REVIEWED July 2026

# Ngaio Community Response Plan

This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

Sharing this information will help everyone in the community understand how to support one another when it matters most.

WELLINGTON REGION EMERGENCY MANAGEMENT OFFICE

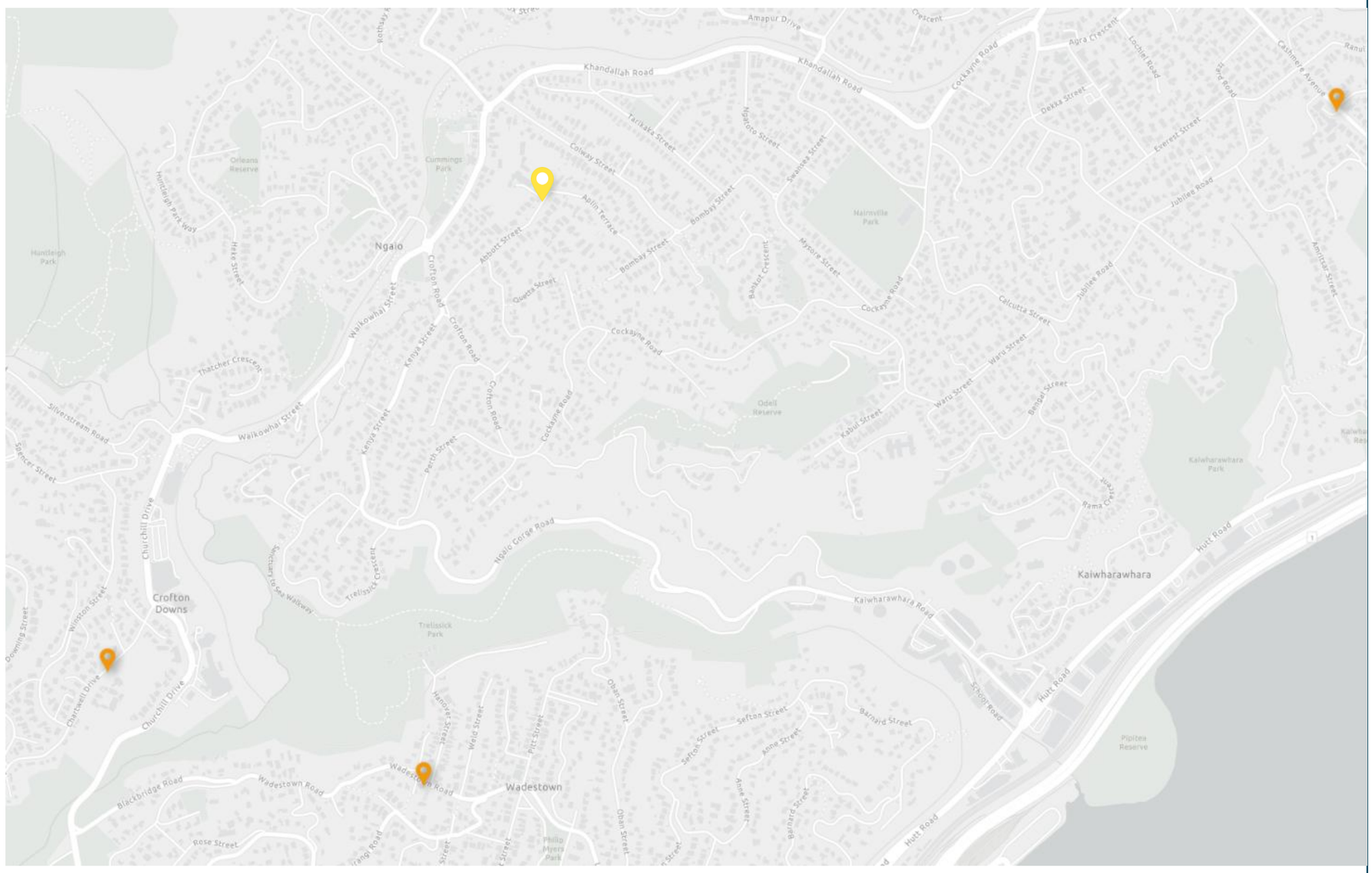
# Facility map

## **Ngaio School,** 45 Abbott Street, Ngaio

*Please respect this facility and the contents inside. This is a privately owned property that has been offered to the community for disaster response.*

# Coordinate with neighbouring Community Emergency Hubs

Local resources can be shared with nearby communities, so communicate with your neighbouring hubs to work out the most efficient use of the available resources.




## Your Hub

**Ngaio Community Emergency Hub**

Ngaio School, 45 Abbott Street, Ngaio

## Neighbouring Hubs

**Cashmere Avenue School,**
110 Cashmere Ave, Khandallah

**Crofton Downs School,**
21 Chartwell Drive, Crofton Downs

**Wadestown Plunket,**
117 Wadestown Road, Wadestown

# Document overview

The local resources and ideas outlined in this document were identified during community planning workshops. These were grouped into the categories listed below:

- Local resources
- Local vulnerabilities
- Checking on who and what has been affected
- Medical assistance
- Shelter
- Water
- Food
- Animal Welfare
- *For Sanitation refer to Section 5 in the Hub Guide*

## Community Response Plan and Emergency Hub Guide

This Community Response Plan works alongside the Community Emergency Hub Guide. The Hub Guide provides guidance on how your community can organise and support one another during an emergency. Use the Hub Guide and your Community Response Plan together to organise your community response. You will find the Hub Guide in the Hub kit along with Hub role lanyards, stationery, a map, an AM/FM radio, and a VHF radio.

## Responding as a community

Your community has all the skills, resources, local knowledge and relationships to support one another during an emergency. You can utilise these by working together at your local Community Emergency Hub. Use this document as a starting point for solutions to community needs and your response as a community.

## If you are opening a Hub it might pay to think about bringing some basics, such as:

- First aid kits
- Blankets
- Torches
- Batteries
- Radio
- Water
- Tea, coffee, milk
- Food
- Toilet paper
- Buckets
- Rubbish bags
- BBQ/camping cooker

## Your Local Council

During a major emergency, your local council will coordinate the response from their Emergency Operations Centre. An Emergency Assistance Centre may also be set up to provide access to government and council support services.

# Local resources

Your community has identified the following local resources that could be useful for various purposes during an emergency.

Ensure you have permission from the facility or resource owner before using.

## Places and spaces

- Café Villa – 61 Ottawa Road
- Cashmere Avenue School, Khandallah
- Childspace Ngaio Early Learning Centre – 11 Tarikaka Street
- Chiropractic Care – 4 Khandallah Road
- Community gardens
- Crofton Downs School – Chartwell Drive
- Crofton Road Dairy – 2 Crofton Road
- Cummings Park – Ottawa Road
- Cummings Park Library – 1 Ottawa Road
- G.A.S Ngaio – 49 Ottawa Road
- Girl Guides – 48 Silverstream Road
- Grace Kindergarten – 4 Ngatoto Street
- Mitre 10 – 128 Churchill Drive
- Motor Doctors – 4B Crofton Road
- Nairnville Recreation Centre – Corner of Cockayne Road and Lucknow Terrace
- New World Khandallah – 26 Ganges Road
- Ngaio Kindergarten – 65 Ottawa Road
- Ngaio Supermarket and Discount Liquor – 1 Khandallah Road
- Ngaio Natural Health Centre – 63 Ottawa Road
- Ngaio Playcentre – 50 Silverstream Road
- Ngaio Plunket Clinic – 65 Ottawa Road
- Ngaio School – 45 Abbott Street
- Ngaio Tennis Club – 3 Waikowhai Street
- Ngaio Union Church – 3 Kenya Street
- Onslow Community Church – 4 Ngatoto Street
- Phoenix Chinese Takeaways – 2 Kenya Street
- Revolution Cycles – 69 Ottawa Road
- Ngaio Scouts Hall – 30 Waikowhai Street
- Tan’s Takeaways – 3 Awarua Street
- Tandoori Nights – 67 Ottawa Road
- Ngaio Town hall – 1 Ottawa Road
- Wightwick’s Field, Trelissick Park
- Woolworths Crofton Downs – 124 Churchill Drive

## Groups and networks of people

- Band room
- Childspace Ngaio Early Learning Centre – 11 Tarikaka Street
- Community spirit
- Crofton Downs Veterinary – 4 Thatcher Crescent
- Cummings Park Library – 1 Ottawa Road

- Doctors and Nurses
- Girl Guides – 48 Silverstream Road
- Grace Kindergarten – 4 Ngatoto Street
- Individual capabilities
- Lions members
- Ngaio Medical Centre – 75 Ottawa Road
- Neighbourhood support
- Ngaio Crofton Downs Residents Association
- Ngaio Kindergarten – 65 Ottawa Road
- Ngaio Playcentre – 50 Silverstream Road
- Ngaio Plunket Clinic – 65 Ottawa Road
- Ngaio School – 45 Abbott Street
- Ngaio Scout Group – 30 Waikowhai Road
- Ngaio Tennis Club – 3 Waikowhai Street
- Ngaio Union Church – 3 Kenya Street
- Onslow Community Church – 4 Ngatoto Street
- Onslow Historical Society – 86 Khandallah Road
- Retailers group – Ottawa Road
- Rotary members
- Scouts Group – 30 Waikowhai Street

## Services in the community

- Bowen Hospital – 98 Churchill Drive
- Café Villa – 61 Ottawa Road
- Chiropractic Care – 4 Khandallah Road
- Crofton Road Dairy – 2 Crofton Road
- G.A.S Ngaio – 49 Ottawa Road
- Ngaio Medical Centre – 75 Ottawa Road
- Motor Doctors – 4B Crofton Road
- Ngaio Supermarket and Discount Liquor – 1 Khandallah Road
- Ngaio Natural Health Centre – 63 Ottawa Road
- Ngaio Village Pharmacy – 57 Ottawa Road
- Phoenix Chinese Takeaways – 2 Kenya Street
- Revolution Cycles – 69 Ottawa Road
- Tan's Takeaways – 3 Awarua Street
- Tandoori Nights – 67 Ottawa Road

## Infrastructure

- Crofton Downs water bore
- Firewood
- G.A.S Ngaio – 49 Ottawa Road
- Kaiwharawhara Stream
- Ngaio Gorge Road
- Ngaio School – 45 Abbott Street
- Ngaio Union Church – 3 Kenya Street
- Onslow Community Church – 4 Ngatoto Street
- Railway tracks
- Stream for freshwater
- Town hall – 1 Ottawa Road
- Walking tracks
- Water Reservoir
- Z Crofton Downs – 110 Churchill Drive

# Local vulnerabilities

Your community has identified the following potential vulnerabilities. These may need further attention or assistance.

## Places and spaces

- Hilly land
- Lots of trees
- Ngaio school – only one field
- Rockfalls and slips
- Unstable land

## Groups and networks of people

- Families disconnected by the event
- Injured people
- Older population
- People arriving from the CBD who might need extra supplies. This can put extra pressure on our community
- People living alone
- Retirees
- School age kids and pre-schoolers

## Services in the community

- 1 pharmacy
- 1 supermarket
- 2 dairies
- Bowen hospital
- Gas
- Power

## Infrastructure

- Awarua/Waikowhai/Chelmsford Train Bridges
- Fire
- Gas networks
- Homes sliding
- Ngaio Gorge Road
- Overhead powerlines
- Petrol stations
- Powerlines falling
- Sewerage drainage
- Train tunnels
- Trains / Roads
- Water reservoir

# Checking on people and damage

Everyone in the community is checked on after an emergency – whether it's for rescue and medical assistance, or just basic support and information.

> Contact everyone in the community as soon as possible.

> Record and report information on people and damage back to the Hub.

> Regularly check everyone in the days following the event as people's circumstances may change.

How can you make sure that everywhere has been checked?

- Start with known affected areas or groups that might need extra assistance.
- Draw upon any local lists and knowledge.
- Coordinate a street-by-street, house-by-house check. Use the area maps in the hub.
- Record any information on the impact to the community. For example, status of roads, building damage, and peoples unresolved needs.

Report the information back to the Information Coordination person at the Hub.

Staying in contact with people as outlined in task one should be done frequently, as peoples circumstances can change after an event.

If you can't give someone immediate assistance, collect information about their needs and bring that back to the Hub. See if you can find an asnwer to their needs with the resources available in your community.

**What groups could be available to walk around the community to check on people and look for damage?**

> Church groups

> Community leaders

> Fit people

> Lions

> Neighbourhood watch

> Residents association

> Rotary

> Scouts, Guides

> Uni students

> Walking groups, they may have knowledge of the lie of the land and tracks

## Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups

> Areas that have been cut off

> Clear accesses

> Food and water

> Neighbours

> Old and vulnerable

> People with disabilities

> Places that are most damaged

> Sanitation

> Shelter

## How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
2. Scope – define needs and resources
3. Prioritise – needs with resources
4. Meet – needs with resources
5. Review – that needs are being met
6. The Hub can set up street maps and coordinate searches, or checks by door knocks

> Have a runner to feed information to each street/group

> Have some way to acknowledge that neighbours are away/at home

> Neighbourhood support groups and organise jobs

> Rock or flag to show that the house has been checked

> Street by street

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# Medical Assistance

Community members who need medical assistance are directed to medical assistance.

> Identify and coordinate community resources that can be used to assist and treat the injured.

> Identify and check on people with day-to-day medical needs.

> Direct the community to medical providers that are known to be open.

> Identify and coordinate people in the community with medical skills who can help.

In all life-threatening situations, attempt to contact the emergency services by calling 111.

Injured and sick people should go to the nearest open medical centre first.

People with first aid skills should go to their nearest open medical centre or go to the Hub.

Check on your neighbours and people who may need extra help.

Look after your hygiene – wear gloves when touching body fluids.

Find out if the local medical providers are open and operational so that you can let the community know where to go.

Coordinate transportation for those who are in need and cannot get to the medical centre.

**Where are the nearest medical providers?**

> Bowen Hospital – 98 Churchill Drive

> Local doctors and nurses

> Medical Centre – 75 Ottawa Road

> Ngaio Natural Health Centre – 63 Ottawa Road

> Ngaio Veterinary Clinic – 4 Thatcher Crescent

> Ngaio Village Pharmacy – 57 Ottawa Road

> Plunket Clinic – 65 Ottawa Road

**Where else could we provide medical assistance if the above facilities are not available?**

> Cummings Library – 1 Ottawa Road

- Ngaio School hall - 45 Abbott Street
- Ngaio Union Church – 3 Kenya Street
- Onslow Community Church – 4 Ngatoto Street
- Ngaio Town hall – 1 Ottawa Road

## Who can help provide medical assistance?

- First aiders
- Local doctors and nurses
- Residents with qualifications

## How do we get people to medical assistance or medical assistance to people?

- Camp beds
- Cars/scooters/bikes
- Channel major medical assistance through the Community Emergency Hub communication
- Helipad @ Ngaio school or Nairnville Park
- Makeshift stretcher with broom handles and jackets
- Neighbourhood support
- Wheelbarrows

## Where can we get extra supplies?

- Wooworths Crofton Downs – 124 Churchill Drive
- Crofton Road Dairy – 2 Crofton Road
- Each other
- G.A.S Ngaio – 49 Ottawa Road
- Herbal remedies

- Mitre 10 – 128 Churchill Drive
- Ngaio Supermarket and Discount Liquor – 1 Khandallah Road
- Ngaio School - 45 Abbott Street
- Ngaio Village Pharmacy – 57 Ottawa Road

## Where are there Defibrillators?

- Crofton Downs Woolworths – 124 Churchill Drive
- Cummings Park Library – 1 Ottawa Road
- Ngaio Medical Centre – 75 Ottawa Road

# Shelter

Ensure everyone in our community has somewhere safe and comfortable to stay.

> Find places where people can shelter from the weather if they can't stay at home.

> Find comfortable places where people can rest and sleep.

Small repairs may make homes safe enough to stay in.

If people need to leave their homes, encourage them to take as much bedding as possible.

Encourage people to stay with friends and family if possible. Ask neighbours or others in their street if they have a spare room.

People in the community may have spare beds, air mattresses, and couches available to offer people without a place to stay.

Check gas and electricity supplies are safe to use. Turn gas off at the meter/main if unsure. Turn electricity off at mains/switchboard and water at the toby on the footpath. Leaks including water, should be investigated.

Many people will be able to stay in their own homes, and this is ideal as people are much more comfortable in a home environment. Are there simple repairs that could be done to make a home safe enough for people to stay there.

Youmay have visitors to your community who don't live locally – commuters, shoppers, employees etc. These are the people most likely to need accommodation in your community.

Encourage people to make their spare beds and guest rooms available.

Don't wait for the perfect solution, shelter from the weather is a priority over comfort. Bad weather means the need for shelter is much more urgent than on a warm, sunny day.

Tell the Emergency Operations Centre (through the Communication desk) the number of people who need accommodation.

## Who could help make people's homes safe, weatherproof, and comfortable?

> Community response – tradespeople

> DIY handy citizens

> Mitre 10 staff

> Neighbours

> Scouts

> Sports teams

## Where can we get resources to make repairs?

> Bupa site

- Community Emergency Hub, to register needs with supplies board
- G.A.S Ngaio – 49 Ottawa Road
- Mitre 10 – 128 Churchill Drive
- Motor Doctors – 4B Crofton Road
- People's homes (can find tools and odd bits and pieces)
- Ross Alcock Plumbng – 25 Gaya Grove

## Where could we get bedding and clothing supplies to keep people warm and comfortable?

- Bowen Hospital – 98 Churchill Drive
- Childspace Ngaio Early Leaning Centre – 11 Tarikaka Street
- Grace Kindergarten – 4 Ngatoto Street
- Ngaio Medical Centre – 75 Ottawa Road
- Neighbours
- Ngaio Kindergarten – 65 Ottawa Road
- Ngaio Playcentre – 50 Silverstream Road
- Ngaio Plunket Clinic – 65 Ottawa Road
- Swap at the hub

## What open spaces could accommodate temporary shelter?

- Chelmsford Park – Chelmsford Street
- Crofton Downs School – Chartwell Drive
- Cummings Park – Ottawa Road
- Huntleigh park – Huntleigh Park Way
- Lawns at people's houses
- Nairnville Park – Lucknow Terrace
- Ngaio School – 45 Abbott Street
- Ngaio Train Station Car Park – Collingwood Street
- Orleans Recreational Reserve – Orleans Street
- Silverstream Park – Silverstream Road
- Whitwick's Park

## What facilities could be used for temporary shelter if people can't stay at homes or with friends?

- Childspace Ngaio Early Leaning Centre – 11 Tarikaka Street
- Crofton Downs School – Chartwell Drive
- Cummings Park Library – 1 Ottawa Road
- G.A.S Ngaio – 49 Ottawa Road
- Girl Guides – 48 Silverstream Road
- Grace Kindergarten – 4 Ngatoto Street
- Motor Doctors – 4B Crofton Road
- Ngaio band room
- Ngaio Kindergarten – 65 Ottawa Road
- Ngaio Playcentre – 50 Silverstream Road
- Ngaio Plunket Clinic – 65 Ottawa Road
- Ngaio School – 45 Abbott Street
- Ngaio Union Church – 3 Kenya Street
- Onslow Community Church – 4 Ngatoto Street
- Scouts Hall – 30 Waikowhai Street
- Tents, caravans, bus shelter
- Ngaio Town hall – 1 Ottawa Road

# Water

Our community has access to clean water for drinking and water for cooking and hygiene purposes.

> Ensure everyone knows how to treat drinking water.

> Coordinate community water sources for drinking, cooking and hygiene.

> Arrange a place in the community where water can be distributed if needed.

Water reserviours are all around the region but automatically seal if lines are damaged. Technicians must manually attend to the valves. This will take time so look for other sources of water within the community right away.

Some schools and community centres have large water tanks installed. If there is one in your community check to see what their plan is for using the water.

Local streams and open bodies of water are not reliable sources of clean water. Chemical pollution and heavy metal contamination is not removed by boiling water or adding bleach.

Treat any non-bottled water. Boil it if you can, if not use bleach to treat.

BEST CHOICE: BOIL. Boiling water will kill most types of disease-causing organisms. If water is cloudy, filter it through a clean cloth. Boil water for one minute, let it cool, and store it in clean containers with covers.

IF YOU CAN'T BOIL: ADD BLEACH. Bleach will kill some (not all) types of disease-causing organisms. Just like boiling, filter cloudy water though a clean cloth first. Use only regular, unscented, liquid household bleach. Add two drops of bleach per litre of water. Stir well, let stand for 30 minutes before using, then store in clean containers with covers.

## Where can we find drinking water?

> Bore in Silverstream road

> Collect rainwater

> Woolworths Crofton Downs – 124 Churchill Drive

> Crofton Road Dairy – 2 Crofton Road

> Emergency water supply at Crofton Downs Primary - Chartwell Drive

> G.A.S Ngaio – 49 Ottawa Road

> Khandallah reservoir

> Mitre 10 – 128 Churchill Drive

> Ngaio Community Emergency Hub (Ngaio School) – 45 Abbott Street

> Ngaio Supermarket and Discount Liquor – 1 Khandallah Road

> Ngaio reservoir

- Our homes
- Streams
- Water point at Huntleigh Park

## How do we get water to people who are unable to leave their homes?

- Buckets in wheelbarrows
- Cars if the roads are ok
- Neighbourhood support
- Teenagers

## Where can we find water for washing and cleaning?

- Our homes
- Rain
- Streams
- Swimming pools

## What water supplies should be avoided or need treatment before drinking?

- Grey water
- Kaiwhara stream
- Korimako stream
- Mains water
- Pool water
- Silverstream in Crofton Downs
- Springs and waterfalls
- Stagnant water
- Storm water
- Stream water

## What places would be good distribution points?

- Cummings Park
- Huntleigh Park
- Ngaio train station – Collingwood Street
- Ngaio Village – Ottawa Road
- Scouts Hall – 30 Waikowhai Street
- The Community Emergency Hub

# Food

People in our community have enough food to sustain them.

> Organise a way to feed large groups of people who are displaced or do not have food of their own.

> Coordinate food supplies in the community.

Assist with the coordination of food supplies in the community where necessary.

Encourage people to share food with those who don't have access to it.

Tell people to use foods in the refrigerator first, then those in the freezer, and finally dried goods from the pantry.

Pool community resources to feed everyone

- Street BBQs
- Have places where excess food can be coordinated from

## What food suppliers and providers are there?

> Café Villa – 61 Ottawa Road
> Cameron Harrison Butcher – 4 Crofton Road
> Woolworths Crofton Downs – 124 Churchill Drive
> Crofton Road Dairy – 2 Crofton Road
> Ngaio Supermarket and Discount Liquor – 1 Khandallah Road
> Phoenix Chinese Takeaways – 2 Kenya Street
> Tan's Takeaways – 3 Awarua Street
> Tandoori Nights – 67 Ottawa Road

## Where else could we find food?

> Home gardens and community gardens
> Homes
> Mitre 10 Garden Section – 128 Churchill Drive
> Neighbours
> Roadside plants
> Tarikaka community orchard

## How could we organise to feed large groups of people?

> Chillax Espresso (Woolworths café) - 124 Churchill Drive
> Girl guides Huntleigh Kitchen – 48 Silverstream Road
> Mitre 10 - 128 Churchill Drive
> Neighbour support groups get togethers
> Organise group freezer uses to save opening
> Street BBQs

- Use Café Villa facility – 61 Ottawa Road

## Where can we get cooking and catering supplies?

- Café Villa – 61 Ottawa Road
- Childspace Ngaio Early Learning Centre – 11 Tarikaka Street
- Woolworths Crofton Downs – 124 Churchill Drive
- Crofton Downs School – Chartwell Drive
- G.A.S Ngaio – 49 Ottawa Road
- Grace Kindergarten – 4 Ngatoto Street
- Home supplies
- Mitre 10 (for BBQ, gas bottles, and BBQ tools) - 128 Churchill Drive
- New World Khandallah – 26 Ganges Road
- Ngaio Kindergarten – 65 Ottawa Road
- Ngaio Playcentre – 50 Silverstream Road
- Ngaio Plunket Clinic – 65 Ottawa Road
- Ngaio School – 45 Abbott Street

## How do we get food to people who are unable to leave their homes?

- Community meals on wheels know these people
- Neighbour support

# Animal Welfare

Animals in our community have access to medical assistance, shelter, water, and food.

> Identify and coordinate locations and people for medical assistance for animals
> Identify locations for animal shelter
> Identify potential sources of food and water
> Keep a record of lost and found pets

**What animal services are in the area? (e.g., veterinary clinics, animal control, shelters, stock agents, stock truck companies)**

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**What facilities could be used for temporary shelter for animals?**

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**Where could we find drinking water for animals?**

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**Where could we find food for animals? (companion animals & production animals)**

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