC) is activated with limited staff. Resources are available, Emergency Services are not screeched and limited coordinated is needed.	EOC: Partial Response Team Controller Response Manager Intelligence Logistic PIM Operations	8
Activation Level 5 The situation is severe, requiring the activation of the EOC. A multi-agency response is essential; resources will be necessary to manage the incident effectively. 24 hr Shifts: 3 x 8 hrs or 2 x 12 hrs	EOC: Full Response Team Controller: x1 Controllers Executive Assistant: x1 Response Manager: x1 Intelligence: x2 Logistics: x2 Safety: x2 PIM: x2 Welfare: x2 Planning: x2 Operations: x2 Recovery: x2	18
Activation Level 6 Large scale event has occurred or will occur, necessitating full activation of the EOC. This level demands urgent action and the mobilisation of all available resources to address the immediate impacts on the population. 24 hr Shifts: 3 x 8 hrs or 2 x 12 hrs	EOC: Full Response Team Controller: x2 Controllers Executive Assistant: x1 Response Manager: x2 Intelligence: x4 Logistics: x4 Safety: x4 PIM: x4 Welfare: x4 Planning: x4 Operations: x4 Recovery: x4	45

Buller River From WCRC Flood Manual	River Alarm 1 Buller Rv @ Te Kuha 7.4m Buller Rv @ Woolfs 5m Inangahua Rv @ Landing 4.1m	River Alarm 3 8.4m	River Alarm 4 10m 10.4 is a one in five-year event	River Alarm 6 11.8m 11.2 is one in ten-year event
Severe Weather Warning Met-Service will issue a Severe Weather Warning whenever there is an expectation that any of the following weather conditions will occur within the next 24 hours: - Widespread* rainfall greater than 50mm within 6 hours or 100mm within 24 hours. - Widespread* severe gales with a minimum mean speed of 90km/h or frequent gusts exceeding 110km/h. *"Widespread" means over an area of 1000 square kilometres or more. Water travel time to Westport (hours) Lower River Sites Te Kuha (1-2) Essential Mid Catchment Woolfs (3-6) Landing (3-6) Paparoa (2-4) Important Mid Catchment Longford (5-12) Mangles at Gorge Matiri at L. Outlet Buller at L.Rotoiti Early Warning and High Altitude Conical Hill (5-9)	Heavy rain warning issued for Buller by Met-Service Technical and Modelling Advice WCRC Hydrology Duty officer Met-Service alerts Buller River Catchment Engineer (WCRC) Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring Past Event Advice What Happens: - Orowaiti overflow starts - O’Connor’s, Te Kuha and Durkin farm starts flooding - Nine Mile Road starts flooding. (7.5m)	Met-Service forecast further rainfall across the catchment Heavy rain occurring Technical and Modelling Advice WCRC FIRST team briefing 11am & 5pm (more if needed) Met-Service alerts and briefing if required Buller River Catchment Engineer (WCRC) Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring Past Event Advice What Happens: Water lapping over highway at Inangahua Junction (4.32m at Woolf’s)	Met-Service forecast further rainfall across the catchment Heavy rain occurring Technical and Modelling Advice WCRC FIRST team briefing 11am & 5pm (more if needed) Met-Service alerts and briefing if required Buller River Catchment Engineer (WCRC) Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring Past Event Advice What Happens: Water over road at Hawkes Crag. Buller River starts backing up Westport’s Stormwater System.	Technical and Modelling Advice WCRC FIRST team briefing 11am & 5pm (more if needed) Met-Service alerts and briefing if required Buller River Catchment Engineer (WCRC) Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring Past Event Advice What Happens: Westport is flooded
	Actions to be taken: Information on potential flooding to disseminated to: Farmers with at risk farms Business’ with at risk people - DOC re tracks and camp sites - O’Conor home - Idea Services Pumps: Hire Pumps (how many where do they go) Sandbags: Checks to be made to ensure mitigations are working: - Snodgrass valve	Actions to be taken: Information on potential flooding to disseminated to: Farmers with at risk farms Business’ with at risk people - DOC re tracks and camp sites - O’Conor home - Idea Services Pumps: Hire Pumps (how many where do they go) Sandbags: Checks to be made to ensure mitigations are working: - Snodgrass valve	Actions to be taken: Information on potential flooding to disseminated to: Farmers with at risk farms Business’ with at risk people - DOC re tracks and camp sites - O’Conor home - Idea Services Pumps: Hire Pumps (how many where do they go) Sandbags: Checks to be made to ensure mitigations are working: - Snodgrass valve	Actions to be taken: Information on potential flooding to disseminated to: Farmers with at risk farms Business’ with at risk people - DOC re tracks and camp sites - O’Conor home - Idea Services Pumps: Hire Pumps (how many where do they go) Sandbags: Checks to be made to ensure mitigations are working: - Snodgrass valve
		Local Known Flooding Observation Points Useful for operational response to localised flooding. - Swing by Buller Bridge 41°45'48.0"S 171°35'52.0"E - Buller Bridge 41°45'56.8"S 171°35'51.9"E - Orowaiti River 41°45'05.9"S 171°37'43.2"E - Floating Basin 41°44'42.9"S 171°35'54.4"E - Patterson Park 41°44'40.8"S 171°36'14.6"E - Excelsior Rd Bridge 41°46'17.3"S 171°37'29.6"E - Reedy’s Farm 41°49'38.6"S 171°39'20.4"E - Martins Creek Bridge 41°45'14.4"S 171°35'02.7"E - Schadick Ave 41°44'41.0"S 171°34'24.3"E - Westport Airport 41°44'24.2"S 171°34'43.6"E - Bradshaws Rd 41°45'13.8"S 171°32'41.5"E Buller River Observation Points - Inangahua Bridge 41°51'34.0"S 171°56'44.8"E - Inangahua Landing 41°54'39.2"S 171°53'45.6"E - Buller Bridge Reefton 42°07'12.3"S 171°51'43.5"E - Reefton Swing Bridge 42°07'14.1"S 171°52'24.1"E	Local Known Flooding Observation Points - Swing by Buller Bridge 41°45'48.0"S 171°35'52.0"E - Buller Bridge 41°45'56.8"S 171°35'51.9"E - Orowaiti River 41°45'05.9"S 171°37'43.2"E - Floating Basin 41°44'42.9"S 171°35'54.4"E - Patterson Park 41°44'40.8"S 171°36'14.6"E - Excelsior Rd Bridge 41°46'17.3"S 171°37'29.6"E - Reedy’s Farm 41°49'38.6"S 171°39'20.4"E - Martins Creek Bridge 41°45'14.4"S 171°35'02.7"E - Schadick Ave 41°44'41.0"S 171°34'24.3"E - Westport Airport 41°44'24.2"S 171°34'43.6"E - Bradshaws Rd 41°45'13.8"S 171°32'41.5"E Buller River Observation Points - Inangahua Bridge 41°51'34.0"S 171°56'44.8"E - Inangahua Landing 41°54'39.2"S 171°53'45.6"E - Buller Bridge Reefton 42°07'12.3"S 171°51'43.5"E - Reefton Swing Bridge 42°07'14.1"S 171°52'24.1"E	Local Known Flooding Observation Points Useful for operational response to localised flooding. - Swing by Buller Bridge 41°45'48.0"S 171°35'52.0"E - Buller Bridge 41°45'56.8"S 171°35'51.9"E - Orowaiti River 41°45'05.9"S 171°37'43.2"E - Floating Basin 41°44'42.9"S 171°35'54.4"E - Patterson Park 41°44'40.8"S 171°36'14.6"E - Excelsior Rd Bridge 41°46'17.3"S 171°37'29.6"E - Reedy’s Farm 41°49'38.6"S 171°39'20.4"E - Martins Creek Bridge 41°45'14.4"S 171°35'02.7"E - Schadick Ave 41°44'41.0"S 171°34'24.3"E - Westport Airport 41°44'24.2"S 171°34'43.6"E - Bradshaws Rd 41°45'13.8"S 171°32'41.5"E Buller River Observation Points - Inangahua Bridge 41°51'34.0"S 171°56'44.8"E - Inangahua Landing 41°54'39.2"S 171°53'45.6"E - Buller Bridge Reefton 42°07'12.3"S 171°51'43.5"E - Reefton Swing Bridge 42°07'14.1"S 171°52'24.1"E

		5. Blacks Point 42°07'45.7"S 171°52'56.3"E 6. Murchison – Junction Buller River and Matakitaiki River 41°47'60.0"S 172°19'00.5"E	16. Blacks Point 42°07'45.7"S 171°52'56.3"E 1. Murchison – Junction Buller River and Matakitaiki River 41°47'60.0"S 172°19'00.5"E	21. Blacks Point 42°07'45.7"S 171°52'56.3"E 22. Murchison – Junction Buller River and Matakitaiki River 41°47'60.0"S 172°19'00.5"E
Communications Strategy:	Media release Radio Facebook Websites	Media release Radio Facebook Websites	Media release Radio Facebook Websites	Media release Radio Facebook Websites National Media
Key actions of EOC: 	- EOC monitoring event - Local Controller informed - IMT and agency meetings held - Limited staffing - Civil Defence stakeholders involved - Political stakeholders informed - Public informed via PIM  Escalate to Activation if necessary	- EOC coordinates the response - Controller involved - IMT and agency meetings held - Increased staffing - Civil Defence stakeholders involved - Political stakeholders informed - Public informed via PIIM  Escalate to Level Two if necessary	- EOC coordinates the response - Controller coordinates - IMT and agency meetings held - May need full staffing - Civil Defence stakeholders involved - Political stakeholders involved - Public informed via PIM  Escalate to Level Three if necessary	- Consider setting up EOC in alternate location - Activate the Westport evacuation plan - EOC coordinates the response - Controller coordinates - IMT and agency meetings held - Full staffing - Civil Defence stakeholders involved - Political stakeholders involved - Public informed via PIM
West Coast Regional Council: 	Hydrology Duty Officer: - Liaise with Duty officer or Buller EMO - Provide prediction of peak stage and timing of flood with tidal considerations & storm surge. Predictions to be made through models and communicated by likelihood of scenario outcomes - Follow flood manual protocols	Hydrology Duty Officer: - FIRST activation? - Liaise with Buller EMO/RM - Provide updated prediction of peak stage and timing of flood. Predictions to be made through models and communicated by likelihood of scenario outcomes - Follow flood manual protocols	Hydrology Duty Officer: - FIRST activation - Liaise with Buller EMO/RM - Attend IMT/Agency briefings - Follow flood manual protocols	Hydrology Duty Officer: - FIRST continued activation - Liaise with Buller EMO/RM - Attend IMT/Agency briefings - Follow flood manual protocols
Buller District Council: 	Actions: - Receive notifications - Liaise with Westreef - Activity Action plan	Actions: - Support the EOC with staff - Mayor and CE attend briefings - Mayor available for PIM as needed - Liaise with Westreef - Monitoring of three waters, roading & property - Activity Action plan	Actions: - Support the EOC with staff - Mayor and CE attend briefings - Mayor available for PIM as needed - Liaise with Westreef - Respond to service request - Activity Action plan	Actions: - Support the EOC with staff - Mayor and CE attend briefings - Mayor available for PIM as needed - Liaise with Westreef - Respond to service request - Assist with Response Action planning - Activity Action plan
Westreef: 	Actions: - Receive notifications and pass to relevant staff - Attend IMT meeting - Unsure that checks on stormwater pumps and sumps are clear of leaves have been competed - infrastructure checks - Observation process undertaken - Liaise with NZTA and update the IMT/Ops Managers	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff 3-waters, properties and roading checks carried out, update the EMT/Ops Managers - Liaise with NZTA and update the IMT/Ops Managers	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Monitoring of three waters, roading & property- update the EMT/Ops Managers - Manage Road closures, traffic management - Liaise with NZTA and update the IMT/Ops Managers	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Monitoring of three waters, roading & property- update the IMT/Ops Managers - Manage Road closures, traffic management - Assist with Response Action planning - Liaise with NZTA and update the IMT/Ops Managers
CD Community Groups: 	Actions: Receive notifications and pass to relevant information	Actions: - Attend IMT meetings - Receive notifications and pass to relevant	Actions: - Attend IMT meetings - Communications passed to relevant staff	Actions: - Attend IMT meetings - Communications passed to relevant staff

	Attend IMT meetings if required	- staff. - Monitor and respond to own community and area update the IMT and Intel Liaison	- Attend EOC briefings - Monitor and respond to own community and area property the IMT and Intel Liaison	- Attend EOC briefings - Liaison at EOC/ECC - Assist with Response Action planning - Monitor and respond to own community and area update the IMT and Intel Liaison
Police 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Road closures/traffic management	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Assist with Response action planning - Road closures/traffic management
FENZ 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison/support officer at ECC or EOC	- Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison/support officer at EOC - Assist with Response Action planning - FENZ personnel and appliances can be used to drive street, warn residents, assist with evacuation and undertake tasks requested by Police where possible.
St John 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Preposition St John Assets	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Liaison at EOC - Preparation for alternate health facilities - Assist with Response Action planning
Te Whatu Ora 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Lead psychosocial response - Preparation for alternate health facilities - Preparations are made for facilitating evacuation of health facilities - Liaison at EOC	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Preparations are made for facilitating evacuation - Preparation for alternate health facilities - Preparations are made for facilitating evacuation of health facilities - Liaison at EOC - Assist with Response Action planning

Buller Electricity Limited 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Liaison at EOC - Preparations made for the deployment of generators	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Liaison at EOC - Assist with Response Action planning - Preparations made for the deployment of generators
DOC: 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Liaison at EOC	Actions: - Attend IMT meetings - Communications passed to relevant staff - Attend EOC briefings - Liaison at EOC - Assist with Response Action planning
Lifelines: - NZTA - KiwiRail - Chorus - Telco companies	Actions: Receive notifications and pass to relevant staff	Actions: - Liaise with EOC/ECC - Attend agency briefings - Monitor our assets and update the lifelines liaison officer	Actions: - Liaise with EOC/ECC - Attend agency briefings - Monitor our assets and update the lifelines liaison office	Actions: - Liaise with EOC/ECC - Attend agency briefings - Monitor our assets and update the lifelines liaison office
Westport Airport 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT - Attend agency briefings - Communications passed to relevant staff - Liaison with lifelines officer at EOC	Actions: - Attend IMT meetings - Attend agency briefings - Communications passed to relevant staff - Liaison with lifelines officer at EOC
Westport Harbour 	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Attend agency briefings - Communications passed to relevant staff - Liaison with lifelines officer at EOC	Actions: - Attend IMT meetings - Attend agency briefings - Communications passed to relevant staff - Liaison with lifelines officer at EOC
Local Welfare Committee - Homebuilders - Minster Assn - MSD - Poutini Waiora - REAP - Red Cross - Salvation Army - Te Hā o Kawatiri 	Actions: Receive notifications and pass to relevant staff	Actions: - Receive notifications and pass to relevant staff. - Prepare for the possible need for supporting Welfare Function	Actions: - Attend Welfare meetings - Communications passed to relevant staff - Prepare for the possible need for supporting Welfare Function - Help with preparation of vulnerable person list	Actions: - Attend Welfare meetings - Communications passed to relevant staff - Prepare for the possible need for supporting Welfare Function - Assist to finish vulnerable person list - Assist Welfare function in the EOC and at Welfare centres in the community
MPI:  	Actions: Receive notifications and pass to relevant staff	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff.	Actions: - Attend IMT meetings - Attend agency briefings - Communications passed to relevant staff - Liaison with Welfare Function	Actions: - Attend IMT meetings - Attend agency briefings - Communications passed to relevant staff - Liaison with Welfare Function

Buller River Observation Points

Westport



1. Old Swing by Buller Bridge
41°45'48.0"S 171°35'52.0"E
2. Buller Bridge
41°45'56.8"S 171°35'51.9"E
3. Orowaiti River
41°45'05.9"S 171°37'43.2"E
4. Floating Basin
1°44'42.9"S 171°35'54.4"E
5. Patterson Park
41°44'40.8"S 171°36'14.6"E
6. Excelsior Road Bridge
41°46'17.3"S 171°37'29.6"E
7. Reedy's Farm
41°49'38.6"S 171°39'20.4"E
8. Scotts Bridge
-41.76172080361428,
171.6329634694488

Carters Beach



- 8. Martins Creek Bridge
41°45'14.4"S 171°35'02.7"E
- 9. Schadick Ave
41°44'41.0"S 171°34'24.3"E
- 10. Westport Airport
41°44'24.2"S 171°34'43.6"E
- 11. Bradshaws Rd
41°45'13.8"S 171°32'41.5"E

Inangahua



- 12. Hawks Crag
-41.8647637404126,
171.78106586533323
- 13. Inangahua Bridge
41°51'34.0"S 171°56'44.8"E
- 14. Inangahua Landing
41°54'39.2"S 171°53'45.6"E

Reefton



- 15. Buller Bridge Reefton
42°07'12.3"S 171°51'43.5"E
- 16. Reefton Swing Bridge
42°07'14.1"S 171°52'24.1"E
- 17. Blacks Point 42°07'45.7"S
171°52'56.3"E

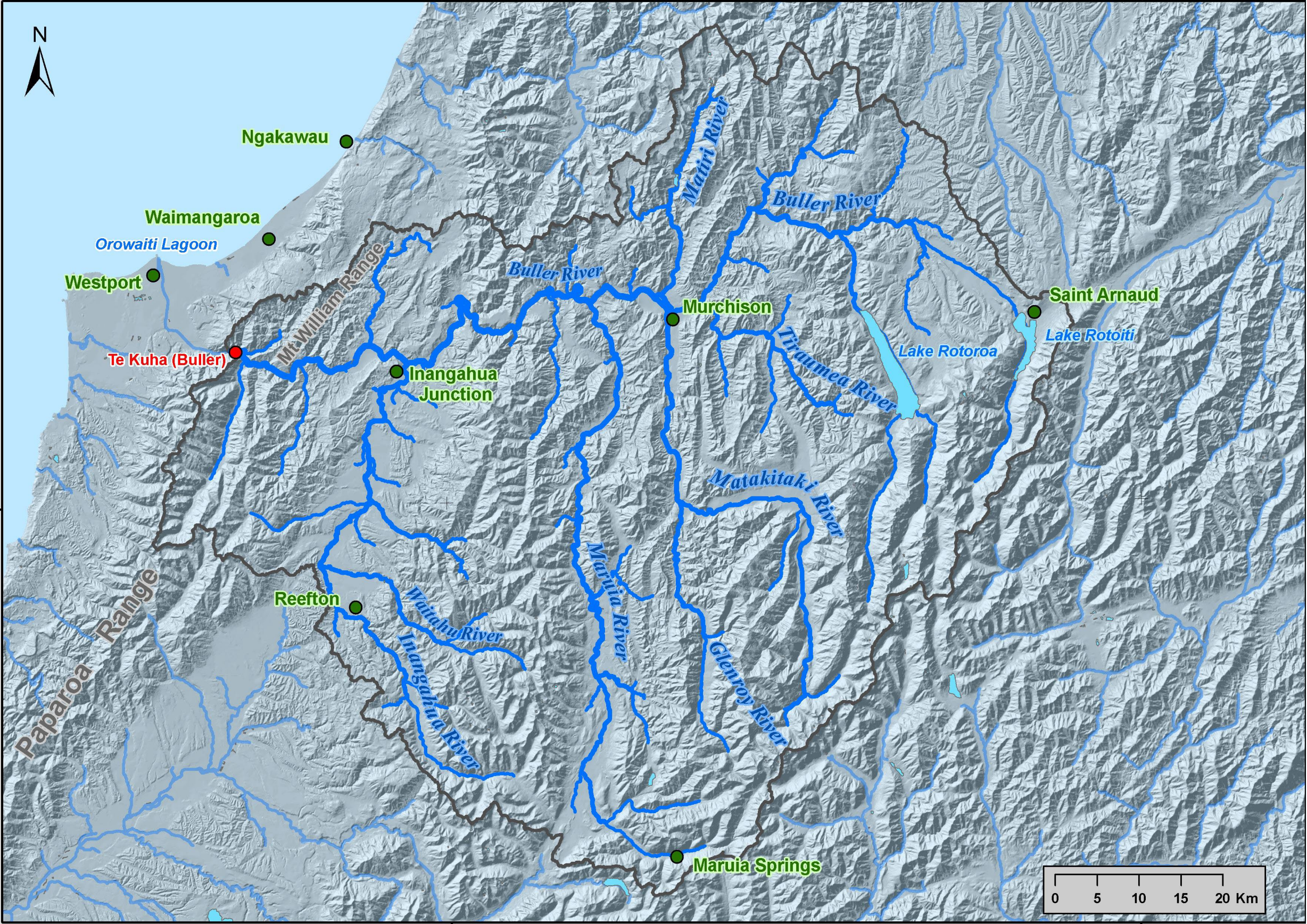
Buller River Catchment <https://niwa.co.nz/images/buller-catchment-map>

Distinguished by its substantial water flow the Buller River boasts the fifth-highest average flow among New Zealand rivers and holds the record for the highest flood flows nationally. Notably, in 1926, the river's flow reached an unprecedented 12,700 m³/s during a major flood event. More recently, in July 2021, it recorded a flow of 7,640 m³/s, marking the largest flood flow measured in New Zealand in nearly a century.

The river's flow regime is influenced by its numerous tributaries, including the Gowan, Matakītaki, and Maruia rivers. These tributaries contribute to the river's dynamic flow patterns, which are subject to seasonal variations and weather conditions. The region's high rainfall, particularly in the upper catchment areas, plays a crucial role in sustaining the river's flow and contributes to its propensity for significant flood events.

The Buller/Kawatiri River's catchment is very large 6,500km²; the river has the 5th highest average flow and the highest recorded flood flows of any river in New Zealand.

The Buller/Kawatiri cuts through granite to form two major gorges and flows for 177km from Lake Rotoiti to the coast at Westport.



WCRC Flood Monitoring Sites

From CERC Flood Warning Manual <https://www.wcrc.govt.nz/services/flood-monitoring>

Waiting on a new
Map



Job Hazard Analysis (JHA)

Task: Checking on Flooding During Rain

Location: _____

Date: _____

Prepared by: _____

1. Job Steps & Hazards

Job Step	Hazards	Completed (✓)	Comments / Actions
1. Preparing to go out	Slippery surfaces, poor visibility	☐	Wear slip-resistant boots and high-visibility gear
2. Traveling to the site	Flooded roads, vehicle accidents	☐	Drive cautiously, avoid deep water
3. Arriving at the site	Floodwaters, unstable ground	☐	Stay on stable ground, keep safe distance from water
4. Inspecting flooded areas	Electrical hazards, debris	☐	Use insulated tools, watch for downed wires
5. Documenting the situation	Falling/slipping	☐	Use PPE, stay alert, maintain safe stance
6. Returning to base	Fatigue, weather change	☐	Rest as needed, monitor weather

2. PPE Checklist PPE Item	Yes (✓)	No (✓)	Comments
Waterproof boots	☐	☐	
High-visibility clothing	☐	☐	
Waterproof jacket	☐	☐	
Gloves	☐	☐	
Helmet	☐	☐	
Personal flotation device	☐	☐	

3. Emergency Procedures

- Emergency contacts: _____
- First aid kit available: ☐ Yes ☐ No
- Emergency evacuation route identified: _____
- Hazard or incident reporting: _____

4. Note:

- Always work with a buddy or team if possible.
- Monitor weather conditions continuously.
- Stop work immediately if conditions become unsafe.

Surface Flooding Actions for Westport

This action plan for heavy rain is to help mitigate risks and ensure safety.

For rainfall of 10 to 15 millimetres, swift measures help prevent localised flooding and protect infrastructure. When rainfall reaches 15 to 25 millimetres, increased precautions are needed to manage rising water levels, safeguard communities, and prepare emergency responses. For rainfall exceeding 25 millimetres per hour, immediate action is crucial to prevent severe flooding, damage, and potential loss of life.

Having a clear plan enables timely responses, resource allocation, and communication, reducing the overall impact of heavy rain events.



Buller District Council

Lead Agency

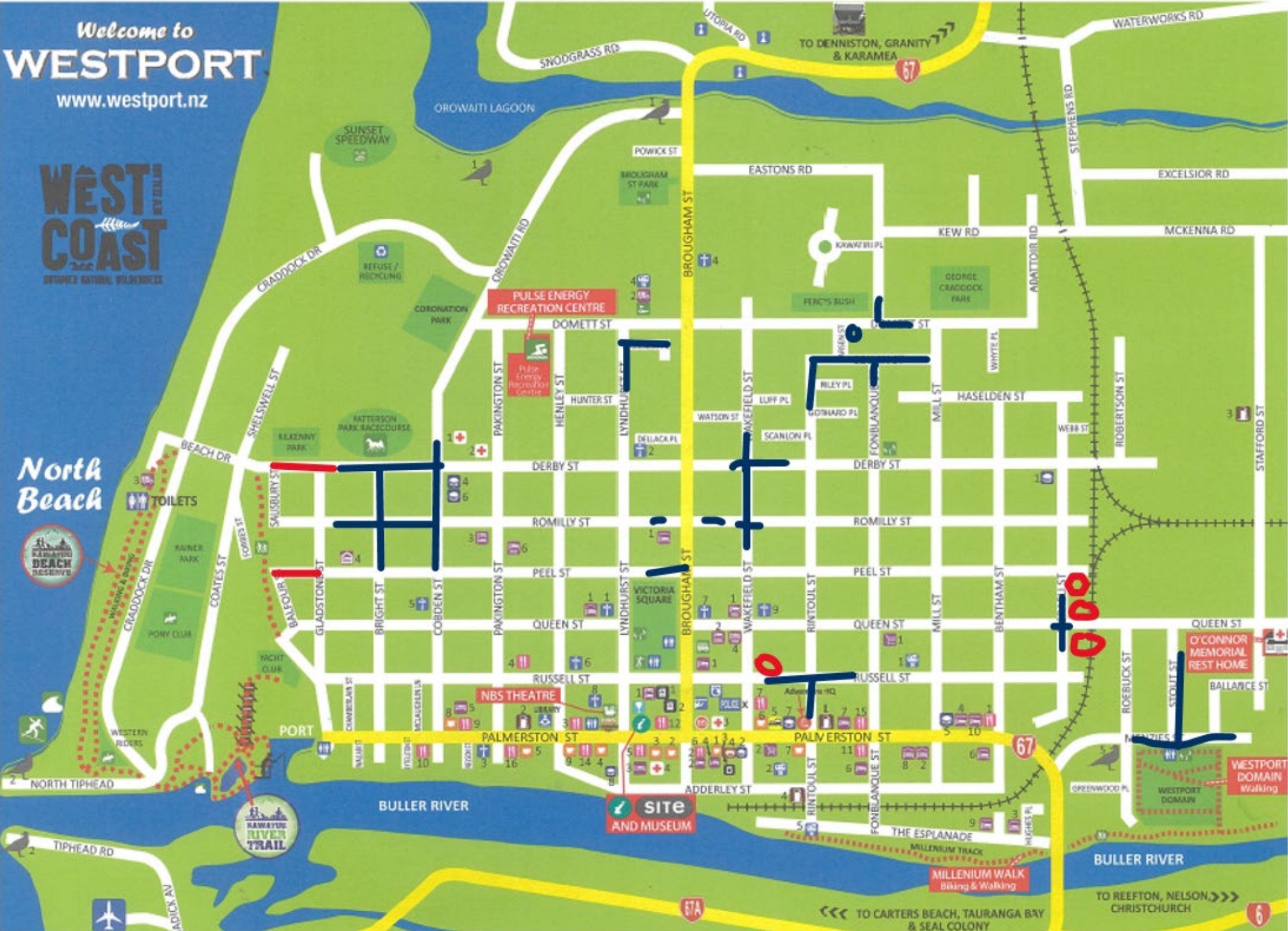
Action plan

Heavy Rain Forecast	10 to 15 mls per hour	15 to 25 mls per Hour	25+ mls per hour
	Heavy rain warning issued for Buller by Met-Service	Heavy rain warning issued for Buller by Met-Service	Heavy rain warning issued for Buller by Met-Service
	Technical and Modelling Advice WCRC Hydrology Duty officer: re what will Buller river be doing Met-Service alerts Buller DC infrastructure team	Technical and Modelling Advice WCRC Hydrology Duty officer: re what will Buller river be doing Met-Service alerts Buller DC infrastructure team	Technical and Modelling Advice WCRC Hydrology Duty officer: re what will Buller river be doing Met-Service alerts Buller DC infrastructure team
	Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring	Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring	Real Time River and Rain information WCRC Flood monitoring https://www.wcrc.govt.nz/services/flood-monitoring
	Past Event Advice Wayde Dunlop Westreef	Past Event Advice Wayde Dunlop Westreef	Past Event Advice Wayde Dunlop Westreef
	What Happens:	What Happens:	What Happens:
	Actions to be taken: Information on potential flooding to disseminated to: FENZ St John Buller Health Police BEL	Actions to be taken: Information on potential flooding to disseminated to: FENZ St John Buller Health Police BEL	Actions to be taken: Information on potential flooding to disseminated to: FENZ St John Buller Health Police BEL
	Pumps: Hire Pumps (how many where do they go)	Pumps: Hire Pumps (how many where do they go)	Pumps: Hire Pumps (how many where do they go)
	Road signage:	Road signage:	Road signage:
	Sandbags:	Sandbags:	Sandbags:
	Checks to be made to ensure mitigations are working:	Checks to be made to ensure mitigations are working:	Checks to be made to ensure mitigations are working:

		Local Known Flooding Points 12. Bradshaws Rd 41°45'13.8"S 171°32'41.5"E	Local Known Flooding Points 12. Bradshaws Rd 41°45'13.8"S 171°32'41.5"E
Communications Strategy:	Media release Radio Facebook Websites	Media release Radio Facebook Websites	Media release Radio Facebook Websites
Key actions of EOC 	- EOC monitoring event - Local Controller informed - Support BDC - Public informed via PIM	- EOC monitoring event - Local Controller informed - Support BDC - Public informed via PIM	- EOC monitoring event - Local Controller informed - Support BDC - Public informed via PIM
West Coast Regional Council: 	Hydrology Duty Officer: - Liaise with Buller EMO/RM - Follow flood manual protocols	Hydrology Duty Officer: - Liaise with Buller EMO/RM - Follow flood manual protocols	Hydrology Duty Officer: - Liaise with Buller EMO/RM - Follow flood manual protocols
Westreef: 	Actions: - Receive notifications and pass to relevant staff - Attend IMT meeting - Unsure that checks on stormwater pumps and sumps are clear of leaves have been completed - infrastructure checks - Observation process undertaken - Liaise with NZTA and update BDC - Implement Surfacing Flooding Action Plan	Actions: - Receive notifications and pass to relevant staff - Attend IMT meeting - Unsure that checks on stormwater pumps and sumps are clear of leaves have been completed - infrastructure checks - Observation process undertaken - Liaise with NZTA and update BDC - Implement Surfacing Flooding Action Plan	Actions: - Receive notifications and pass to relevant staff - Attend IMT meeting - Unsure that checks on stormwater pumps and sumps are clear of leaves have been completed - infrastructure checks - Observation process undertaken - Liaise with NZTA and update BDC - Implement Surfacing Flooding Action Plan
Police 	Actions: - Receive notifications and pass to relevant staff - BAU - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to relevant staff - BAU - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to relevant staff - BAU - Report to EOC if overwhelmed with callouts - Attend IMT meeting
FENZ 	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts
St John 	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts	Actions: - Receive notifications and pass to team - BAU to callouts - Report to EOC if overwhelmed with callouts - Attend IMT meeting
Te Whatu Ora 	Actions: - Receive notifications and pass to team - BAU - Report to EOC if overwhelmed with service demands	Actions: - Receive notifications and pass to team - BAU - Report to EOC if overwhelmed with service demands	Actions: - Receive notifications and pass to team - BAU - Report to EOC if overwhelmed with service demands - Attend IMT meeting

BEL 	Actions: - Receive notifications and pass to team - BAU	Actions: - Receive notifications and pass to team - BAU	Actions: - Receive notifications and pass to team - BAU
DOC: 	Actions: - Receive notifications and pass to relevant staff - BAU	Actions: - Receive notifications and pass to relevant staff - BAU	Actions: - Receive notifications and pass to team - BAU - Attend IMT meeting
Lifelines: - NZTA - KiwiRail - Chorus - Telco companies	Actions: Receive notifications and pass to relevant staff	Actions: Receive notifications and pass to relevant staff	Actions: Receive notifications and pass to relevant staff
Westport Airport 	Actions: - Receive notifications and pass to relevant staff - Report any flooding to BDC?	Actions: - Receive notifications and pass to relevant staff - Report any flooding	Actions: - Attend IMT - Receive notifications and pass to relevant staff - Report any flooding
Westport Harbour 	Actions: - Receive notifications and pass to relevant staff - Report any flooding	Actions: - Receive notifications and pass to relevant staff - Report any flooding	Actions: - Attend IMT meetings - Receive notifications and pass to relevant staff - Report any flooding
Local Welfare Committee - Homebuilders - Minster Assn - MSD - Poutini Waioira - REAP - Red Cross - Salvation Army - Te Hā o Kawatiri 	Actions: - Receive notifications and pass to relevant staff - Report any flooding - BAU	Actions: - Receive notifications and pass to relevant staff - Report any flooding - BAU	Actions: - Receive notifications and pass to relevant staff - Report any flooding - BAU
MPI: Ministry for Primary Industries Manatū Ahu Matua 	Actions: Receive notifications and pass to relevant staff	Actions: Receive notifications and pass to relevant staff	Actions: Receive notifications and pass to relevant staff

SURFACE FLOODING: Areas marked in **red** on this map are likely to be the areas where surface flooding is likely to occur first, followed by the areas marked in **blue**.



Stakeholders

Organisation	Contact		
Public	PIM		
Support Agencies	D4H for contacts		
CD Community Group Coordinators	D4H for contacts		
Schools	D4H for contacts		
Red Cross Buller			
Red Cross West Coast Service Centre			
Red Cross National			
Health			
O'Connor Home			
Pensioner Housing			
Businesses	D4H for contacts		
Churches	D4H for contacts		
NGO's	D4H for contacts		
Doctors	Buller Med Coast Med		
Pharmacy			
RRT			
MSD			
Animal Welfare			
Farming Sector	D4H for contacts		
BDC Staff	Email all staff		
Facilities	D4H for contacts		
Accommodation providers	D4H for contacts		

Appendix Three: Operational Evacuation Plan

Note: This information is included here as a ready reference. However, as it is maintained and updated on the D4H web platform, the current D4H version may vary from that included here.

Action Plan for Evacuation of Westport

This document is a template to assist with EOC to step through decisions required to evacuate and provides prompts and contacts to implement.

It is intended that blank sections are required to be completed in the event, while some prompts and contacts are completed in preparation, and should be reviewed, maintained and exercised regularly.

Contents

- Situation
- Summary of Key Risk
- Mission
- Incident Management Team
- Decision
- Evacuation Phase
- Shelter Phase
- Return Phase
- Administration and Logistics

SITUATION

Briefly describe the situation or emergency which has, or may cause, a recommendation or direction to an affected community to evacuate, including other imminent or occurring hazards/emergencies:

SUMMARY OF KEY RISK

Issue(s)	Likelihood	Consequences	Mitigation Strategy
	Low/med/high	Low/med/high	

MISSION

Briefly describe the mission in this evacuation or potential evacuation:

Examples of objectives that may be use above are:

- Preservation of life.
- Prevent escalation of emergency.
- Maintain law and order.
- Provision of safety and security for people and property.
- Care of sick, injured and dependant.
- Provision of essential services.
- Preservation of governance.
- Protection of assets.
- Protection of resources and animal welfare.
- Continuation/restoration of economic activity.
- Effective transition to recovery arrangements.

Incident Management Team

Key Roles

Controller:

Agency:

Incident Controller:

Contact Number:

Email:

Response Manager:

Agency:

Title/Name:

Contact Number:

Email:

Function Team Leaders:

Planning:

Contact
Number:

Email:

Intelligence:

Contact
Number:

Email:

Operations:

Contact
Number:

Email:

Logistics:

Contact
Number:

Email:

Welfare:

Contact
Number:

Email:

Safety:

Contact Number: Email:
PIM:
Contact Number: Email:

Police:	
Name:	
Contact Number:	Email:
FENZ	
FENZ	Name:
Contact Number:	Email:
St John	
Name:	
Contact Number:	Email:
Te Whatu Ora	
Name:	
Contact Number:	Email:

Evacuation Manager (if one appointed)	
Name:	
Contact Number:	Email:

Emergency Operations Centre Details:	
Name of EOC: Westport EOC	
Location of ICC: Victoria Square, Westport	
Contact Number:	Email 1:

DECISION PHASE: is getting people out the best option?

Ensure timely and accurate risk assessment to inform decision-making regarding evacuation, especially in response to red or orange weather warnings that signal imminent flooding threats.

- Use technology to monitor conditions (e.g., weather, hazards) and make evacuation decisions quickly.
- Assemble a dedicated team to assess risks and coordinate evacuation efforts in real-time.
- Follow established protocols to communicate evacuation decisions to all stakeholders promptly.
- Science informed/Consequences / vulnerability/ fact based/ local knowledge

Decision informed by:

- Where will be impacted
- Peak river flow and rainfall
- Duration of event

Controllers Considerations

Overview:

What has or could happen?

Where has it or could it happen?

When did it or could it happen?

Date:	Time:	Prepared by:	
Incident Assessment		Value	Notes
Information source credibility and validity	High		
	Low		
Ability to safely evacuate	High		
	Low		
Risk to people if evacuate	High		
	Low		
Road Conditions (predicted at time of evacuation)	Good		
	Poor		
Staffing (resourcing) to carry out evacuation	No people		
	20 people		

How many people are required for a safe evacuation?	60 people		
	100 people		
Time of day	Morning daylight		
	Dark in 4 to 6 hours		
	Dark in 1 to 3 hours		
Access to evacuation site(s) Predicted access in and out	Good access		
	Moderate access		
	Poor access		
Communications	All comms available		
	Partial comms		
	Alternate Comms		
Threats to life or impacts on people Real or potential	No		
	Yes – low population		
	Yes – high population		
Sufficient shelter provisions	No		
	Yes		
Safety of emergency responders	No		
	Yes		
Other imminent or occurring hazard/emergency	No		
	Yes		
Weather conditions Flood duty officer liaises with MetSevice	Orange Warning		
	Red Warning		
Predicted River height	11.80		

Flood Duty Officer	12.80		
	13+		
Scoring:			Note actions required

Alternatives – By necessity, are there any alternatives to an evacuation?

Shelter in place

Identified community refuge

Private shelter

Vertical options

Māori/Iwi

Other

List alternative used and why:

DECISION

No Evacuation

Reason:

Partial Evacuation

Reason:

Zones:

Places of Safety:

1. ?

2. ?

3. ?

HUB:

1. ?		
Full Evacuation of Westport		
Reason:		
Evacuation Site:		
1. Holcim Site	☐	☐
2. Reefton	☐	☐
3. Murchison	☐	
4. Waimangaroa	☐	
Plan for site activated		
5. Other		
List location and reason for choosing it:		

DECISION		
<i>The decision to evacuate rests with the CONTROLLER or LEAD AGENCY</i>		
Type of evacuation issued:		
☐	Self-evacuation	
☐	Mandatory evacuation	
Does the person making the decision to recommend or direct an evacuation have the legislated authority? Note legislation as per relevant decision maker (e.g. S85 1. (b) and/or S 86 CDEM Act 2002)		
☐	Yes	Give Details:
☐	No	State Reasons:
This decision was made in consultation with:		
☐	Controller	
	Name:	

Mapping of areas to be evacuated

Including ground truthing (GIS mapping or physical mapping from door knocking – ensure these are locally validated)

Partial Evacuation

Zones:

Places of Safety: (Welfare & Controller decision)

1. ?
2. ?
3. ?

HUB:

1. ?

Insert map

Full Evacuation of Westport

Evacuation Site: (Welfare & Controller decision)

1. Holcim Site
2. Reefton
3. Murchison
4. Waimangaroa

Plan for site activated

5. Other

Information HUB (Welfare)

1. NBS theatre and or
2. Craddock Park

1. Determine the Content Needed

- **Emergency procedures:** Clear steps on what to do before, during, and after an emergency.
- **Evacuation routes:** Maps or directions, ensuring they are accessible (large print, easy language, visual aids).

- **Safe locations:** Addresses and contact info for shelters or safe zones.
- **Contact information:** Emergency contacts, local support services, and key personnel.
- **Specific needs info:** Guidance for individuals with particular vulnerabilities (e.g., medical needs, mobility).

2. Choose Your Delivery Methods

- **Physical materials:** Large print flyers, braille, pictorial guides, or posters.
- **Digital platforms:** A website, WhatsApp group, or email list.
- **Printed handouts:** For distribution in community centres, clinics, or local agencies.
- **Community meetings:** Use face-to-face sessions to distribute information and answer questions.

3. Develop the Content

- Write simple, clear instructions.
- Use accessible language.
- Include visuals or symbols if possible.
- Ensure instructions are in multiple languages if needed.

4. Create the Information Materials

- Design pamphlets, posters, or digital documents.
- Use large fonts and high-contrast colours.
- Include maps and contact details.

5. Distribute the Information

- Place materials in accessible community locations (e.g., community centres, libraries, healthcare facilities).
- Share digitally via email, social media, or community networks.
- Conduct community meetings or info sessions.

6. Establish a System for Updates

- Regularly review and update the information.
- Keep contact details current.
- Reprint or resend materials periodically.

Staffing of Evacuation Assistance

1. Identify Key Roles

- **Evacuation Coordinators:** Lead planning, oversee operations, and coordinate volunteers.
- **Assistants/Helpers:** Trained individuals who can assist with mobility, communication, and medical needs.

- **Community Liaison:** Someone familiar with the community, able to communicate effectively and build trust.
- **Medical Support Staff:** First aid or medical personnel, if available.
- **Communication Officers:** Manage communication with evacuees and emergency services.

2. Recruit and Train Staff and Volunteers

- **Identify volunteers:** Reach out to community groups, disability organisations, or residents.
- **Provide training:** Cover topics such as:
 - Assisting people with disabilities or mobility issues
 - Using evacuation equipment
 - Effective communication and reassurance
 - Privacy and dignity considerations
 - Emergency procedures and safety protocols

3. Determine Staffing Numbers

- Based on the size of the vulnerable population, decide how many staff or volunteers are needed.
- For example, one helper per 2-3 individuals with significant needs might be a good starting point.

4. Develop a Staffing Schedule

- Ensure coverage during peak times (e.g., day and night shifts).
- Have a backup or on-call team ready in case of absences.

6. Assign Responsibilities Clearly

- Make sure each team member knows their specific tasks, such as:
 - Who will contact individuals
 - Who will coordinate transportation
 - Who will manage communication with emergency services

7. Maintain a Staff and Volunteer List

- Keep an updated roster with contact details, roles, and specific skills or needs.

Requirements for Security and Cordon Management

- Police (Lead)
- Operations Function
- Logistics Function
- Safety Function
- Security company

- NZDF
- Westreef to put up the cordons

1. Planning and Coordination

- Inform police, emergency services, and local council about your plans.
- Clearly mark evacuation zones, safe zones, and restricted areas.

2. Physical Barriers and Signage

- Use cones, barricades, tape (e.g., police tape), or fencing to establish physical boundaries.
- Place clear signs indicating “Restricted Area,” “Evacuation Zone,” or “No Entry” to prevent unauthorised access.
- Ensure adequate lighting for security during low visibility conditions.

3. Security Personnel

- Engage local police or trained security personnel to oversee cordons.
- Volunteer security: If trained, volunteers can assist in monitoring access, provided they are supervised by professionals.
- **Roles of security staff:**
 - Control access points
 - Prevent entry of unauthorised persons
 - Assist in crowd control
 - Provide reassurance to evacuees

4. Access Control Points

- Designate entry and exit points: Clearly mark and staff these areas.
- Ensure only authorised personnel enter restricted zones.
- Record who enters and exits secure areas for accountability.

5. Communication Systems

- Ensure security staff can communicate effectively.
- Use loudspeakers or notices to inform the public about restricted areas.

6. Safety and Emergency Equipment

- First aid kits: Available at key points.
- Fire extinguishers: Accessible in case of fire or other hazards.
- Clearly displayed for quick support.

7. Monitoring and Patrols

- Regular patrols by security staff to monitor for breaches or hazards.
- Use of CCTV cameras if available for surveillance.

8. Contingency Plans

- Procedures for handling breaches or emergencies.
- Clear escalation protocols.

Non-compliance

Controller has awareness of any non-compliance in relation to mandatory evacuation (refer to attached ops plan with recommended wording of the mandatory evacuation planning:

Document tasks and include the requirement to report back on completion status and where people are non-compliant

1. Clear Communication

- **Explain the reason:** Clearly articulate why evacuation is mandatory (e.g., imminent danger, risk to life).
- **Provide information:** Share details about the risks of staying, the locations of safe zones, and available assistance.
- **Use accessible communication:** Ensure messages are understandable, in multiple languages if needed, and delivered through various channels.

2. Engage Community Leaders and Trusted Figures

- Involve local leaders, community groups, or familiar figures who can influence and reassure residents.
- They can help convince reluctant individuals to evacuate by emphasising safety and community responsibility.

3. Offer Assistance and Support

- Provide transportation, medical support, or assistance with special needs.
- Show willingness to help, reducing fears about the evacuation process.

4. Use Authority When Necessary

- If individuals refuse to evacuate despite clear communication, authorities (police, emergency services) may need to intervene.
- Ensure law enforcement actions are respectful, non-confrontational, and aimed at safety, not punishment.

5. Enforce with Respect and Sensitivity

- Avoid aggressive tactics; focus on persuasion and reassurance.
- Always prioritise safety and dignity.

6. Document Non-Compliance

- Record incidents of non-compliance, including actions taken and reasons given.
- This helps in post-event review and in improving future responses.

7. Follow-up

- Check on individuals who refused to evacuate later, if safe to do so.
- Provide information about ongoing risks and support options.

Assisted Evacuations (Welfare)

People such as aged, CALD, unaccompanied children, walking wounded, people with disabilities, pregnant woman, tourists, seasonal workers)

1. Assessment and Identification

- List individuals with disabilities, mobility challenges, medical needs, or other vulnerabilities.
- Utilise NGO's and partner agencies to create database and responsibilities to assist with evacuation.
- Collect details about their specific needs, emergency contacts, and preferred communication methods.

2. Communication Plan

- Ensure all vulnerable residents are aware of the evacuation procedures.
- Use phone calls, text messages, or in-person visits to keep in touch before and during an emergency.

3. Evacuation Procedures

- Assign trained volunteers or staff to assist each vulnerable person.
- Determine if they require assistance with mobility, communication, medication, or medical devices.
- Employ wheelchairs, stretchers, or other aids as needed.
- Communicate clearly, reassuringly, and respectfully throughout the process.
- Move individuals slowly and carefully, always ensuring their safety.
- Consult iwi and cultural groups.
- Respect wahi tapu, urupa, and other culturally significant sites.
- Incorporate cultural considerations into planning and communication

4. Transportation arrangements:

- Use vehicles equipped for wheelchairs or medical needs.
- Work with St John and Health for appropriate vehicles and staff.
- Ensure someone familiar or trained accompanies them during transit.

5. At the Safe Location

- Ensure the shelter or safe zone is accessible and equipped for individuals with special needs.
- Engage with St John and Health to assist with medication, medical devices, or communication as needed.
- Check regularly on individuals' condition and comfort.

6.Coordination with Authorities and Services

- Coordinate with emergency services: Work with local fire, police, and medical teams to ensure they are aware of the plan.
- Engage community organisations: Partner with disability advocacy groups, healthcare providers, and local agencies.

7.Post-Evacuation

- Help vulnerable individuals return home when it is safe.
- Provide ongoing medical or emotional support as needed.

All people requiring transport to evacuation sites not in Westport assemble at the Transport HUB before transfer to the evacuation site.

1. Location

- NBS Theatre

2. Vehicles and Equipment

- Ensure availability of wheelchair-accessible buses, vans, or emergency transport vehicles.
- Vehicles equipped for medical needs if required.
- Wheeled stretchers, ramps, or lifts for easy boarding.
- Plan routes, timings, and priorities (e.g., those with medical needs first).

3. Staffing and Coordination

- Trained drivers familiar with accessible transport and emergency protocols.
- Trained staff or volunteers to help vulnerable individuals board, secure, and disembark safely.
- Staff managing schedules, routes, and communication with the main evacuation team.

4. Communication and Signage

- Clear signage directing evacuees to pick-up points and explaining procedures.
- Communication systems (radios, phones) for coordination among drivers and staff.

5. Safety and Medical Supplies

- First aid kits on vehicles and at the hub.
- Medical supplies or emergency equipment if needed.

6. Registration and Tracking

- A system to record who is being transported, their needs, and their destination.
- Documentation to ensure accountability and aid in re-unification.

7. Emergency Planning

- Contingency plans for vehicle breakdowns or delays.
- Alternative routes or backup transportation options.

8. Accessibility and Comfort

- Ensure waiting areas are accessible, shaded, and safe.
- Provide water, resting areas, and assistance for evacuees during wait times.

9. Coordination with Emergency Services

- Ensure the transportation hub is integrated with overall emergency response plans.
- Share schedules and routes with police, fire, and medical teams for smooth operation.

Buses

East West Coaches				1 x 11-seater, 1 x 22-seater
Cunningham Passenger Services				1 x 49-seater, 1 x 41-seater, 1 x 37-seater, 2 x 33-seater, 1 x 27-seater,
Buller Taxis				
Westport Cabs				
Bradley's Coachlines				
Buller Wheelchair Bus				1 x 19-seater capable of holding 6 wheelchairs
Out West tours				1 x 21-seater Unimog, 1 x 15-seater Unimog, 1 x 9-seater Landcruiser
Sectorise/Phase/Zone the affected area if appropriate (as reflected in the warning phase). The map on the following page may be used to support this approach.				



Rescue (Planning & Ops)

- Never attempt rescues alone; always work in teams.
- Do not enter floodwaters that are too deep, fast-moving, or unknown.
- Use local knowledge and community contacts to identify affected homes quickly.
- Keep clear communication with all teams involved.

1. Preparation and Planning

- Gather information about flood extent, affected areas, and number of people needing rescue.
- Notify and work with fire, police, medical teams, and local authorities.
- Use boats, life vests, ropes, ladders, waterproof communication devices, and personal protective equipment (PPE).

2. Safety First

- Rescuers must wear PPE, including waterproof clothing, life jackets, gloves, and helmets.
- Continuously evaluate flood conditions, current, water depth, and potential hazards (electricity, debris, unstable structures).
- Turn off mains power if accessible and safe to do so before rescuing.

3. Rescue Operations

- Prioritise vulnerable individuals: Children, elderly, disabled, or injured people first.
- Use appropriate equipment: Boats or watercraft for deep or fast-moving floodwaters; ladders or ropes for shallow or accessible areas.
- Use waterproof radios or mobile phones in waterproof cases.
- Approach homes cautiously, communicate clearly, and help residents evacuate calmly.

4. Evacuation and Transport

- Ensure they are wearing life jackets if in water.
- Take evacuees to designated shelters or safe zones.
- Attend to injuries or medical needs immediately after rescue.

5. Post-Rescue Procedures

- Maintain a record of names, conditions, and destinations.
- Check for hypothermia, injuries, or medical needs.
- Flood rescues can be traumatic; offer reassurance and support.

6. Documentation and Review

- Record all rescue activities, challenges, and any hazards encountered.
- Review response effectiveness and update protocols accordingly.

Traffic Management and Evacuation Route Planning

Contingency

Contingency planning, including alternative evacuation arrangements for concurrent emergency requiring isolation or quarantine (e.g. human epidemic/pandemic or secondary emergency affecting the emergency e.g. bridge failure, vehicle accident)

Points of ingress and egress

SHELTER PHASE:

Where can people go and providing support

The Welfare Function is responsible for ensuring evacuated people have appropriate provisions. Identification of a suitable place of safety and coordination of community welfare is supported by Red Cross. Confirm whether National Red Cross have been requested by the Controller.

Partial Evacuation

Zones:

Places of Safety: (Welfare & Controller decision) Commercial accommodation providers are in D4H

1. **Commercial accommodation:** How many people can be accommodated in a commercial accommodation provider?
2. ?
3. ?
4. ?

HUB:

1. ?

List locations and reason for choosing them:

Full Evacuation of Westport

Evacuation Site: (Welfare & Controller decision) Commercial accommodation providers are in D4H

1. Holcim Site
2. Reefton
3. Murchison
4. Waimangaroa

Plan for site activated

5. Other

List location and reason for choosing it:

How many people can be accommodated in a commercial accommodation provider?

Commercial accommodation providers are in D4H

1. Activate Welfare Plan

- Review existing welfare procedures.
- Notify key team members and agencies.
- Distribute activation instructions to relevant personnel.

2. Compile Welfare Team/Agency Contact List

- Identify all local welfare agencies, NGOs, volunteer groups, and emergency contacts.
- Gather contact details (phone, email, key personnel).
- Create a shared document or database (e.g., Google Sheets).
- Confirm the capacity of agencies/groups to assist (food, medical, counselling).
- Assign liaison officers.

3. Determine the Number of People Needing Accommodation

- Collect data on affected residents.
- Liaise with emergency services to compile a list.
- Record special needs (medical, mobility, vulnerable groups).

4. Identify Responsible Personnel for Setting Up Places of Safety

- Assign team leaders for each place.
- Confirm available facilities or venues.
- Prepare setup checklists (furniture, supplies, signage).

5. Coordinate with NZ Red Cross Buller Branch

- Contact branch for support and resources.
- Share situational updates.
- Clarify roles and assistance available.

7. Establish Duration of Place of Safety Operation

- Consult with authorities and partners.
- Decide on initial operating period.
- Plan for potential extension based on situation.

8. Assess Security Concerns at Places of Safety and Affected Areas

- Identify risks (unauthorised access, theft, safety hazards).
- Arrange security personnel or volunteers.
- Plan physical security measures (barriers, signage).

9. Liaise with Welfare Agencies/Partners for Involvement and On-Site Support

- Contact agencies to confirm participation.

- Coordinate volunteer deployment.
- Share site and activity plans.

10. Conduct Risk Assessment Matrix for Civil Defence Centre and Its Location

- Identify hazards (fire, flood, structural issues).
- Evaluate likelihood and impact.
- Develop mitigation strategies.
- Document findings.

11. Develop Traffic Management Plan for Evacuation and Access

- Map access routes.
- Designate entry/exit points.
- Coordinate with police or traffic authorities.
- Plan for vehicle flow and pedestrian safety.

12. Create GIS Mapping of Civil Defence Centres and Accommodation Providers

- Map locations of centres and providers.
- Mark access routes and hazards.
- Share maps with responders and public.

13. Record All Advice Provided to Affected Areas/Persons

- Establish a log or record-keeping system.
- Document advice given (evacuation instructions, safety info).
- Maintain confidentiality and accuracy.
- Review logs regularly for updates.

RETURN PHASE:

When to allow people back and supporting their return

The decision to allow a community to return, planning for the return and providing accurate and timely information to the displaced community are the responsibilities of the Controller. Where other agencies are assisting, it is important that this assistance is confirmed, and decisions swiftly disseminated to relevant personnel.

Key considerations

1. Conduct and Document Risk Assessment

- Perform a thorough risk assessment of the affected area.
- Evaluate whether the risks are tolerable or require mitigation.
- Present the risk assessment to the Controller for approval.
- Save the final risk assessment document into the document management system.
- Use the Decision Phase risk assessment as a reference.

2. Crime Scene Preservation and Coronial Processes (if applicable)

- Identify any crime scenes requiring preservation.
- Coordinate with law enforcement and coronial authorities.
- Ensure procedures for crime scene preservation are followed.
- Document all actions related to crime scene management.

3. Assess Availability of Key Services and Utilities

- Check status of gas, electricity, waste removal, and road access.
- Coordinate with utility providers for updates.
- Identify alternative solutions if services are disrupted.

4. Address Evacuees' Psychological and Physical Health

- Assess psychosocial needs and provide support.
- Confirm availability of medical support for evacuees.
- Identify vulnerable individuals needing special care.

5. Arrange Transport for Persons with Disability or Specific Care Needs

- Identify available accessible transport options.
- Coordinate with disability support services.

- Schedule and communicate transport arrangements.

6. Evaluate Economic Factors for Return of Evacuees

- Assess economic impacts on residents and businesses.
- Coordinate with local economic recovery agencies.
- Develop support measures for affected businesses and residents.

7. Plan for Phased Return / Traffic Management / Permit System

- Develop options for phased re-entry:
 - Limited re-entry (e.g., daylight hours, escorted).
 - Registration and proof of residence/work.
- Create a traffic management plan to control access.
- Implement permit system if required.

8. Implement Re-Entry Options

- Outline procedures for limited re-entry.
- Establish registration process and verify proof of residence or work.
- Coordinate escorts if necessary.

9. Establish Means of Contact for Recurring Events

- Activate communication channels for ongoing updates.
- Ensure contact details are accessible to residents and stakeholders.
- Plan for repeated or ongoing alerts if needed.

10. Coordinate Building Access and Placarding (Building Control)

- Contact Building Control Manager regarding placarded buildings.
- Confirm ability to access buildings safely.
- Document building access permissions and restrictions.

11. Involve Local Recovery Manager in Planning

- Include recovery planning meetings.
- Clarify roles and responsibilities.

12. Understand Transition Notice Requirements and Powers

- Review Section 91A of the CDEM Act.
- Ensure legal requirements for notices and powers are met.
- Prepare and issue necessary notices to the public.

13. Coordinate with Stakeholders

- Police/FENZ/Regional Council:
 - Patrol for hazards and mitigate risks.
- Community Support:
 - Restart Neighbourhood Watch and community patrols.
- Waste Management:
 - Collect waste and rubbish.
- Inform stakeholders of decisions:
 - Community reps, CDEM Joint Committee, iwi, and cultural groups (Ngāti Waewae, Makaawhio).
 - Agencies: MSD, MPI, Health, DoC, MfE, Regional Council, NZDF, FENZ, Police, St Johns Ambulance, NZTA, Utility companies, Water Authority, Road Control Authority.

14. Cultures

- Consult iwi and cultural groups.
- Respect wahi tapu, urupa, and other culturally significant sites.
- Incorporate cultural considerations into planning and communication.

Informing other stakeholders of the decision

Community representatives, CDEM Joint Committee

Verification of Return Process – the decision to allow return is:

Authorised by

Name:

Title:

At hours on (time): _____ (date): _____

Organisations: _____

ADMINISTRATION & LOGISTICS	
Communications	
Safety	
Records Management	
Transport	
Equipment	
Medical	
Meals	
Other (<i>specify</i>):	
Other (<i>specify</i>):	
Other (<i>specify</i>):	
Other (<i>specify</i>):	
Other (<i>specify</i>):	

Appendix Four: Further Evacuation Process Information

Introduction

Implementation of this Plan involves many inter-related tasks from initial monitoring and information provision to registering, transporting, accommodating and supporting assisted evacuees at a place of safety until decisions are made about whether and when a safe return may be possible.

The following information about key evacuation tasks and associated considerations, roles and responsibilities is provided to inform further operational planning and decision-making during a response. Note that these tasks may not proceed exactly in the order below and some tasks will be conducted simultaneously.

The evacuation will occur in two primary ways:

1. Self-evacuation by those who have their own transport and a place to go (self-evacuees).
2. Civil Defence supported evacuation for those who do not have a place to go and/or transport to get to a place of safety (assisted evacuees).

The evacuation should be completed during daylight hours, but this may not always be possible. A day-time scenario in mid- winter would mean around nine hours of daylight (say 0800 – 1700).

Background to the Evacuation Trigger Levels

Evacuation triggers in the TARP are river level thresholds (stages) based on historical data, flood modelling, and consultation with hydrologists, engineers and other specialist advisors.

The right-hand column in the table below shows the stages at Te Kuha that West Coast Regional Council hydrologists have advised correspond with the flow thresholds from the flood frequency table for the Buller River in *McKerchar, A. I. (2021). Buller River Flood Frequency. NIWA.*

AEP	Return Period T (years)	1-AEP	y_t	Q_t (m ³ /s)	95% CL (%)	Stage (mm)
0.005	200	0.995	5.3	10400	12	Not available*
0.01	100	0.99	4.6	9540	11	13300
0.02	50	0.98	3.9	8730	11	12700
0.05	20	0.95	2.97	7640	9	11900
0.1	10	0.9	2.25	6800	8	11200

* Available data does not extend to 0.005 AEP for the relationship between flow and stage.

Each stage is the river level, or height above a reference point (like gauge zero), corresponding to Q_t . This is crucial for flood warning and evacuation decision-making because stage, not just flow, determines flood impacts.

Explanatory notes

The table summarises the statistical characteristics of flood events based on Annual Exceedance Probability (AEP) and return periods. Here's what each column heading means:

AEP (Annual Exceedance Probability):

- The probability that a given discharge (flood flow) will be exceeded in any given year.
- For example, an AEP of 0.01 means there's a 1% chance of that flood occurring in any given year.

Return period T (years):

- The average interval between occurrences of a flood of a certain size or larger.
- It's the inverse of AEP. So, $T = 1 / \text{AEP}$.
- For example, a 100-year flood has a 1% AEP.

1 - AEP:

- This is just the complement of AEP, showing the probability that a flood of that magnitude is not exceeded in any year.
- Useful in probability calculations.

 y_t :

- A standardised statistical value, typically a reduced variate or z-score corresponding to the return period.
- It relates to the statistical distribution (like Gumbel or Log-Pearson Type III) used for flood frequency analysis.

 Q_t (m^3/s):

- The discharge or flow rate (in cubic meters per second) associated with the return period T.
- This is the flood magnitude expected at that frequency.

95% CL (%):

- The 95% confidence limit, usually expressed as a percentage.
- It indicates the uncertainty in the estimate of Q_t .
- For instance, 12% means the actual flood discharge could be $\pm 12\%$ around the given value with 95% confidence.

Further information

Where the acronym **ARI** is used in relation to floods, it stands for **Average Recurrence Interval** and refers to the average time interval between floods of a certain size or larger at a particular location.

- An ARI of 100 years means that, on average, a flood of that magnitude is expected once every 100 years.
- It does not mean it will only happen once in 100 years — such a flood could occur more than once in a short time, or not at all for over 100 years.
- It's a statistical measure used in flood risk management, hydrology, and civil engineering for designing infrastructure like drainage systems, bridges, and flood defences.
- Generally 100-year ARI $\rightarrow 1/100 = 0.01 = 1\% \text{ AEP}$

Evacuation Resources: Advance Notice, Requests and Deployment

Evacuation resources include everything necessary to implement this Plan such as people, facilities (eg, buildings), vehicles, plant, equipment, supplies and services. To provide sufficient time to locate, prepare and deploy resources action must progressively be taken to:

- issue an early notification to all who have a role in implementing this Plan when a situation is developing that may require them to act,
- provide regular updates and make timely resource requests as and when it is becoming clearer that resources will need to be deployed in accordance with this Plan.

This resourcing task will be led by the Logistics function within the Emergency Operations Centre. D4H contains details of available resources, related contacts and capacity.

The TARP provides guidance or direction on:

- the sources of some such resources,
- when notices, requests and other resource-related actions should occur, and
- the roles that will be filled or actions to be taken by various parties.

Evacuation Zones, Transport Routes and Movement Control

Evacuation zones

The following information should be considered if the Controller decides to use evacuation zones to support or guide prioritisation of areas to be evacuated, direct assisted evacuees to different Registration Centres and/or places of safety, or to help manage demand flows through Registration Centres.

Zones to support or guide prioritisation

Sequencing of the evacuation process by zones (ie, through the Registration Centres) could be prioritised according to varying safety risks indicated by the latest intelligence, flood modelling and predictive inundation maps.

Zones to assist with directing evacuees

Zones may be used to direct evacuees from specific at-risk areas to a particular Registration Centre or place of safety. This may be decided for reasons such as proximity and ease of access, safety or to manage demand on limited resources.

Zones to help manage demands on the Registration Centres

If there are large numbers of evacuees and limited resources at the evacuation registration centres some form of demand management may be appropriate. This should be simple and take an encouraging rather than directive approach – for example, recommending that assisted evacuees from clearly defined zones come to the Registration Centre at different times.

For example, dividing the at-risk area into eight zones as follows:

- Carters Beach and other at-risk areas on the western (SHW 67A) side of the Buller River, and
- other zones, each with approximately the same number of households.

Evacuation routes and movement control

With consideration of environmental and other conditions, the Emergency Operations Centre will check and confirm at sufficiently regular intervals with NZTA and/or local roading contractors as appropriate, to:

- confirm that evacuation routes remain open and safe for evacuees to use,
- provide information necessary to keep public messaging about routes up-to-date, and
- inform any action necessary by Police or others maintaining appropriate transport controls.

The Controller should also consider what movement control measures to put in place. This may include temporary traffic management measures to help ensure smooth and safe traffic flows, or cordons for safety and security reasons – but provision can be made for controlled re-entry and access (eg to allow evacuees to return to their property to collect important items they may have forgotten to take).

The Controller may only direct movement control measures under the CDEM Act 2002 if a state of emergency is in place. If a state of emergency is not in place, Controllers may coordinate emergency movement control via other agencies who are mandated to do so under other legislation (such as the New Zealand Police, FENZ, or local authorities).

The New Zealand Police will not provide long-term security. This need must be met by other arrangements.

Air transport may be an option for some evacuees if road transport options are compromised. This should be discussed with the local aviation authority.

Registration Centres

The Logistics function within the EOC will confirm locations of Registration Centres and lead the deployment of appropriate resources in those locations to:

- set up the centres,
- facilitate the effective and efficient registration and direction of assisted evacuees, and
- provide information to all evacuees and others as appropriate.

The Civil Defence Centre Toolkit at [Civil-Defence-Centre-toolkit.docx](#) provides information related to the selection, provisioning, activation, management, and deactivation of such Centres. This toolkit also includes information that will be helpful in setting up a Registration Centre.

Registration Centre Locations

The Registration Centres will be set up in safe locations, and it is anticipated that these locations will include:

- Carters Beach Community Hall for Carters Beach residents and others at risk on the western (SHW 67A) side of the Buller River
- NBS Theatre for all other Westport residents.

If necessary, other facilities may be considered as hub options – for example, Patterson Park Racecourse Tearooms, school halls, rugby clubrooms at Craddock Park, or the Brethren Gospel Hall.

Registration Centre Personnel

Registration centre personnel are expected to be drawn from suitably skilled, local employees and volunteers from organisations such as:

- Buller District Council
- government agencies (eg, Department of Conservation)
- non-government, community support organisations, such as:
 - Homebuilders West Coast Trust <https://homebuilderstrust.co.nz/>
 - Buller REAP <https://bullerreap.co.nz/>
 - Poutini Waiora <https://www.poutiniwaiora.co.nz/>
 - Te Hā o Kawatiri <https://mherc.org.nz/directory/west-coast-te-tai-o-poutini-mental-health-services/te-ha-o-kawatiri>
- private companies (eg, Bathurst Resources Ltd <https://bathurst.co.nz/our-operations/overview/>)

Registration Centre Equipment

A range of resources such as those listed below also need to be identified, located, and (if possible) stockpiled for use in each Registration Centre. If these resources are centralised (rather than stored at each potential facility), a transport and distribution plan may need to be developed.

- Desks and chairs
- Signage for all areas, desks, or teams within the Registration Centre (include adhesive or mounting materials such as tape, glue, staples, twine etc)
- ID badges and vests for staff
- Laptops, printers, and equipment for enabling remote internet access
- Printed and electronic versions of procedures, checklists, and relevant forms
- Stationery items (pens, clipboards, folders, printer paper)
- First aid kit
- Stored water
- Catering items (hot water urns, kitchen utensils, gas cookers, supplies of non-perishable food)
- Other household goods (toilet paper, cleaning products)

Registration Information to be Collected From Assisted Evacuees

Appropriate information will be collected from assisted evacuees will be consistent with the relevant form in D4H, such as:

- Family and Household Details
- Contact Information
- Address and Location
 - Pre-evacuation Residence Address.

- Intended Destination (if known).
- Any Special Transportation Needs (eg, wheelchair access)
- Consent and Privacy - Permission to Share Information with emergency response agencies and others (eg, those providing transport or accommodation to evacuees).

Public Information Management

Initial messages for the public must be prepared, published and otherwise distributed informing them about the evacuation and encouraging those who can self-evacuate to do so at the earliest opportunity. This will be led by the Public Information Management function within the Emergency Operations Centre.

Messaging should be delivered in as many forms and to as many outlets as possible in the circumstances. Consider radio, television, newspapers, flyers, social media, websites, mobile public announcement systems, and an emergency mobile alert (EMA).

The appropriate time for an EMA announcing an evacuation would be as soon as possible after the evacuation decision has been made and other sources of information for evacuees are available for them to access (ie, so the EMA can direct them to that information). There is also the option of an earlier EMA to announce circumstances that indicate the potential for an evacuation and to encourage the community to monitor public information sources and prepare in anticipation.

Door knocking may need to be considered if other communication methods are not available or prove ineffective for any reason, but national mass evacuation guidance is clear that door knocking is resource intensive and relatively slow.

This Plan anticipates most people will look to the internet and possibly broadcast media for the information they need after initially becoming aware of the need to evacuate. However, the existing Civil Defence 0800 234 533 number will also be available as an evacuation helpline for those that prefer to use a telephone.

The people answering the 0800 helpline will be well briefed, able to refer to evacuation fact sheets, and have access to an escalation process should they need further guidance or support to manage a call.

Registration Centres will also be provided with clear and consistent messaging to support all evacuee categories.

Clear instructions will be given for those who are self-evacuating and for all other groups who will require evacuation support. The instructions should include a time by which people self-evacuating need to have left their homes. **Appendix Five** includes pre-prepared public messaging that can be added to and tailored to events, and information about ongoing public and media updates.

Most tourists will also not be familiar with the local area, understand how to evacuate or where to access help. Specific consideration and directions will likely be needed for tourists – possibly more than is currently included in **Appendix Five**.

Additional Support for Vulnerable People

Lead responsibility for identifying vulnerable people and arranging additional support for such people who need it rests with the Welfare function within the Emergency Operations Centre.

Aged residential care facilities and healthcare facilities have their own evacuation plans. Moving residents and patients from these facilities can be particularly challenging due to the complex needs and

conditions of some of the residents and patients. Consequently, the evacuation approach for such facilities is best left to their expert carers. The operators of such facilities will be aware that they can request assistance if they need it.

Community support organisations possess the knowledge of, relationships with, and many of the resources necessary for assisting their own community. Local support organisations will be contacted and involved as per the TARP. Such organisations may take the lead in dealing with their clients and will be aware that they can seek support if needed. They are well-placed to understand and respond to the needs of individuals and families they serve – for example, regarding the capacity or capability of people with disabilities to help themselves and others (eg, to get to the Registration Centres if they need to do so).

The Public Information Management function within the Emergency Operations Centre will consider the benefits of specific communication channels and messages for CALD communities and make any necessary arrangements for effective communication of appropriate messages through those channels, including at Registration Centres.

Transport for Assisted Evacuees

There must be sufficient transport resources to move assisted evacuees to the Registration Centre if they cannot easily get there themselves (eg, on foot). Assisted evacuees may also need to be transported onwards to a place of safety (ie, if the registration centre and place of safety are distant from each other). Provisioning of transport resources will be led by the Logistics function within the Emergency Operations Centre.

As per the evacuee estimates on pages 6 and 7, for 100% evacuation of the local resident population at risk plus a contingency for some tourists, this Plan estimates that transport will be required for up to 1400 assisted evacuees.

D4H contains details of the transport options and contacts for known transport options offering passenger services with significant capacity and specialist services such as a wheelchair bus. Each transport service operator will need to be called as soon as possible after activating this plan to confirm:

- available capacity (vehicles and drivers), and
- if there is time, their ability to call in additional transport capacity from places some distance from Westport.

This information will be collated by the Emergency Operations Centre and passed on to the Registration Centre to inform decisions and actions to ensure optimal allocation of transport to assisted evacuees.

The transport details for each event will be determined after consideration of the numbers heading to various places of safety, the time it will take and the opportunity or not to make multiple trips to each place of safety.

Places of Safety and Beds for Assisted Evacuees

Provisioning of accommodation for assisted evacuees at places of safety will be led by the Logistics function within the Emergency Operations Centre.

As per the evacuee estimates on pages 6 and 7, for 100% evacuation of the at-risk population this Plan estimates that beds will be required for up to 575 assisted evacuees.

The overall aim will be to transport people the shortest possible distance from the area being evacuated to a place of safety. The availability of accommodation capacity and capability in various locations and any prioritisation of any evacuation zones will largely dictate whether and to what extent some will have to be accommodated further away than others. In turn, this will also influence decisions about the nature and location of any associated Civil Defence Centre (see below).

D4H contains details of accommodation options, contacts and capacity. The accommodation premise operators will need to be called as soon as possible to confirm available capacity (rooms/beds) for assisted evacuees and what capability exists to meet any special accommodation needs. This information will be collated by the Emergency Operations Centre and passed on to the Registration Centre to inform decisions and actions to ensure optimal allocation of beds to assisted evacuees.

The table below provides summary information about possible places of safety with distances from Westport and approximate travel times under normal road conditions. Even though some places involve significant travel and transport resources may be limited, it is expected there will usually be sufficient warning of a flood event requiring an evacuation to enable preparations and travel within such timeframes.

Possible Place of Safety	Distance from Westport (km)	Approximate travel time
Holcim Site	11	10 Minutes
Waimangaroa	17	15 minutes
Charleston	26	20 minutes
Mokihinui (Gentle Annie)	55	45 minutes
Punakaiki	56	50 minutes
Reefton	79	1 hour
Murchison	97	1 hour, 25 minutes
Greymouth	101	1 hour, 30 minutes
Hokitika	139	2 hours
Nelson	222	3 hours, 10 minutes
Blenheim	259	3 hours, 30 minutes
Christchurch	330	4 hours, 30 minutes

Appropriate advice will be sought and consideration given to:

- how to provide for any special accommodation needs that are identified, but have not already been addressed through the additional support tasks described above,
- whether any individuals or groups might best be placed and managed separately from others for their own protection and/or for the protection of others (eg, where Police, health authorities, or a community support organisation advises that there is a likelihood of criminal or serious antisocial behaviour or conversely there are vulnerabilities that need to be accounted for).

Civil Defence Centres

Consideration will be given to establishing a Civil Defence Centre at or near each place of safety to serve as a 'one-stop-shop' for assisted evacuees who may require additional support, information, or advice. The Civil Defence Centre Toolkit at [Civil-Defence-Centre-toolkit.docx](#) provides information related to the selection, provisioning, activation, management, and deactivation of such Centres.

Parking for Motorhomes and Caravans

Provisioning of motorhome and caravan parking for assisted evacuees at places of safety will be led by the Logistics function within the Emergency Operations Centre.

As per the evacuee estimates on pages 6 and 7 for 100% evacuation of the at-risk population this Plan estimates that parking spaces will be needed for up to 300 motorhomes or caravans owned by Westport residents. These residents will be directed to a suitable place of safety within the shortest possible distance from the at-risk area.

D4H contains details of commercial camping grounds and freedom camping sites with significant capacity and associated contacts. The camp/site operators will need to be called as soon as possible after activating this plan to confirm available capacity (powered sites and otherwise). This information will be collated by the Emergency Operations Centre and passed on to the Registration Centre to inform decisions and actions to ensure optimal allocation of parking spaces for motor homes and caravans.

Consideration will need to be given to the location and operation of Civil Defence Centres for these motorhome/caravan evacuees.

Cordons and Post Evacuation Field Checking of At-Risk Areas

Cordons will be established to help ensure security of evacuated properties and enhance safety by preventing early return by evacuees or access by other unauthorised persons. If it is safe to do so, field checking of at-risk areas will be undertaken to ensure that people who have been asked/directed to evacuate have done so. This checking should occur as soon as possible after the time by which people were told to evacuate.

The Operations function within the Emergency Operations Centre will lead the establishment of staffed cordons and the coordination and allocation of field check responsibilities. This will be in consultation with the New Zealand Police/NZDF as appropriate and with support from other functions, such as Planning, Logistics and Welfare.

Each field checking team will consist of at least two personnel for safety and verification. The teams will be deployed in zones with clear boundaries with a list of property addresses that have been registered as the home of assisted evacuees (ie, so they know they do not need to check those addresses). The Teams will also be instructed to focus on other addresses where residents have not made it known that they have left their home.

Consideration could be given to the use of thermal imaging or drones, if available and appropriate.

While some discretion in the field is necessary and appropriate, the general approach will be to:

- Go door-to-door to confirm the relevant properties are vacated.
- Knock loudly and announce presence as Police/Civil Defence as appropriate.
- Check for signs of occupation (lights on, vehicles present, movement).
- If persons are found, advise them of the mandatory evacuation, explain the risk and attempt to persuade voluntary compliance.
- If refusal persists, notify the Emergency Operations Centre who will refer to the New Zealand Police for enforced evacuation, if applicable.
- If people wishing to evacuate but who require additional support are found, coordinate with the Welfare function for assistance.

- Coordinate with others to facilitate transport or other support to ensure safe evacuation as needed.
- Conduct a final sweep of the area, particularly isolated or difficult-to-access locations (if any).
- Notify the Emergency Operations Centre when checks are complete and highlight areas of concern or any unresolved non-compliance.

Appendix Five: Public Information

Note: Key messages in the April 2025 update of the NEMA publication ‘Consistent Messages for CDEM’ Consistent Messages for CDEM » National Emergency Management Agency have been considered, adjusted and incorporated below where relevant to this Plan. This appendix has been developed as a draft for public information experts to review, edit, add or delete as they see fit.

A robust and interoperable communications network to deliver information to a range of target audiences is essential for effective implementation of this Plan. This includes the delivery of pre-prepared, initial public messaging that can be tailored to events and ongoing updates.

The initial messaging will support pushing timely and accurate information to evacuees and others, including messaging about:

- who should report to a Registration Centre
- the purposes of registration
- what will happen during registration and the information they will need to provide.
- when they should go to the Registration Centre.

The target audiences

The target audiences for initial evacuation communications are:

- Residents who are at risk from significant flooding within the following categories:
 - Can self-evacuate without assistance
 - Have place to go but need help to get there
 - Have motorhome/caravan but no place to go
 - Have transport but no place to go
 - Have no transport and no place to go
 - Reluctant to evacuate
- Tourists and visitors who may be unaware of the situation and consequential evacuation.
- Influencers (organisations and individuals that can be sources of information to the community).
- General public.
- Media.
- Businesses

Pre-prepared public messaging

The following general messages will be useful for the public and media as well as residents in the at-risk area that is to be evacuated.

The evacuation direction and where to go

- An evacuation direction for Westport has been issued by <INSERT NAME OF ISSUING AUTHORITY> with effect from <INSERT DATE/TIME>.
- The evacuation decision has not been taken lightly, and it is essential that everyone in the at-risk area leaves because of the predicted flooding emergency.

- You should evacuate from the at-risk area as quickly as possible and no later than **<INSERT TIME AND DATE>**
- This evacuation decision has been made because **<insert a brief description of forecast rainfall and flood event, and anything else relevant to highlight that this is an exceptional situation>**.
- Authorities believe it is too dangerous for people to stay in the area that will be impacted by the predicted flood (**insert map(s) showing the at-risk area**).
- Evacuation is necessary to avoid loss of life and serious injuries from fast moving, deep flood waters and the debris carried by floodwaters.
- You must follow directions given by emergency service personnel.
- If you can do so, the easiest place to go is to friends or whānau/family who live outside the area at risk of flooding.
- If you are self-evacuating by vehicle, keep safe on our roads by checking traffic and travel updates from [Waka Kotahi \(New Zealand Transport Agency\)](#).
- If travel routes have been specified by local authorities, use those routes when driving. Some areas may be impassable or dangerous, so avoid “shortcuts”. Do not drive through flood water. If you come upon a barrier, follow posted detour signs.
- If self-evacuation isn’t an option for you, please refer to specific instructions about what to do.
- If you are not able to self-evacuate and have mobility issues, please initially seek assistance from neighbours, friends, family or a community support organisation you are familiar with. As a last resort notify emergency services that you need help.
- Further information about evacuation destinations will be provided while processing evacuees (ie, those who are not self-evacuating).
- You may not be able to return for up to three days as it may not be safe due to flooding and damage done.
- Authorities will be making appropriate arrangements for security of evacuated areas and for an orderly return after the danger has passed.
- We will publish regular updates online as and when we have latest information to share.
- Call the Civil Defence helpline 0800 234 533 if you need further advice or assistance.
- Remember to stay connected with family, whanau, and significant others on a regular basis so they are aware of your evacuation status and location.

Preparing to evacuate

If possible, prepare to evacuate with the following items:

- Cash and personal identification.
- Torch, radio, and water.
- A change of clothes and a sleeping bag or blanket for each household member.
- First aid kit, prescription medications and anything else you might need like dentures, extra eyeglasses, and hearing aid batteries.
- Car keys and house keys.
- USB phone charger.

ALTERNATIVE WORDING

Evacuate with a grab bag for every individual, which should include as many of the following items that you have easily accessible:

- Water (at least 1L per person)
- Food (snacks to get you through the day)
- Personal identification (driver's licence/passport/birth certificate)
- Sturdy footwear
- Clothes for a few days that will keep you warm, including a rain jacket
- First Aid Kit including medications, dentures, contact lenses, sanitary and/or hygiene products, hearing aid batteries etc.
- Torch (and spare batteries if you have them)
- Radio, so you can stay informed (battery-powered/hand-crank is best)
- Sleeping bag or blanket
- A powerbank and charging cord for your phone
- House keys and car keys
- A whistle

It is important you consider the needs of infants (nappies, formula) and pets (collar, lead, food, water, toys, a blanket, muzzle if required, portable cage) too. And if you can, take your insurance documentation with you.

Immediately before you leave home:

- Put on protective, weather appropriate clothing that covers your arms and legs and sturdy footwear.
- Secure your home and any valuable personal items you are leaving behind. Move valuable items as high above the floor as possible, including electrical equipment to help prevent it from getting wet.
- If you are being assisted to evacuate, make sure you're only taking the necessities, as space may be limited, and we cannot guarantee security for your belongings.

Remember to:

- Listen to authorities and follow any instructions regarding evacuation of your area.
- Leave mobile phones on and charged so you can receive Emergency Mobile Alerts.
- Check your local Civil Defence Emergency Management Group's website or social media channels and listen to the radio or TV for updates.
- Visit the GetReady website <https://getready.govt.nz/emergency/floods> for general information on what to do to keep you and your family safe before, during and after a flood.

Station name	Westport	Karamea	Reefton	Inangahua
CoastFM	96.5FM	99.3FM	90.3FM	96.5FM
The Hits	90.9FM		97.5FM	90.9FM

LiveSPORT	93.3FM			93.3FM
Newstalk ZB	1287AM	1287AM		1287AM
Radio Live	90.1FM			90.1FM
Radio NZ Concert	98.9FM			98.9FM
Radio NZ National	1458AM	1458AM		1458AM
Rhema	94.9FM			
The Sound	92.5FM			

Pets and other animals

- Take your pets and other animals with you only if it will not delay you.
- Bring your pets indoors and maintain direct control of them as soon as possible.
- Confine pets to one room. Pets may try to run if they feel threatened. Keeping them inside and in one room will allow you to find them quickly when you need to leave.
- Get pet carrier boxes and leashes ready.
- Take your pets with you when you evacuate – if it is not safe for you, it is not safe for them. Leaving them behind may endanger you, your pets, and emergency responders.
- Consider an early evacuation of pets and other animals, especially if you have lots of animals, or large animals. Waiting to evacuate animals until the last minute can be fatal for them and dangerous for you.
- See the Ministry of Primary Industries information on preparing animals for emergencies at the following link:

<https://www.mpi.govt.nz/animals/animal-welfare/animal-welfare-emergency-management/preparing-animals-for-emergencies/>

Visitors and tourists

- If you are staying in the at-risk area of Westport, you need to get to a place of safety as quickly as possible. If you are uncertain about where it is safe to go, check the local Civil Defence Emergency Management Group's website, call 0800 234 533 or, as soon as possible, seek advice from the nearest Registration Centre.
- If you are self-evacuating by vehicle, keep safe on our roads by checking traffic and travel updates from [Waka Kotahi \(New Zealand Transport Agency\)](#).
- For local emergency updates and information, check the local authority website, as well as the [local Civil Defence Emergency Management Group's](#) website and social media.
- Stay up to date with the latest weather information from [MetService, Te Ratonga Tirorangi](#), New Zealand's National Weather Service. Pay attention to [Watches and Warnings](#), which are also available on the [MetService mobile app](#). You can enable push notifications for Red Severe Weather Warnings and Extreme Fire Danger risk on the mobile app. You can also sign up for severe [weather notification emails](#) on the MetService website.

- If you are a foreign national, you can also contact your Embassy or High Commission in New Zealand. Contact details for foreign representatives to New Zealand are available at www.mfat.govt.nz/en/embassies/.
- Information about what to do before, during and after an emergency is provided in a range of languages and alternate formats at www.getready.govt.nz.

Have place to go but need help to get there

- If you know a safe place you can evacuate to and stay, you should try to find a way to get there as quickly as possible.
- If you cannot find a way to get to that place, then you should report to a registration centre to obtain travel assistance.
- You will find details about how, when and where to report to a registration centre at <INSERT LINK>.
- If you need further advice or assistance to get to a registration centre telephone the Civil Defence helpline 0800 234 533.

Have motorhome or caravan but no place to go

- If you know a safe place you can evacuate to and stay, you should get there as quickly as possible.
- If you need to be directed to a place of safety, then you should report to a registration centre to register and receive appropriate directions.
- You will find details about how, when and where to report to a registration centre at <INSERT LINK>.
- If you need further advice or assistance telephone the Civil Defence helpline 0800 234 533.

Have transport but no place to go

- If you know a safe place you can evacuate to and stay, you should get there as quickly as possible.
- If you need to be directed to a place of safety, then you should report to a registration centre to register and receive appropriate directions.
- You will find details about how, when and where to report to a registration centre at <INSERT LINK>.
- If you need further advice or assistance telephone the Civil Defence helpline 0800 234 533.

Have no transport and no place to go

- You should try to find a safe place you can evacuate to and stay and find a way to get there as quickly as possible.
- If you cannot find a place or a way to get there, then you should report to a registration centre to register and obtain travel assistance.
- You will find details about how, when and where to report to a registration centre at <INSERT LINK>.
- If you need further advice or assistance telephone the Civil Defence helpline 0800 234 533.

Reluctant to evacuate

- We understand that some people may be reluctant to evacuate, but it is not safe to remain in the at-risk areas.
- Those who refuse to evacuate will be putting their lives at risk, as well as the lives of others who may try to rescue them.
- Police have the power to enforce an evacuation, but it is preferable that evacuees leave voluntarily as soon as possible to stay safe and to ensure that Police resources can be focused on other important safety and security concerns.

Community leaders and influencers

- We invite community leaders and influencers who are not already directly involved in the evacuation process to be active in explaining the need to evacuate and to inform, encourage and support others throughout the process.
- Please be guided by the information we publish online and check for updates at regular intervals.
- If you have any specific concerns, or need further advice or assistance, telephone the Civil Defence helpline 0800 234 533. If they cannot assist, they will try to connect you, as soon as possible, with someone who can.

Businesses

- You and your staff should try to find a safe place you can evacuate to and stay and find a way to get there as quickly as possible.
- Before leaving and **only if you have time to do so**:
 - take measures to reduce potential flood damage (eg, flood barriers/sandbags),
 - move valuable and dangerous items as high above the floor as possible, including electrical equipment and chemicals and lift up stock to help prevent it from getting wet, and
 - check whether you have an up to date stocktake record and electronic backups of other important files and information stored safely.
- Please be guided by the information we publish online and check for updates at regular intervals.
- If you have any specific concerns, or need further advice or assistance, telephone the Civil Defence helpline 0800 234 533. If they cannot assist, they will try to connect you, as soon as possible, with someone who can.

Ongoing public and media updates

The Emergency Operations Centre Public Information Management function will push messaging to the public and others as appropriate. If they remain relevant and useful, key messages from earlier communications may continue to be incorporated.

Otherwise, this will involve regular media briefings and releases of new or updated information and advice to keep evacuees and the wider public appropriately informed about matter such as:

- the event as it unfolds,
- any state of emergency (ie, if such a declaration was made),
- expectations around evacuees returning to their homes (as soon as possible, provide information about the likely return process and where to find up-to-date information about this – noting that the return process itself is outside the scope of this plan and will depend on the nature and extent of any flood damage).

- where and how evacuees can access any support and advice they may need (eg, from Civil Defence Centres).

Media briefings will include reassuring messaging and some key facts such as:

- how evacuees can help to expedite the evacuation and keep themselves safe,
- the results of any forecast or modelling updates and implications for the at-risk area(s),
- progress that has been made with implementing this plan (eg, regarding approximate numbers of people evacuated, places of safety, and general information about support being provided to evacuees), and
- possibly, examples of how any complicating issues have been resolved.

Appendix Six: Further Information on Places of Safety

NOTE: This appendix will continue to be developed as further consideration is given by the CDEM Team to what can most usefully be included without duplicating information held and maintained in D4H. Information will continue to be altered, collated, and updated in D4H for these and other evacuation sites referenced in this plan.

Reefton Evacuation Site Plan



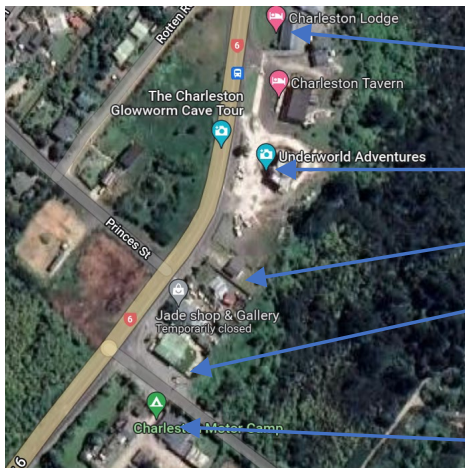
Murchison Evacuation Site Plan



- Police Station
- Murchison Area School
 - Kitchen
 - Toilets & Showers
 - Room to sleep
- Murchison Sport Recreation And Cultural Centre
 - Kitchen
 - Toilet
 - Room to sleep
- Fire station
- Health Centre
- Murchison Accommodation
 1. Top 10 Holiday park

Beds for ?

Charleston Evacuation Site Plan



Charleston Lodge Fiona & Russell

1. (2) 1x queen bed
2. (4) 1x queen & 2 singles (one bedroom unit)
3. (4) 1x queen & 2 singles (one bedroom unit)
4. (2) 1x queen
5. (2) 1x queen
6. (3) 1x caravan 2x singles
7. (6+) 3x bed apartment sleep 6+
8. (2) Cottage 1x queen (sleep out)
9. Land for self contained vans
10. 24 Total in units

Underworld Adventures

Hospital and St John

Fire station

Charleston Hall (CDEM box and radio) Sarah

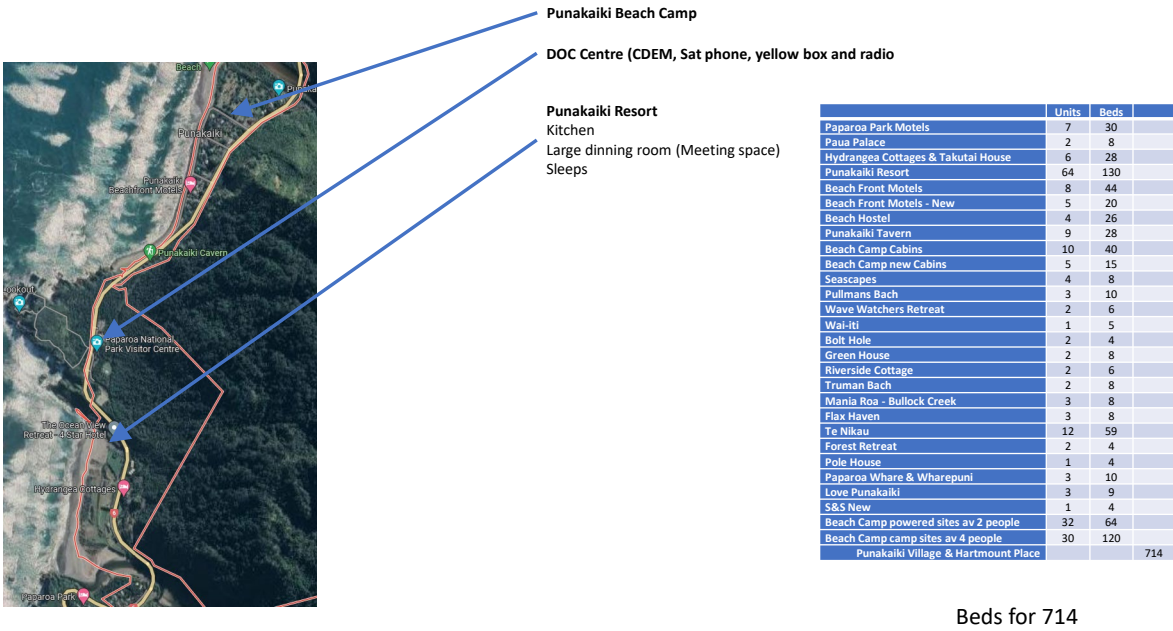
Kitchen
Bar area
Covered outside space
Fenced outside space (Pets)
Sleeping space for 30

Charleston Motor Camp Graeme & Lana 03 789 6773 cmcamp@xtra.co.nz

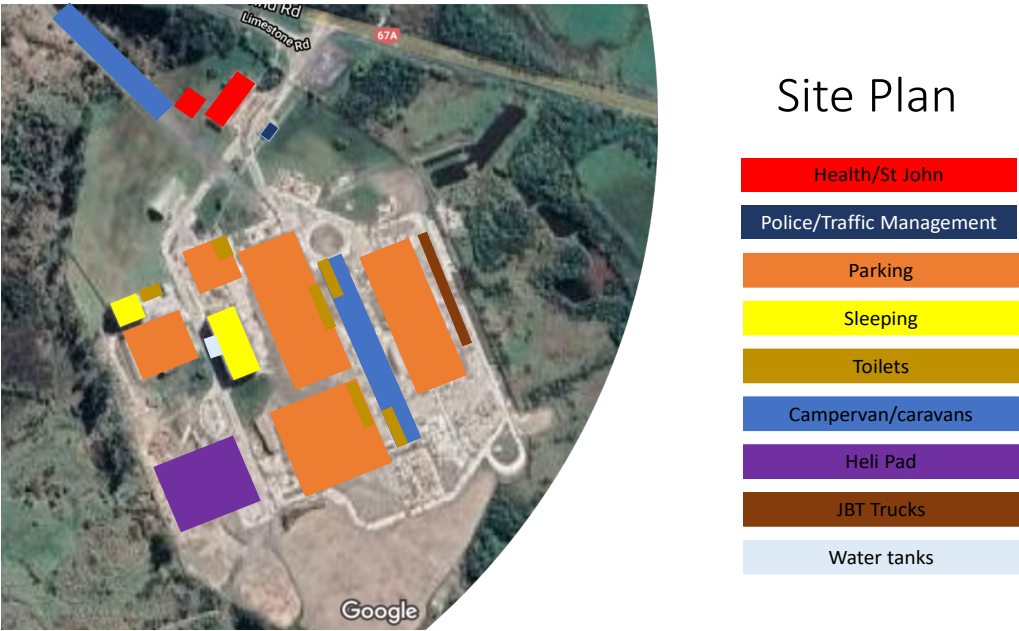
1. (4) 1x double 2x bunks
2. (4) 1x double 2x bunks
3. (5) 1x double 3x bunks
4. (2) 1x double
5. (1) 1x single
6. (3) 3x bunks
7. (4) 4x bunks
8. (2) 1x double
9. 10x powered camp site
10. Land for self contained van
11. 24 Total in units

Beds for 74

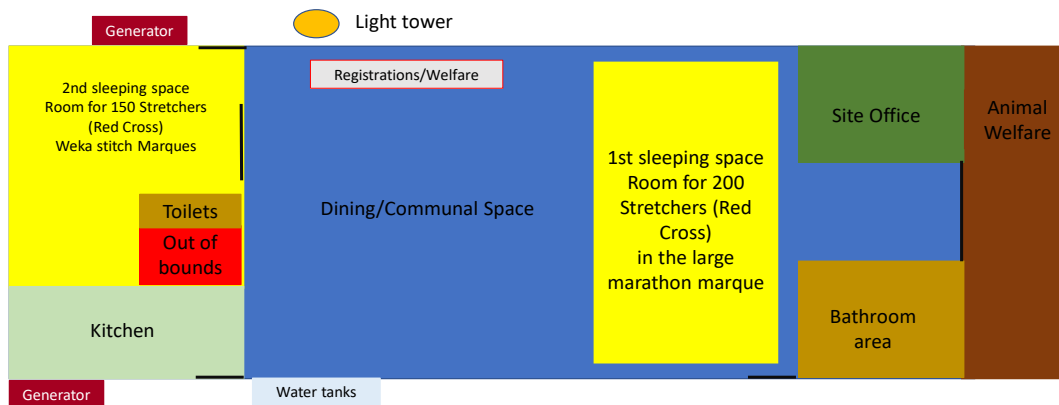
Punakaiki Evacuation Site Plan



Holcim Evacuation Site Plan: Cape Foulwind Road



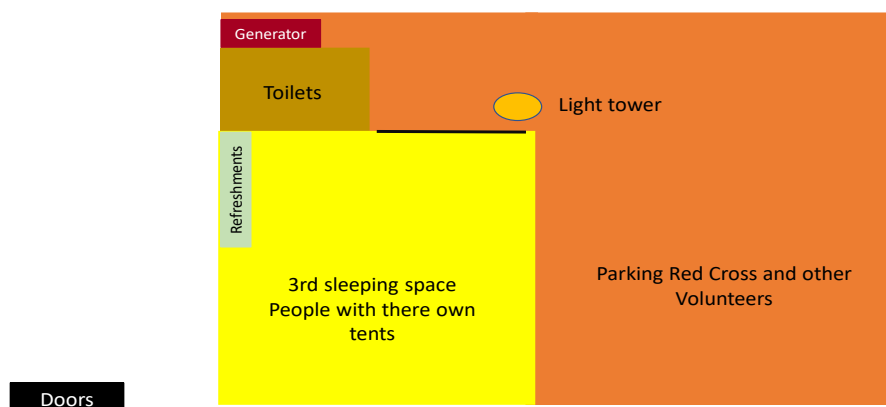
Workshop Communal Space Site Plan



Kitchen Facilities

- 2x BBQ trailers (Mitre 10 & Hire shop)
- Food (working on food plan)
- Water, juice and milk
- Plates etc
- Cooking equipment
- lights
- Cleaning products and cloths
- Washing up area set up
- 4x large urns for hot water (Janis Lennon and carol Keoghan have one each)
- 3x small urns for tea and coffee

Brick Shed Site Plan



Doors

Personnel

- Site manager
- Site manager 2IC x3
- Health and safety manager x1
- Workshop site manager x3
- Food team x12
- Welfare team x12

- Red Cross
- Defence reserves
- Volunteers

Other facilities and actions

- Complete necessary repairs to make the building watertight
- Make the buildings safe and sanitary, including by removal of any dangerous goods, cleaning and hazard removal (eg, making safe the workshop pit), removal of pigeons and, if possible, make a walkway over the road from the brick shed to the workshop
- BEL to install 3 generators (two at workshop and one at brick shed) and ensure all lighting working
- Set up two outside light towers
- Put 8x toilets in bathroom area
- Put 4x toilets in second sleeping area
- Mobile shower units in bathroom area
- Put out 2x diesel heaters and install safety barriers around them
- Put up marquees
- Set up site office 4x trestles 2 power boxes and extension cords
- Set up service desk 4x trestles 2 power boxes and extension cords
- Set up kitchen
- Tables and chairs (marathon committee)

Appendix Seven: Resource Schedule

Item	Location	Contact	Details
EOC Cache	Victoria Square		
	Reefton BDC service Centre		
Welfare Cashe	Peel St Yard		
Cats Creek Community Cache	Craddock Park		
Cat Generator (On a trailer) Model: E3S14732 KVA rating 30	Westreef yard Reefton		
Mattresses x30	Sergeants Hill Hall		
Blankets x53	Salvation Army		
Port-a-loo x10	Peel St Yard		
MHU (Blow-up unit tent)	In Victoria square Cache		
Sandbags x8,000 approx.	Peel St Yard		