



## Thorndon / Pipitea Community Response Plan

The Thorndon Residents' Association in partnership with the Wellington Region Emergency Management Office © 2015

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This plan will be reviewed in August 2018

Plan Owner:

**Thorndon Residents' Association**

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# Summary

The purpose of this document, the Thorndon/Pipitea Community Response Plane (CRP), is to set the foundation for making Thorndon/Pipitea a resilient community. Resilience means being prepared for disruptions, recovering well from shocks or stresses and learning from disruptive experiences – readiness, responsiveness and revitalization. So building resilience is circular – planning, responding and learning/revitalizing, the third stage leading back to being better prepared for future disruptions.

Resilient communities – those with a high level of awareness, sufficient readiness and the capacity to respond effectively – not only bounce back to a functioning state, they bounce forward: they nurture natural systems, improve structures and strengthen social ties<sup>1</sup>.

The first part of becoming resilient is to be aware of what can happen here. This CRP describes the hazards and vulnerabilities we know about. It then sets out what the community can do for itself to respond within the first three days of a disaster that impedes any official response so that the community will be largely dependent on its own resources. The situation analysis should be the basis of community expectations of what can be achieved. With the help of this CRP, the role that the Thorndon/Pipitea community should play in a major disaster can be identified and planned.

This CRP outlines the role the community is empowered to play. It is not possible to cover all possible circumstances and going into a great level of detail would tend to hamper the necessary adaptability and initiative that a resilient community must show.

This Community Response Plan (CRP) is based on the understanding of a community stakeholder group convened during 2015 by the Thorndon Residents' Association (TRA) and Wellington Region Emergency Management Office (WREMO).

The Thorndon/Pipitea community is encouraged to use this document as a starting point; to conduct an annual review and reappraisal of all parts; and to develop more detailed plans with initiatives that will assist in the early days after a major disaster.

The first rules of community-driven preparedness are:

- Planning begins at home
- Get to know neighbours
- Find out who lives in the street, or in the building
- Know the location of the Community Emergency Hub (CEH)
- Understand that community members are able to open the CEH and coordinate activities for quite some time before official resources are able to provide support

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<sup>1</sup> From "The Resilience Dividend" by Judith Rodin, published by Profile Books, 2015.

WREMO publications “It’s Easy – Get prepared for an emergency”, prepared households and prepared neighbours editions, are available from the WREMO office or on their website, [www.getprepared.org.nz](http://www.getprepared.org.nz).

## Background and process

A Community Response Plan (CRP) is a plan developed by the community outlining how that community will respond in a disaster, especially if the community is cut off or the emergency service response is delayed or limited.

The CRP is focused on managing the initial period (the first three days) following a significant emergency event when a community could be out of touch with the rest of the district or region. The CRP seeks to improve community preparedness for such an event.

The CRP helps a community to take some initial independent action to start looking after itself. To be effective, it is essential that CRPs are ‘owned’ by the community. This means that they must be led and developed by the community because ultimately it is the community that knows its area best.

In a time of crisis, members of a community will want to come together to assist one another; a Community Response Plan helps to coordinate and speed up this process.

Outcomes from developing a Community Response Plan include:

- An appreciation of local hazards and the likely impacts/effects of those hazards
- Awareness of local hazard warning systems and sources for civil defence information
- An opportunity to build positive working relationships amongst local leaders prior to a disaster event
- Clarification of roles, responsibilities and improved management of local strategic resources
- Identification, development or mitigation of any preparedness opportunities or gaps
- An opportunity to disseminate key emergency preparedness information to the wider community; and
- A foundation for the continued development of community resilience to emergency events.

This Plan is a living document. To ensure the Plan remains relevant and up-to-date with new hazard information, changes to local contacts and response to the changing environment, the Plan needs to be regularly reviewed. This is no minor task. There is



little urgency to act in stable times and all entities must remain involved – individuals, organisations, communities and cities. Many entities are cited in the Plan and not all have been notified or consulted. This is an ongoing task for this Plan.

The planning process may also identify community preparedness strengths, opportunities, weakness or challenges that need further work to develop or resolve. A regular review cycle provides an opportunity to review progress on these initiatives and an opportunity to re-establish relationships among stakeholders.

## Where the CRP fits

The diagram below defines emergency preparedness as a system that links households, businesses, neighbourhoods, and the community, right through to local and central government.



To respond and recover effectively from an emergency event the system relies on initiatives that build capacity (the sharing of knowledge and skills), strengthen connectedness and improve cooperation. The outcome of this process of engagement is greater coordination within and between levels, which in turn results in a quicker and more efficient response and more realistic expectations regarding roles, responsibilities and resource use.

The diagram shows that the foundation of preparedness begins in your home, workplace and neighbourhood. The CRP process is at a slightly higher level and engages with community leaders or key community resource holders to provide an opportunity for these parties to share their knowledge and skills, build relationships and work cooperatively.

Communication flows within the system are designed to be both top-down and bottom-up (i.e. each level has the capacity to influence another). For example outcomes of the CRP process will be filtered down to the neighbourhood and household level as well as upward to local and central government level, and during a response the community can link in with the official government response via community activated Community Emergency Hubs.

## CRP Scope

This Community Response Plan covers the geographical area defined by the boundaries of the suburbs of Thorndon and Pipitea. The Plan focuses on developing the capacity of the community to self-activate and respond more effectively during the first 72 hours following an emergency when the community could be isolated or left to act on its own.



The following stakeholders were involved in developing this Community Response Plan:

- Thorndon Residents' Association
- Thorndon New World Supermarket
- Pipitea Marae
- Wellington Free Ambulance
- Australian High Commission
- Embassy of the United States
- Queen Margaret College
- Thorndon School
- Compass Health
- Birchington Court Body Corp
- New Zealand Fire Service
- New Zealand Police
- Archdiocese of Wellington
- Local Residents from different precincts in Thorndon/Pipitea
- Wellington City Council
- Certified Builders



## Our Community

Thorndon/Pipitea is one of New Zealand's oldest and most historic residential suburbs with significant heritage value.

It is bounded by the communities of Kaiwharawhara and Wadestown to the north, Wilton and Northland to the west, with Kelburn and Wellington Central CBD on the southern boundary.

The 2013 census gives the population of Thorndon-Pipitea as 4,266 usual residents but this number swells by perhaps three times with commuters and students flowing in from throughout Wellington region for work and school during the week.

Pipitea comprises the Parliamentary precinct as well as part of the campus of Victoria University. On the harbourside of Pipitea there is the port, including two Cook Strait ferry terminals, the railway yards and Railway Station, and the Wellington Regional Stadium (Westpac Stadium).

The geographic and infrastructure characteristics of Thorndon/Pipitea are likely to provide challenges for those within the area, or needing to return to their homes here, following a serious event. The area is at the nexus of the Wellington Fault, the Wellington Urban Motorway, the main trunk railway, key water and energy infrastructure, and the Cook Strait ferry terminals.

Although both the National Crisis Management Centre (below the Beehive) and WREMO are situated within this area, neither will be of specific use during any significant emergency response to the Thorndon/Pipitea community, or to the many people who may be immobilised in the area. The national and regional control centres will be dedicated to setting-up and dealing with overarching responsibilities focused on the region, and on controlling the national response.

There are five schools operating in the area. This involves about 3,650 school children and teachers. Additionally there will be students on Victoria University's Pipitea campus, and there are early childhood centres with young children separated from parents (see list in Section "Community – Critical Needs").

The western residential side of Thorndon is next to the Wellington Fault. Other parts of the suburbs are on raised and reclaimed harbour-bed or old stream beds, which increase the likelihood of failure of key infrastructure and buildings in this area. Disruptions could be extreme; people trying to depart the city may be initially impeded from doing so, and the ability for assistance to enter the city is likely to be limited in the immediate aftermath.

During business hours it should be assumed that many people would try to evacuate the CBD, some making their way toward the more open spaces in places in Pipitea and



Thorndon. The numbers of displaced people likely to move through Thorndon/Pipitea soon after a major event could overwhelm the local community.

## Our Community Values

At the start of each CRP process stakeholders are asked to identify the things they value most about their community. The following is a summary of the values the 2015 stakeholder working group felt encapsulates the special qualities of the Thorndon Community, which they would want to preserve and protect during any recovery:

- The heritage aspect and collection of old buildings and homes
- The history associated to the area – parliament, cathedrals, etc.
- Historic pubs and eating establishments
- Primary and secondary schools as well as childcare centres
- The active Residents' Association
- Historic parks and greenery
- Tinakori Village shops and community
- The business/government precinct with a significant daytime population
- The mix of demographics, covering all age groups and several ethnic groups
- Proximity to CBD and the city's amenities

## What could happen here

Hazards facing Thorndon/Pipitea are those facing many parts of the Wellington Region - earthquakes, floods, liquefaction, landslides, storms, tsunamis, as well as man-made hazards such as chemical spills and electrical failure. With its reasonably high-density living and number of schools and office blocks in the area, a pandemic could have a high impact.

The most likely hazard to quickly isolate Thorndon/Pipitea is a large earthquake that damages roads and causes landslides and liquefaction. To a lesser extent a long distance tsunami, or a prolonged power cut could have a similar impact on the community.

A significant earthquake event could have multiple effects happening at once, including ground shaking, liquefaction, slope failure, and a local source tsunami. In turn this will lead to multiple adverse impacts: landslips, damaged roads, building failure, motorway bridge collapse, lifeline (power, gas, water, sewage) failure, fires, and people trapped, injured, displaced or killed.

Fire is a particular concern for Thorndon, especially following a widespread event such as an earthquake that would see emergency services' priorities diverted elsewhere. Old wooden houses built close together could allow fire to spread rapidly, especially in windy conditions. Although not the danger it once was, for example in San Francisco in 1906 or Napier in 1931, because of better water supplies and sprinkler systems, if a fire took hold there would be little the community could do to extinguish the conflagration. Disruption of water systems is likely after a serious event and the use of barbecues and open fires would also exacerbate the risk. The community needs to be aware of fire safety, possible fire routes and potential fire breaks, and be prepared to evacuate.

The picture below shows the Wellington Fault passing through Thorndon and how the suburb is a funnel to arterial/main roads and motorways to the Hutt Valley and Ngauranga Gorge and beyond. This will be where Wellington's entrance and exit point is impeded and buses, trains and ferries as well as other commuter foot and road traffic will all be affected. Any cause that results in the evacuation of the Wellington CBD will affect Thorndon because of its position at the bottleneck for exit routes.



## How it could affect us

A Community Impact Assessment was undertaken using the scenario of a significant earthquake (magnitude 7.5) on the Wellington fault affecting the Thorndon area, i.e. about the worst possible event. If the epicentre is in or near Thorndon, sideways land movement of up to four metres could be experienced and intensities of up to X on the Modified Mercalli Scale, defined as *“Extreme: some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent.”*

### **Injured, trapped & needing urgent assistance**

Some homes could be extensively damaged by shaking and liquefaction (loss of ground support for foundations). Many people could be injured or trapped in buildings, needing rescue, medical treatment or alternative accommodation.

With few Thorndon-based facilities access to hospitals, local medical facilities and pharmacies will be limited. Outside working hours the situation would be worse. Damaged or blocked roads also will impede access.

Many residents will have limited means or capacity to look after themselves when normal support services are no longer working, and some more vulnerable people (e.g. the elderly, disabled, medically unwell) will need to be checked on and may require urgent assistance to survive.

### **Overwhelmed or uncoordinated Emergency Response**

Reliance cannot be placed on locally based emergency services and council staff. They will try to respond to protect or rescue people but could be quickly overwhelmed or delayed by the scale of the event. The emergency services located in the suburb have responsibilities to cover the city and will be called away (although in this scenario, Thorndon/Pipitea would be among the worst-hit areas).

Loss of communications channels could make it difficult for local emergency services to effectively prioritise their efforts. However, responses will be coordinated and directed in the first instance through centralised systems rather than local community coordination as much as possible. The community needs to have a realistic expectation of the very limited services emergency services will be able to provide in the immediate aftermath of a large scale event.

### **Access/Communications**

A large earthquake could leave a lot of debris throughout the city and region. State Highway 1 and State Highway 2 access routes in and out of the city could be closed for two weeks or more, and within the city roads may become impassable by vehicle. Rail, port and airport facilities will all be affected. Initially they will stop operating to check for damage and following a large event



closures are likely to be long term.

Thorndon sits on the edge of Wellington City so it will be used as a thoroughfare by large numbers of people passing through, most likely on foot, to get home to their suburbs. Many of these will be commuters who usually use State Highways 1 (up the Ngauranga Gorge) or 2 (to the Hutt Valley). Damage to roads, tunnels and bridges will exacerbate the congestion.

Telephone and cell phone networks are likely to be damaged, disrupted or quickly overloaded following a large earthquake.

### **Welfare of Displaced People**

The damaged road and rail networks could isolate many commuters for several days. They could be left stranded and in need of food, water, medical help and shelter from the community. The volume of people needing help and the number of casualties could be a burden on the Thorndon Community and community planning should take this into account. Other categories of displaced people are tourists, house-sitters, visitors and guests.

Parents working outside the Wellington CBD may struggle to pick up their children from the schools within Thorndon. There are approximately 3,650 school children in Thorndon during the week and more in child care centres, only some of whom will live within walking distance of their school. Beyond 24 hours some local schools and child care centres could need assistance looking after children.

Some houses could be rendered unsafe to live in, requiring urgent evacuation, or some people may be left too upset and fearful to want to continue living alone.

A tsunami threat could result in self-evacuation from Wellington CBD up towards Thorndon, adding to the demand for local support and shelter, etc.

### **Food**

The damaged road network and power failure could make food supply impossible or funds to purchase food unobtainable. Thorndon has one supermarket, there is also a supermarket within the Railway Station in Pipitea, and several smaller grocery stores in the area, all with limited capacity to supply food and goods to the community for longer than a couple of days. Access to these stores could be impeded or they could be in “lock down” and the stores themselves could become hazard zones with fallen shelves and broken glass.

Food could become a scarce resource that may require protection and controlled distribution.

### **Water**

Slips and ground shaking will likely affect the ground water table, stream and river flow paths

and overall water quality throughout the city. Power and gas mains are also vulnerable to failure in a large earthquake and could take some time to repair.

Water could become a scarce resource throughout Wellington City, including Thorndon. Households should continue to be encouraged to store emergency water, and the Community Emergency Hub should try to ensure that water available to the public is distributed in a controlled manner.

### **Sanitation**

A lack of clean water, curtailed access to toilet facilities and spilled sewage will increase the risk of sickness and disease without good sanitation techniques and a clear understanding of the best ways to self-manage urine and excrement disposal. This is especially true for those who live in apartment buildings and have no backyard in which to build temporary sanitation facilities.

### **Animal Welfare**

Animals and pets will require care and control. Some people may be unwilling to evacuate unsafe homes if they cannot find their pets. It is residents' responsibility, wherever possible, to restrain and look after their own animals.



# Our Community's Strengths and Vulnerabilities

A SWOC (strengths, weaknesses, opportunities, challenges) analysis was undertaken to assess Thorndon Community's current resilience to a large earthquake event as at May 2015. This analysis is to be reassessed during each CRP review.

## Strengths

- Good community facilities – open spaces, churches, schools, marae.
- Close proximity to CBD, and Wellington Region Emergency Management Office. If communications are down a 'runner' could communicate with the Emergency Operations Centre (EOC) in the Beehive building.
- Existing network of Thorndon Residents' Association with drive for better preparedness.
- Locally based supermarkets and numerous smaller stores and eating establishments.
- Higher socio-economic area means the community has greater means to better prepare themselves.

## Weaknesses (vulnerabilities)

- Many high-rise buildings where people from outside the area work and may need support if they can't get home after a large scale event.
- Large number of people not aware of tsunami warning signs – many waiting for a siren to go off.
- Four schools in the area with approximately 3,650 children, many from outside the area and needing support; also several childcare centres in the area.
- Different day/night profiles because of the large number of people travelling into the CBD for work.
- Absence of a community centre.
- Thorndon will be a 'funnel' and people may become stuck in and around Thorndon if they can't get home.
- Traffic issues, especially if roads are damaged.
- Several medical practices but only working office hours (one opens Saturday mornings).
- No Neighbourhood Support Group.
- Old wooden homes and use of open fires, barbecues etc. for cooking and boiling water, together with possibly disrupted water supply, increase susceptibility to serious conflagration

## Opportunities

- Hills in the area for evacuation in case of tsunami – although need to be aware of the

risk of rock falls and landslides.

- Some open space for emergency tents, toilets, etc.
- Three locally based supermarkets and numerous other supporting businesses.
- Buildings that could act as community gathering points or shelter – school halls, churches, marae.
- Walking distance to many large resources, within our community and in other communities.

## **Challenges**

### **Natural**

- The Wellington fault passes through Thorndon, close to Tinakori Road and across lower Thorndon Quay.
- Topography of the area gives a means of evacuation for tsunami, but also means proneness to landslides and difficulty in getting external resources into the area.
- Historic streams may flood and there is a lack of knowledge about where they are and their flooding potential.

### **Social**

- Countering unrealistic expectations of the capacity of emergency services and civil defence.
- Combating complacency and encouraging people to become better prepared
- Encouraging vulnerable people to become better prepared.
- Checking on and looking after vulnerable people.
- Managing community food and water resources during a significant disaster.
- Better educating the public on tsunami warnings and tsunami zones.
- Security and looting risks/traffic management.
- Providing consistent messaging to the public during an emergency.
- Stranded commuters needing medical help, shelter, food and water.

### **Structural**

- Old infrastructure, including gas and water pipes, pass through Thorndon/Pipitea and are prone to damage.
- Resources, e.g. fire, parliament, police, etc. are not on high ground.
- Potential collapse of motorway flyover and overbridges from the Terrace to Thorndon.



# Local Hazard Warning Systems

## Wellington Region Tsunami Warning

There are three types of tsunami categorized by their source: locally generated (e.g. earthquake in the Cook Strait or off the East Coast of NZ), regionally generated (e.g. earthquake off the Solomon Islands, Vanuatu or Samoa) and distant source tsunami (e.g. earthquake off Chile or Peru).

In a locally generated tsunami the only reliable warning the community will receive is the earthquake itself. There is unlikely to be enough time for an official warning.

In a regional or distant source tsunami there is more chance for an official warning, and in addition to warnings issued by the media, the Ministry of Civil Defence and Emergency Management, Wellington City Council, Wellington Region Emergency Management Office and local emergency services will do everything they can to physically warn coastal communities of a tsunami threat.

In some emergency events there may be time for official warnings to be given, for example an approaching weather event, regional or internationally generated tsunami, rural fire or pandemic.

It is important for the public to be aware of local hazard warning systems.

<b>Local Source Tsunami</b> - potentially 10 minutes or less notice of arrival	<b>Wellington City has <u>no</u> tsunami sirens for local source tsunami</b> The only warning of a locally generated tsunami will be the earthquake itself. If the earthquake goes on for longer than one minute, or you can't stand up in it, immediately evacuate by foot to your nearest high ground.
<b>Regional &amp; Distant Source Tsunami</b> - potentially 1 – 3 hours' notice of arrival.	Television and radio media  Social media sites & news websites (e.g. <a href="http://www.getprepared.co.nz">www.getprepared.co.nz</a> ; <a href="https://www.facebook.com/WREMONz">www.facebook.com/WREMONz</a> ; <a href="http://www.stuff.co.nz">www.stuff.co.nz</a> ; <a href="http://www.civildefence.co.nz">www.civildefence.co.nz</a> )  Informal warnings from family, friends or the public. This information may need to be verified.  Council & Emergency Service Tsunami Warnings
<b>River &amp; Stream Flood Events</b>	Metservice: <a href="http://www.metservice.com/towns-cities/wellington">www.metservice.com/towns-cities/wellington</a>  Television and radio media
<b>Storm &amp; Other Weather Events</b>	Television and radio media  Metservice website, Facebook or twitter alerts.
<b>Other Emergency Incidents (e.g. rural fire or a hazardous spill)</b>	Television, radio media, social media and news websites  Emergency services

## Civil Defence Information Sources

- WREMO: [www.getprepared.co.nz](http://www.getprepared.co.nz)
- WREMO Facebook: [www.facebook.com/WREMONz](https://www.facebook.com/WREMONz) •
- Wellington City Council: [wellington.govt.nz](http://wellington.govt.nz)
- Ministry of Civil Defence & Emergency Management: [www.civildefence.govt.nz](http://www.civildefence.govt.nz)

Radio stations will also be broadcasting emergency information, much of which will be through liaison with the Emergency Operations Centres. Historically Civil Defence have provided a list of radio station frequencies for the public to tune into, however this is no longer the case and everybody is encouraged to scan through all radio channels until arriving at a station that is broadcasting relevant information.

# Community - Critical Needs

This section is a summary of the skills and resources available within Thorndon in response to eight critical needs relevant to all communities following a large-scale emergency event when there could be limited external support or direction, particularly in the first three days. This section has important information for community members during an emergency so that they can better prepare and respond. See also the next section (Coordinating the Response) for information about Community Emergency Hubs.

The initial imperative is to look after yourself first: remember the flight safety talk to “put on your own mask first” before helping others. If you are in need yourself, you are not in a position to assist other people.

## 1. Within 48 hours the community is starting to coordinate its search and rescue

People/Organisations	Resources	Public information/education
Fire, ambulance and police Services	Major building collapse, fire, rescue and security issues only	The focus for these services will be on the CBD and other jobs as directed by their Operations Centres. Suburban public should not rely on their assistance for the first 72 hours.
Local Community members and volunteers: church groups, university students, sports clubs, equipment and 4WD vehicle owners Victoria University, 472 1000 Victoria Bridge Club, 112 Tinakori Rd., Thorndon 473 5099 <a href="mailto:info@victoria.co.nz">info@victoria.co.nz</a> Wellington Bridge Club, 17 Tinakori Rd., Thorndon 972 4311 <a href="mailto:wnbridge@paradise.net.nz">wnbridge@paradise.net.nz</a> Thorndon Tennis and Squash Club, 4 Katherine Avenue 027 390 5892 (Club Manager) <a href="mailto:info@thorndonclub.co.nz">info@thorndonclub.co.nz</a>	Door to door house checks	Encourage Neighbourhood Preparedness Plans using WREMO “It’s Easy” resources. Householders should also consider guests, visitors, house-sitters and other temporary occupants in their planning.

<p>Salamanca Tennis Club, 21 Wesley Road Talavera Tennis Club, 148 Glenmore St., Northland 567 4925 Club Secretary 475 3318 Hirepool, 243 Thorndon Quay 473 1527 <a href="mailto:Thorndon.branch@hirepool.co.nz">Thorndon.branch@hirepool.co.nz</a></p>	<p>Equipment and 4wd vehicles (also portaloos)</p>	
	<p>“It’s Easy: prepared Households” and “It’s Easy: Prepared Neighbours” are available in Maori, Sri Lankan Tamil, Latin American Spanish, Simplified Chinese, Samoan, Arabic, Russian, Somali.</p>	<p>Awareness of vulnerable groups, e.g. elderly, disabled, English as second language, sheltered housing. Get to know them now, rather than after an emergency.</p>



## 2. People can access medical assistance within 48 hours

People/Organisations	Resources	Public information/education
<p>Thorndon Medical Centre, 101 Molesworth St. 473 5181</p> <p>Central Wellington Medical Centre, L 8 111 Customhouse Quay 912 2642 <a href="mailto:admin@centralwellingtonmedical.co.nz">admin@centralwellingtonmedical.co.nz</a></p> <p>City Medical Centre, L2 190 Lambton Quay 471 2161 <a href="mailto:mail@citymedical.co.nz">mail@citymedical.co.nz</a></p> <p>Plimmer Steps Medical Centre L2 AMI Plaza, Lambton Quay 472 6024</p> <p>The Terrace Medical Centre, L1 50 The Terrace 472 5723</p> <p>Capital Sports Medicine L5 187 Featherston Street 499 5732 <a href="mailto:office@capitalsportsmed.co.nz">office@capitalsportsmed.co.nz</a></p> <p>Pharmacies in St Paul's Shopping Centre, Molesworth Street, and in Lambton Quay. Supermarkets have off-the-shelf medical supplies</p>	<p>2 doctors</p> <p>9 doctors and 5 nursing staff. Centre is a Local Emergency Group (see below)</p> <p>2 doctors and 3 nursing staff</p> <p>3 doctors plus nursing staff. Centre is a Local Emergency Group (see below)</p> <p>2 doctors plus other staff</p>	<p>Most of these medical personnel do not live locally</p> <p>Trained medical staff who live but do not work in Thorndon should make their way to nearest LEG</p>
<p>Local Emergency Groups (LEGs) are where local health professionals will make their way if emergency occurs outside working hours. LEG sites have mass casualty kits and radio telephones.</p>	<p>To locate defibrillators in Thorndon Pipitea, go to: <a href="https://aedlocations.co.nz/">https://aedlocations.co.nz/</a> An app can also be downloaded from this website to an Android or Apple phone</p> <p>Wellington Free Ambulance have defibrillators.</p>	<ul style="list-style-type: none"> <li>• The community should know that first aid begins at home and in their neighbourhoods. Encourage first aid courses and first aid kits.</li> <li>• People should keep stocks of required medication</li> </ul>

### 3. People have access to a safe place to rest within 24 hours

People/Organisations	Resources	Public information/education
		<p>Stay at home if it is safe to do so and support neighbours – see “It’s Easy” Guides</p> <p>Plan a safe alternative to home as part of household planning – see “It’s Easy” Household Guide</p> <p>If possible, have a grab-bag for each family member with change of clothes, medication etc.</p>
<p>The General Manager Catholic Archdiocese of Wellington 22-30 Hill St. PO Box 1937 496 1777</p>	Open spaces to erect shelter	
<p>St Mary’s College, Guildford Terrace 473 5554 <a href="mailto:office@stmw.school.nz">office@stmw.school.nz</a></p>		Students will be priority until collected by parents
<p>The Cathedral Administrator Wellington Cathedral of St Paul 45 Molesworth St PO Box 12044 Wellington 6011 472 0286 <a href="mailto:admin@wellingtoncathedral.org.nz">admin@wellingtoncathedral.org.nz</a></p>	Cathedral, car park and hall with kitchen and toilet facilities	Workers unable to get home from CBD may be accommodated here.
<p>St Andrews on the Terrace, 30 The Terrace PO Box 5203 Wellington 6145 472 9211 <a href="mailto:office@standrews.org.nz">office@standrews.org.nz</a></p>	St Andrews Centre has large and small rooms and there are kitchen and toilet facilities	Workers unable to get home from CBD may be accommodated here.
<p>Pipitea Marae and Function Centre, 55 Thorndon Quay 0508 386 2846</p>	Can comfortably accommodate up to 500 people, have mattresses for sleeping	May also have to accommodate people from outside the area

<p>Anglican Chinese Mission, 30-50 Glenmore St, Kelburn 472 7626 022 078 6072 (Rev. Henry) <a href="mailto:enquiry.acm@gmail.com">enquiry.acm@gmail.com</a></p>		
<p>Queen Margaret College, 53 Hobson St. 473 7160 <a href="mailto:administration@gmc.school.nz">administration@gmc.school.nz</a></p> <p>Thorndon Primary School, 20 Turnbull St. 472 4267 <a href="mailto:principal@thorndonprimary.school.nz">principal@thorndonprimary.school.nz</a></p>	<p>Halls and gymnasia for shelter; Queen Margaret College will have student accommodation in 2018 (40 single rooms)</p>	<p>Students will be priority until collected by parents.</p> <p>Thorndon School is the Community Emergency Hub</p>
<p>Wellington Girls College, Pipitea St. 472 5743 <a href="mailto:finance@wgc.school.nz">finance@wgc.school.nz</a></p>	<p>Has facilities for hire including, gymnasia, sports pavilion, hall and foyer (seats up to 600)</p> <p>Large open field – for tents or a landing pad</p>	<p>Students will be priority until collected by parents</p>
<p>Victoria University Pipitea Campus 472 1000 <a href="mailto:info@victoria.ac.nz">info@victoria.ac.nz</a></p>	<p>Some space and facilities</p>	<p>Students will be given priority</p>
<p>Hotels in or near Thorndon: Thorndon Hotel, Hawkestone St. 473 2208 Bolton Hotel, Bolton St. 472 9966 Rydges Hotel, Featherston St. 499 8686 Quest, Thorndon Quay 333 0007 Sofitel, Bolton St. 472 2001 Shepherds Arms Hotel 472 1320 Dwellington, 8 Hallswell St 550 9373 Tinakori Lodge, 182 Tinakori Rd. 939 3478</p>	<p>May have accommodation</p>	
<p>Local club rooms that may be able to provide shelter: Victoria Bridge Club, 112 Tinakori Rd., Thorndon 473 5099 <a href="mailto:info@victoria.co.nz">info@victoria.co.nz</a> Wellington Bridge Club, 17 Tinakori Rd., Thorndon 972 4311 <a href="mailto:wnbridge@paradise.net.nz">wnbridge@paradise.net.nz</a> Thorndon Tennis and Squash Club, 4 Katherine Avenue</p>	<p>May be able to provide emergency shelter</p>	

027 390 5892 (Club Manager) <a href="mailto:info@thorndonclub.co.nz">info@thorndonclub.co.nz</a>  Royal Society, 11 Turnbull Street. 472 7421 <a href="mailto:rooms@royalsociety.org.nz">rooms@royalsociety.org.nz</a>  Salamanca Tennis Club, 21 Wesley Road Talavera Tennis Club, 148 Glenmore St., Northland 567 4925 Club Secretary 475 3318		
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#### 4. Everyone has water to drink within 24 hours

People/Organisations	Resources	Public information/education
Household water storage	Need minimum of 3 litres per person per day per household for at least 7 days	People should store their own water and be encouraged to purchase and install 200L water tanks, sold at WCC and the Sustainability Trust
Thorndon School	1 x 25,000L water tank has been installed by WCC. Water must be boiled before drinking	Distribution will need to be controlled and monitored, probably from the Hub
Thorndon Pool	The pool is empty during winter, but holds 657,000L during summer	Chlorinated water – not good for drinking but can be used for washing
Thorndon New World, Molesworth Street Railway Station New World. Dairies in Lambton Quay, Molesworth St and Tinakori Village.	Water available for purchase but supplies limited and likely to be depleted within 24 hours	Allocation of water from supermarkets may be controlled through the Community Emergency Hub.



## 5. Everyone has eaten within 24 hours

People/Organisations	Resources	Public information/education
		People should store food supplies at home as other sources may not be available after a large-scale emergency. Food that requires water for cooking, such as rice and pasta, is not suitable. Residents could make use of barbecues and camping equipment if power is out.
Thorndon New World, Molesworth Street. Railway Station New World. Dairies.	Groceries and food/water items for a few days if accessible at all. Stocks will run out very quickly. Expect strict controls as soon as owners can implement these	
Various restaurants and pubs throughout Thorndon	Immediate food on hand, however no large stores	Use alternative cooking facilities such as barbecues (especially if there is no power).
Pipitea Marae	Function facility and large kitchen	Will also be trying to help their own people throughout the region
Other facilities with kitchens include: Wellington Cathedral St Andrews Centre (on The Terrace) Catholic Centre, Hill Street Thorndon Tennis and Squash Club, 4 Katherine Avenue	Kitchen facilities	Will be severely hampered if there is no power

## 6. Everyone has suitable toilet facilities within 24 hours

People/Organisations	Resources	Public information/education
	<p>Compost toilets</p> <p>Emergency toilets</p>	<p>Information on where to buy:  <a href="http://www.composttoilets.co.nz">www.composttoilets.co.nz</a></p> <p>how to make an emergency toilet:  <a href="http://www.getprepared.org.nz/toilets">http://www.getprepared.org.nz/toilets</a></p> <p>Information on the importance of maintaining good hygiene and having sufficient water for cleaning – “It’s Easy” Guides</p> <p>Many apartment dwellers will be unable to flush their toilets due to damaged sewage systems. Promote use of buckets and bags</p>
	Open space for communal sanitation fields if required (see below, Large Outdoor Spaces)	Go to Community Emergency Hub for information or to help
	Possibility of chemical toilets and portaloos supply, however not likely in immediate response	Go to Community Emergency Hub for information
<p>Hirepool Thorndon Quay 473 1527</p> <p><a href="mailto:Thorndon.branch@hirepool.co.nz">Thorndon.branch@hirepool.co.nz</a></p>	Portaloos	In a potentially vulnerable location

## 7. Vulnerable people's needs are being met

People/Organisations	Resources	Public information/education
<p>Schoolchildren</p> <p>English as a second language</p>	<p>Schools with emergency plans registered with WREMO have their plans on the WREMO website. Of the four schools in Thorndon/Pipitea, only Queen Margaret's has a plan on the website</p> <p>Interpreters/those who speak other languages identified from those volunteering at CEH, from community or embassies (see under Vulnerable Groups – significant resources, below)</p>	<p>Find out who lives near and will need assistance in an emergency– “It's Easy Neighbour's Guide”.</p> <p>Schools and teachers need to have good response plans due to the potential for children being displaced – “It's Easy” Guides.</p>
Catholic Centre	Some counsellors and social workers may be available	
Other Church Groups (contact details in Table 3)	May be able to provide support	
Pipitea Marae	May be able to provide support	
Elderly and infirm in their homes	Caring immediate neighbours could be critical	Dealing with medications, fear, injuries, helping connect with family, etc

## 8. Animal welfare is provided for livestock and companion animals

People/Organisations	Resources	Public information/education
Wadestown Vet Clinic and Cattery, 1 Grosvenor Terrace, Wadestown 472 2012	Limited resources	Individual community members need to be responsible for their own pets, including microchipping
		Some people may be unwilling to evacuate unsafe buildings if they cannot locate pets. Household plans should include pet emergency kits

## Local spaces, places and resources

### Large outdoor spaces

Wellington Girls' College sports field, beside Hobson St (nearest the Hub)

Katherine Mansfield Memorial Park, Fitzherbert Terrace

Westpac Stadium, Waterloo Quay

Te Ahumairangi Hill (various parts – Meadow, Old Scout Hall, Potters Association, Queens Park, Goldies' Brae and various parts of the Northern Walkway)

Anderson Park, Botanic Gardens (suitable for helicopter landing)

The Dell, Botanic Gardens

The Magpie Lawn, Botanic Gardens

Salamanca Lawn, Botanic Gardens

### Large indoor spaces

Sacred Heart Cathedral, Hill Street

Anglican Cathedral of St Paul, Hill/Molesworth Street

Pipitea Marae and Function Centre, Thorndon Quay

Victoria University Pipitea campus

Wellington Railway Station

### Smaller indoor spaces

The Catholic Archdiocese, Hill Street

St Andrews on the Terrace

The Loaves and Fishes Hall, Hill Street

Anglican Chinese Mission, Glenmore Street

Royal Society, Turnbull Street

Schools  
Hotels  
Clubs

} for addresses and locations, see under Table 3 above

## Significant resources

See under Medical Assistance in, Table 2 above

Hotels - for addresses and locations, see Table 3 above

## Embassies/Commissions

Although their priority will be assistance to their own nationals, embassies have useful resources that may be available to the community after a few days.

Australian High Commission, 72-76 Hobson Street. 473 6411

British High Commission, 44 Hill Street . 924 2888

Embassy of the Philippines, 50 Hobson Street. 472 9848

Embassy of the United States, 29 Fitzherbert Terrace. 462 6000

Embassy of Italy, 34-38 Grant Road. 473 5339

Embassy of Germany, 90 Hobson Street. 473 6063

Embassy of Thailand, 110 Molesworth Street. 496 2900

Embassy of China, 2-6 Glenmore Street. 499 0419

## Other Community Emergency Hubs

(walking distance from Thorndon Hub at Thorndon Primary School – assuming normal conditions)

Clifton Terrace Model School, 15 Clifton Terrace (20 minutes)

Wadestown Plunket Clinic, 117 Wadestown Road, Wadestown (30 minutes)

Kelburn Normal School, 16 Kowhai Road, Kelburn (40 minutes)

Northland School, 14 Harbour View Road, Northland (40 minutes)

Cashmere Avenue School, 110 Cashmere Avenue, Khandallah (1 hour)

Ngaio School, 45 Abbot Street, Ngaio (1 hour)

Karori Recreation Centre, 251 Karori Road (1¼ hours)

Karori West Normal School, 19 Allington Road, Karori (1½ hours)

## Vulnerable groups

### Elderly care facilities

There are no retirement villages or specialist elderly care facilities in Thorndon/Pipitea

### Mental health care facilities

There is a sheltered housing facility for people with mental disabilities at 16 Glenmore Street.

## Early childhood centres

Queen Margaret Pre-School, Fitzherbert Terrace  
Kids Reserve, L1 22 Hawkestone Street  
City Kids Childcare, 21A Tinakori Road  
Pipitea Childcare Centre, 21 Hobson Crescent  
A CBD Childcare Centre, 15 Harris Street  
Te Puna Reo O Nga Kakano Day Care Centre, 238 Thorndon Quay  
Te Rito Maioha Early Childhood, 191 Thorndon Quay  
Rudolph Steiner Kindergarten, 10 Davis Street  
Little Pips Childcare, 1/15 Pipitea Street  
Hill Street Early Childhood Centre, 66 Hill Street  
Kids' Environment, 23 Kate Sheppard Place

## Schools

Thorndon Primary School, Turnbull St  
Queen Margaret College, Hobson Street  
Wellington Girls College, Pipitea Street  
St Mary's College, Guildford Terrace  
Sacred Heart Cathedral School, Guildford Terrace



# Coordinating the Response

## Community Emergency Hubs

A Community Emergency Hub (CEH) is an official gathering point for the community after a significant emergency. It is a place where the community can coordinate its efforts to help each other during a disaster. CEHs are opened and run by the community as a means to:

- Understand what is happening
- Gather and provide information to the public so that the community knows how to help each other and stay safe.
- Share resources and skills to solve problems.
- Provide a safe gathering place for members of the community to comfort and support one another.
- Make contact with the Region's Emergency Operations Centre (most likely in WREMO or the Beehive basement);
- Coordinate the community's response.

## Functional Areas within a Community Emergency Hub

WREMO recommends splitting CEHs into a public/information area, and a working/administration area.

A leader should be identified from those present at the CEH to ensure activities run smoothly and are well coordinated. This person may also be given authorisation to make some expenditure on behalf of the Local Civil Defence Controller (a WREMO or Ministry employee).

In the public area a reception should be set up to assist people on arrival and to collect and provide basic information. An information board should be set up in a suitable position. It should list key people, identify dangerous areas or locked down premises, provide situation reports, inform about temporary resources and supplies etc. An area should be set aside for people to congregate and comfort each other.

A separate quieter space should be identified to allow for the analysis of information, coordination and planning activities, and radio communications.

## Role of Community Response Plan Stakeholders in a Community Emergency Hub (Hub)

A key outcome of the community planning process is recognition of the importance of information-sharing and working together to resolve problems. A CEH can help by acting as a pre-arranged meeting place from where to start developing a coordinated community response in light of what has actually occurred. Households and organisations can ensure members and staff are aware of the role a CEH plays and how they can use it to link with the community and regional response.

There is of course no guarantee that particular individuals will be available on the day of a disaster, or even shortly thereafter, but the planning process should enable members of the community to help open and assist with the running of a CEH (perhaps even taking a leadership role) and maintain a liaison with it.

The Hub contains a kit in which there is a Guide that describes in detail the roles of eight positions that will need to be assigned, including in what priority. The roles cover:

Hub Supervisor	Information Co-ordination	Public Information
Communications	Needs and Offers	Community Space
Reception	Facility Maintenance	

## Thorndon / Pipitea Community Emergency Hub

All CEHs are signposted by yellow or blue road signs. Also, yellow and blue Community Emergency Hub signs are usually on posts, fences or walls outside of the actual buildings. During an emergency event, additional signage such as whiteboards or hand painted signs will need to be used to let the community know that the CEH is operational.

Thorndon's signposted Community Emergency Hub is at Thorndon School (Murphy Street entrance, by the Swimming Pool))

The motorway through Thorndon could effectively divide Thorndon/Pipitea into two distinct areas so a secondary location could be identified and agreed by the residents as a meeting place.

## Leadership in Emergencies

Those involved in the development of this CRP will probably be looked to by others for leadership, but anyone prepared to help should be encouraged to report to the Hub. A properly coordinated response will lead to a more efficiently achieved and satisfactory outcome. Regular communication is essential so time is well spent if it is taken to pause and talk as a group to:

- Establish communication with the Emergency Operations Centre i.e. get the radio frequency sorted; confirm that it is working robustly
- assess the situation: what has happened and what hazards there are still
- identify objectives: what are the most pressing needs to deal with urgently
- plan tasks, assign and resource them, with suitable reporting back
- keep reviewing plans, arrangements, tasks and resource allocations, remaining aware of the changing situation

Effective leadership in communities is not about control and giving orders. It is about working with a group to achieve desired outcomes. Every individual within a community will have something different to offer and they will have different views about priorities and ways of achieving tasks. It is important to accept differences and work with them – as long as everyone is working in a way that is safe for themselves and others.

## Information the Emergency Operations Centre needs

A working CEH is an important link between the community and the Emergency Operations Centre (EOC) which will be coordinating the region-wide emergency response. The EOC will be attempting to create some situational awareness on what is happening within communities so that they can provide appropriate and timely support. Relevant information that a CEH could pass on to the EOC to help them with this would include:

- The general status of streets or neighbourhoods:
  - Which buildings/homes have been checked and cleared and which haven't
  - The location and number of people trapped or injured
  - The extent of house and infrastructure damage
  - The level of accessibility to streets or neighbourhoods
  - The presence of any hazards: such as liquefaction, arcing power lines, damaged roads, buildings on fire etc.
  - The location and number of people needing help to evacuate or needing help with food, water and shelter.

- The identities of known displaced and missing people
- Any other information considered relevant