

Pacific Island Advisory Charitable Trust
PIACT

CIVIL DEFENCE
EMERGENCY MANAGEMENT
SOUTHLAND
Te Rākau Whakamarumaru Murihiku

PACIFIC ISLAND ADVISORY CHARITABLE TRUST

Community Response Plan



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Pacific Island Advisory Charitable Trust (PIACT) Community Response Plan

Emergency Management Southland contact details

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

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

How to Stay Informed During an Emergency

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

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

Local radio stations to listen to during an emergency

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

Antenno

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

Purpose of the Community Response Groups

Community Response Groups planning for an emergency

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

Community Response Groups during an emergency

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

Community Response Groups into recovery

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



Invercargill: Strength in Diversity

Invercargill is home to a rich tapestry of cultures, where people from many backgrounds come together to create a strong, resilient community. From tangata whenua to more recent migrant communities from the Pacific, Asia, the Middle East, and beyond, each group brings unique strengths, traditions, and perspectives that enrich our city. This diversity is a cornerstone of our Community Response Plans — ensuring that in times of need, every voice is heard, every culture respected, and every neighbourhood supported. By working together, we build a safer, more connected Invercargill for all.

Community Details

The Pacific Island Advisory Charitable Trust (PIACT) is a culturally responsive organisation based in Invercargill that serves the Pasifika community across Southland. Established to respond to the social, educational, and health needs of Pacific peoples, PIACT is a vital connector, advocate, and support service for families of Pacific Island descent.

PIACT is situated in Appleby, one of Invercargill's more diverse and community-oriented suburbs, known for its multicultural population, schools, and proximity to local services and parks. It is ideally situated to support staff, volunteers and the surround community during an emergency.



Identified potential vulnerable sub communities

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

- Schools, kindergartens and childcare providers.
- People with disabilities including mobility issues.
- Elderly living on their own, including the council owned flats located on Ettrick Street.
- Elderly people in the community with no phone/internet.
- Non-speaking English people.
- Unhoused people (Russell Square Park & South City Mall area).
- People with high-risk medical, physical and mental health conditions.
- Single-parent families, especially with young children and babies.

Neighbouring communities

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

- Other NGOs e.g. Awarua Whanau Services, Nga Kete Mautauranga Pounamu Charitable Trust
- Health Nurses at PIACT
- Local Pacific Island churches
- Pacific Island Early Learning Centre

Significant local treasures/ assists

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

- Pasifika artefacts in PIACT
- Johnny Penisula's art pieces in community



Identified local critical infrastructure/ vulnerabilities

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

- Lifeline utilities: wastewater, water, electricity
- Food supplies
- Medical services
- Fuel supply

PIACT/Appleby Community Hazard and Risk Summary

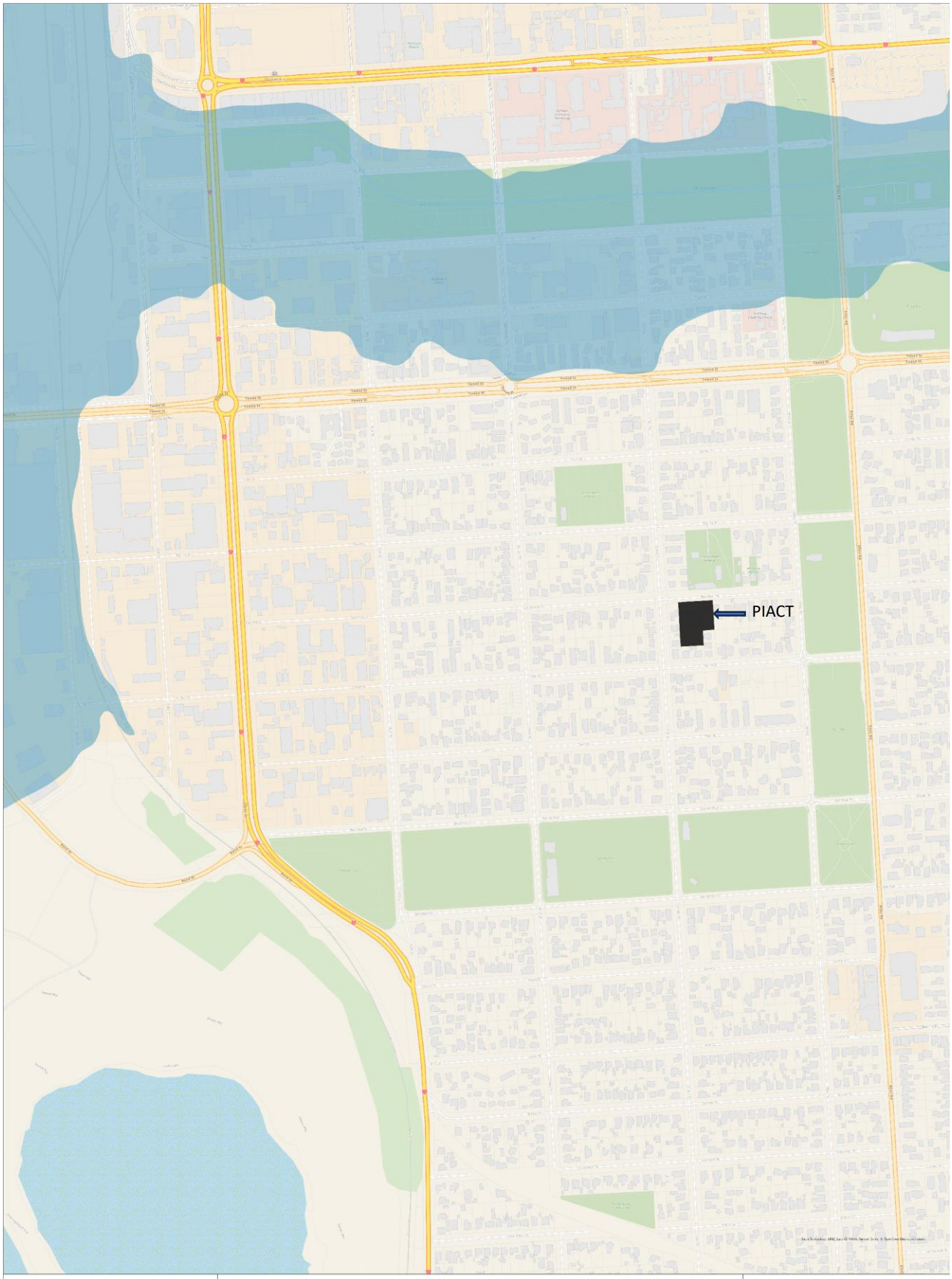
Overview

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

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1. Flooding

- **Risk Level (Priority):** Low
- **Description:** While PIACT itself is not prone to riverine flooding, flooding within and around the Invercargill City could cause disruption to resources and facilities
- **Impacts:**
  - Road closures.
  - Isolation, and potential evacuation.
  - Disruption to PIACT services.
  - Emotional distress and economic hardship for community members.
  - Limited accessibility for emergency responders during severe events.
- **Mitigation Strategies:**
  - Maintain drainage systems.
  - Elevate important items in flood-prone areas.
  - Prepare sandbags or barriers.
  - Be prepared to evacuate.
- **Map Reference:** For detailed flood risk maps, refer to Environment Southland's hazard maps:



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Pacific Island Advisory Charitable Trust Flood Map

0 100 200 400 Meters

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1:2,000

DISCLAIMER
Environment Southland uses reasonable endeavours but does not warrant that this information is current,complete or accurate. Professional or specialist advice should be obtained before taking or refraining from taking any action on the basis of this information. To the extent permitted by law, Environment Southland will not be liable for any loss, liability or costs suffered or incurred as a result of any reliance placed on this information.

DATA SOURCE: ES GIS 2025 Printed: 28/05/2025

2. Earthquake

- **Risk Level (Priority):** Medium
- **Description:** While PIACT is not located on a major fault line, Southland is within a seismically active region. An Alpine Fault earthquake will cause major disruption to a large area.
- **Impacts:**
    - Building damage.
    - Power outages, road disruptions, food network disruption.
    - Potential injury to staff and community members during building collapse or falling objects.
    - Limited access to emergency services or roads.
    - Emotional and psychological distress, especially among elderly, disabled, or migrant community members.
- **Mitigation Strategies:**
    - Secure heavy furniture and appliances.
    - Practice "Drop, Cover, Hold" drills.

3. Severe weather (Wind, rain, snow, and storms)

- **Risk Level (Priority):** High
- **Description:** Invercargill is regularly exposed to a range of severe weather events due to its inland Southland location. These events can occur year-round and include strong winds, heavy rainfall, hail, thunderstorms, and occasional snow or frosts during winter.
- **Impacts:**
    - Power outages.
    - Flooding.
    - Fallen trees.
    - Transportation disruption with road closures.
    - Disruption to essential services and damage to homes and properties.

- **Mitigation Strategies:**
    - Regularly inspect and maintain roofs, gutters and structures.
    - Trim trees near power lines.
    - Prepare alternative heating and lighting sources.
    - Stockpile essential supplies.
    - Stay informed through weather alerts.
    - Avoid non-essential travel during severe conditions.

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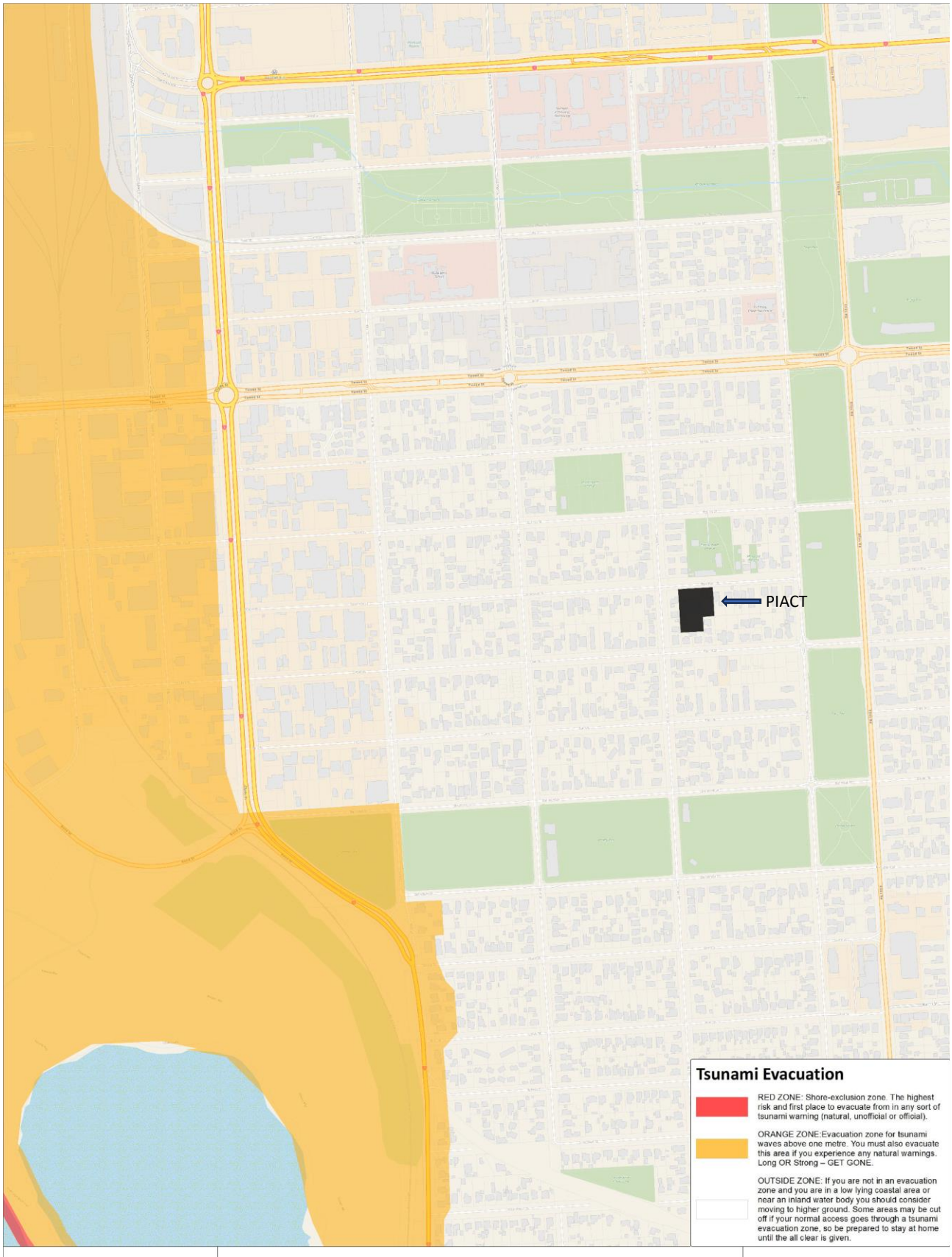
3. Tsunami

- **Risk Level (Priority):** Low to Moderate (but high impact potential in rare large events)

- **Description:** While the Pacific Island Advisory Charitable Trust building is not in a tsunami zone, Invercargill borders the New River Estuary and is relatively close to the Foveaux Straight, which opens to the Puysegur Trench (an active offshore subduction zone capable of generating large tsunamis). A major undersea earthquake or landslide in the Southern Ocean could potentially cause a tsunami that affects coastal Southland, including parts of Invercargill and Bluff. Low-lying and estuarine areas may be vulnerable, especially if early warnings are delayed.

- **Impacts:**
    - Flooding of low-lying coastal areas (e.g. Invercargill Estuary).
    - Disruption of roads, electricity and communications.
    - Possibly inundation of homes, community facilities, or infrastructure.
    - Evacuation of vulnerable community members, particularly those unfamiliar with tsunami risks.
    - Psychological trauma and displacement in worst-case scenarios.
    - Long-term damage to ecosystems and public services.

- **Mitigation Strategies:**
    - Know where the tsunami evacuation zones for the area.
    - Promote natural warning signs (long or strong earthquake = evacuate immediately).


PIACT
Tsunami Evacuation
RED ZONE: Shore-exclusion zone. The highest risk and first place to evacuate from in any sort of tsunami warning (natural, unofficial or official).
ORANGE ZONE:Evacuation zone for tsunami waves above one metre. You must also evacuate this area if you experience any natural warnings. Long OR Strong – GET GONE.
OUTSIDE ZONE: If you are not in an evacuation zone and you are in a low lying coastal area or near an inland water body you should consider moving to higher ground. Some areas may be cut off if your normal access goes through a tsunami evacuation zone, so be prepared to stay at home until the all clear is given.
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Pacific Island Advisory Charitable Trust Tsunami Map
0 100 200 400 Meters
N
1:2,000
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DATA SOURCE: ES GIS 2025
Printed: 28/05/2025

Fire (Urban and Rural)

- **Risk Level (Priority):** Medium to High (Seasonal)
- **Description:** Invercargill and surrounding Southland areas generally have lower fire risk than drier parts of New Zealand, but urban structure fires and rural vegetation fires can still occur—especially during dry summers or when high winds are present. PIACT may be exposed to urban fire hazards due to older buildings, heating systems, or nearby properties, and rural fire risk if outreach activities extend to Otatara, Bluff, or other semi-rural areas. Power outages, wood burners, and the use of generators during emergencies can further elevate fire hazards.
- **Impacts:**
  - Threats to homes, livestock, and human safety.
- **Mitigation Strategies:**
  - Create defensible space around properties.
  - Develop and practice fire evacuation plans.
  - Comply with fire bans and restrictions.

4. Health emergencies

- **Risk Level (Priority):** High
- **Description:** Health emergencies, such as pandemics or outbreaks of infectious disease, can have significant impacts. Events like the COVID-19 pandemic have shown how quickly illness can spread, disrupt daily life, and place pressure on health services. Other health risks may include seasonal influenza, mental health crises, access issues for vulnerable communities, gastroenteritis, or contaminated water supplies during flood events. Vulnerable groups may be at greater risk.
- **Impacts:**
  - Isolation and distress for elderly or immunocompromised individuals.
  - Strain on medical services.
  - Delayed access to healthcare due to transport, cost or language barriers.
  - Increased demand for welfare, food and mental health support.
- **Mitigation Strategies:**
  - Promote good hygiene practices.
  - Encourage vaccination.
  - Strengthen community support networks for coordinated outreach.

Hazard risk summary table

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

- **Likelihood:** Probability that the hazard will occur in or impact PIACT & the Appleby neighbourhood.
- **Impact:** The scale of consequences the hazard would have on the community (people, infrastructure, economy, environment).
- **Note:** This assessment has been based on qualitative judgment and local context to guide how likelihood and impact are rated.

Maps and diagrams (Useful links)

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

Key Identified Local Resources

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

Key Emergency Service contacts - For urgent matters please dial 111

Emergency Services

Organisation	Phone	Address	Other details
Community Police			Simon Ballantyne
Police	03 211 0400		
Fire	Deane Chalmers		
Amateur Radio Emergency Communications – Group Leader – Myles Gerber	020 4002 1498	Ettrick Street, Invercargill 9810	glsouthland@arec.nz

Council

Organisation	Phone	Address	Other details
Invercargill City Council	03 211 1777	101 Esk Street, Invercargill 9840	Customer.service@icc.govt.nz
Invercargill Water Treatment Plant	03 211 1777 0800 422 435		
Invercargill Public Library	03 211 1777 0800422 435		
Dog Control	03 211 1777 0800 422 435		

Service stations, supermarkets and food establishments

Organisation	Phone	Address	Other details
Elles Rd Night 'n Day	03 218 8395	235 Elles Road, Invercargill 9812	Andrew Nicol ellesrd@nightnday.co.nz
New World Elles Rd	03 218 6811	244 Elles Road, Invercargill 9812	Braedan & Rebecca Tompetter
Waitomo Tay St – Petrol Station	0800 922 123	198 Tay Street, Invercargill 9810	
NPD Petrol Station	0800 544 6162	248 Bond Street, Invercargill 9810	
Pak'nSave Invercargill	03 214 4864	95 Tay Street, Invercargill 9810	
Woolworths Invercargill	03 211 3100	172 Tay Street, Invercargill 9810	
The Pantry	03 214 5200	133 Grace Street, Invercargill 9812	admin@thepantry.co.nz
Southern City Meat Processor (1993)	03 214 2261	89 Nith Street, Invercargill 9812	
Mighty Meats	03 216 1332	50 Centre Street, Invercargill 9812	southlamb@outlook.com

Medical and support agencies

Organisation	Phone	Address	Other details
Unichem South City Pharmacy	03 214 0006	248 Elles Road, Invercargill 9812	
Baillie and Lewis Chemists	03 218 6607	3 Martin Street, Invercargill 9812	
Vercoe Brown & Associates	03 214 6222	82 Elles Road, Invercargill 9812	
South City Health Centre	03 218 4043	270 Elles Road, Invercargill 9812	
Waikiwi Vet Services South City	03 215 9237	102 Elles Road, Invercargill 9812	
Elles Road Veterinary Centre	03 214 4156	226 Elles Road, Invercargill 9812	

Utility services and supplies

Organisation	Phone	Address	Other details
Mitre 10 MEGA Invercargill	03 219 9000	12 Elles Road, Invercargill 9812	
The Toolshed	03 929 6625	121 Crinan Street, Invercargill 9812	
Rh Plumbing and Gas Ltd	027 545 4059	114 Crinan Street, Invercargill 9812	
Aotea Electric (Invercargill)	03 214 7707	38 Bowmont Street, Invercargill 9812	
South City Electrical & Security	03 218 6613	146 Clyde Street, Invercargill 9810	

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

Organisation	Phone	Address	Other details
Rose Lodge Resthome & Retirement Village	03 218 4306	129 Tweed Street, West Invercargill, Invercargill 9810	manager.roselodge@ultimatecare.co.nz
St Josephs School	03 218 6574	70 Eye Street, Invercargill 9812	stjosephinv@xtra.co.nz
Wee Nippers Early Childhood	03 214 1718	271 Tweed Street, Invercargill 9810	
Best Start Elles Road	03 2168769	200 Elles Road, Invercargill 9812	elles@best-start.org.nz
The Cottage Kindergarten	03 218 8269	74 Bowmont Street, Invercargill 9812	thecottage@ska.co.nz
Ngā Hau E Wha Marae	03 218 3375	193 Conon Street, Invercargill 9812	

Additional resources

Organisation	Phone	Address	Other details
Invercargill Bowling Club	03 218 6421	148 Bowmont Street, Invercargill 9810	

Community Emergency Hubs

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

Each pre-determined location will be provided with an Emergency Community Hub Guide and be able to access advice from Emergency Management Southland if they require further information or support.

Community Emergency Hub key holders

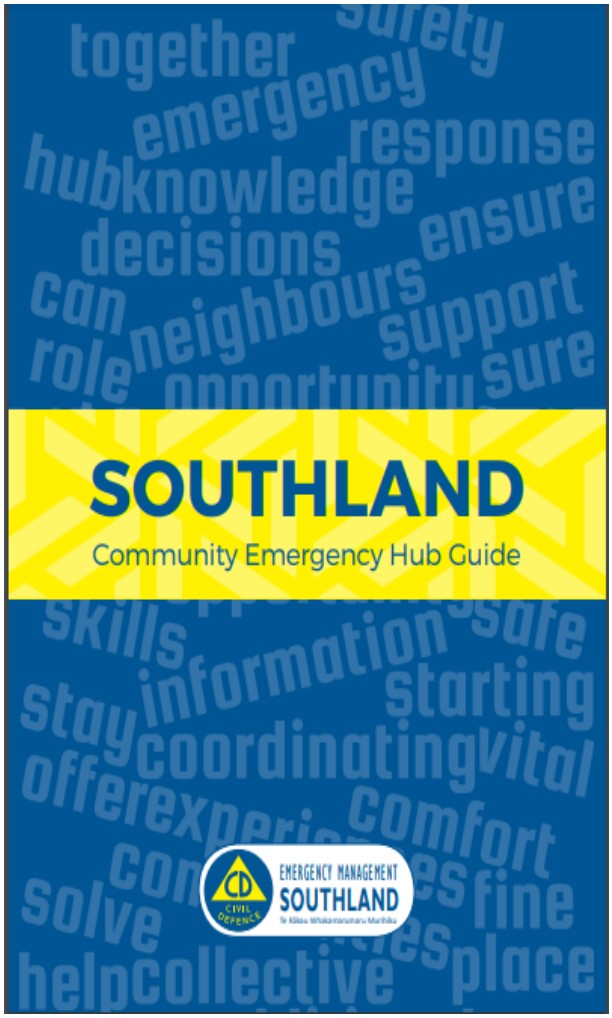
Name	Phone	Address	Key Holders
Alison Adam			
Ofa Boyle			
Rachel Murray			
Meke Lome			

Basic items for a Community Emergency Hub

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

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

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





HUB ROLES

1. Hub supervisor

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

HUB SUPERVISOR
I am responsible for:
COMMUNITY EMERGENCY HUB

HUB SUPERVISOR KEY TASKS

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

Community Response Group Contact Lists

Emergency Management Southland

Name	Phone	Email	Other details
EMS Duty Advisor	0800 76 88 45	ems@cdsouthland.nz	24/7 monitoring and on call for all enquiries
Emergency Management Advisor	0800 76 88 45	janelle.ladbrook@cdsouthland.nz	Janelle Ladbrook - Liaison with PIACT.

Key Community Response Group members

Name	Phone	Email	Other details
Alison Adam			
Ofa Boyle			
Rachel Murray			
Meke Lome			