REVIEWED October 2026

Wainuioru 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

Wainuioru Hall, Cnr Westmere and Stronvar Roads, Masterton



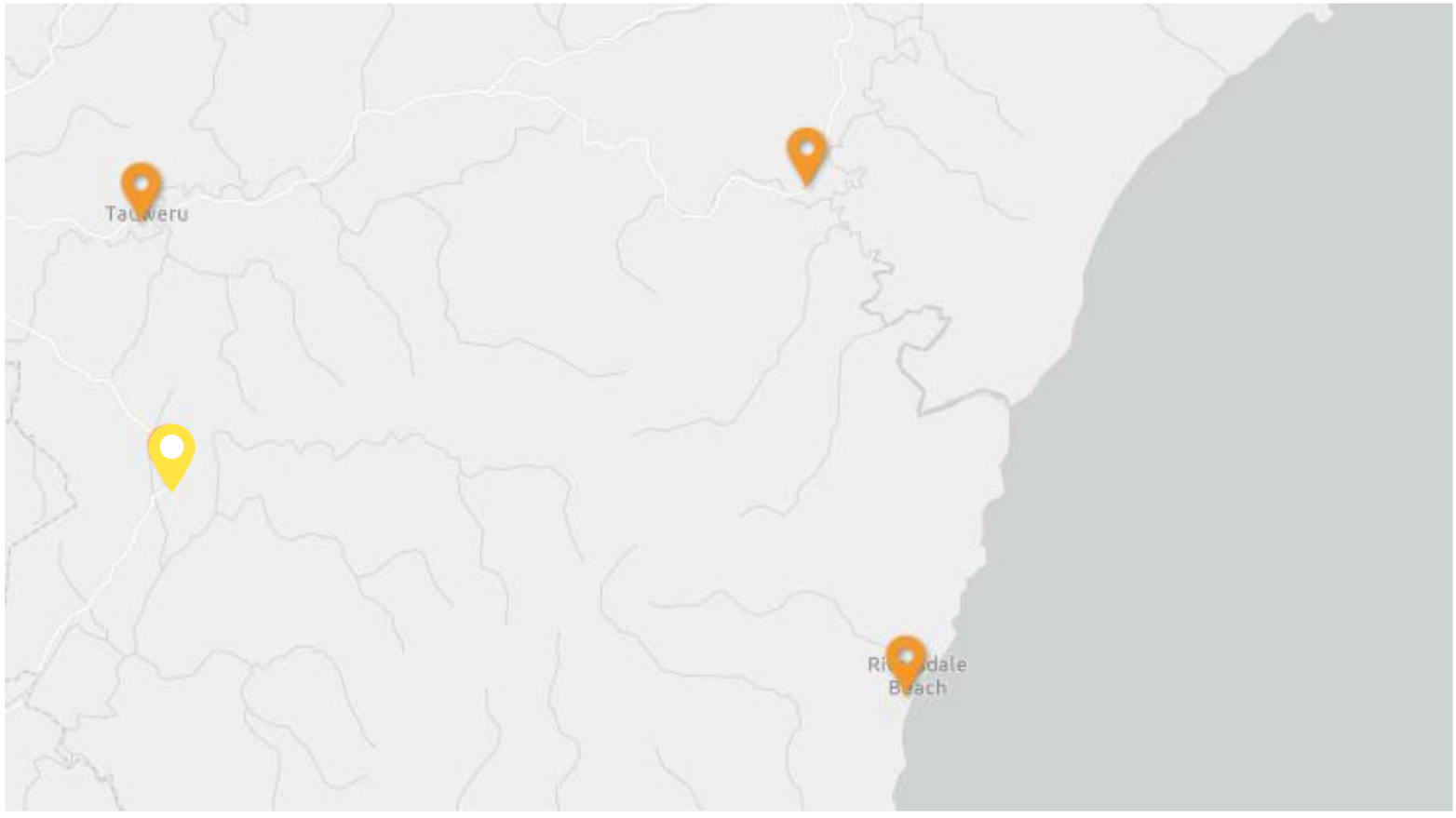
MAP KEY

- Hub kit location
- Emergency water tank
- Suggested space
- Do not use this space

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

Wainuioru Community Emergency Hub
Wainuioru Hall,
Stronvar Road
Wainuioru

Neighbouring Hubs

Taueru
Taueru Hall,
11 Main Street
Taueru

Whareama
Whareama Hall,
5 Langdale Road
Whareama

Riversdale Beach
Riversdale Beach Golf Club
82 Pinedale Crescent,
Riversdale

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

> Larger farmhouses/stations

> Plenty of higher ground

> Wainuioru Hall, Masterton Stronvar Road, Masterton

> Wainuioru School, Masterton Stronvar Road, Masterton

Groups and networks of people

> Facebook groups local

> Wainuioru Community River Care Group (WCRCG)

> Wainuioru School and Community Association (WSCA)

> Wainuioru School Community

> Wainuioru Volunteer Fire Service

Services in the community

> Wainuioru Volunteer Fire Service

Infrastructure

> Farms have tractors/diggers/quad bikes/chainsaws.

> Many farms have generators.

> There may be private storage of petrol and diesel on farms.

> Water tanks on farm.

Local vulnerabilities

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

Places and spaces

- Bridges may not be able to be crossed.
- Could be landslides in hillside areas.
- Forestry, so some fire risk. However, there are a number of possible exits.
- Land slides
- Ngahape could be isolated.
- Power lines could come down.
- Right of way/easement through forestry blocks to key roads is locked – risk if fire
- Rivers may flood.
- Some areas may experience liquefaction.
- Trees overhanging

Groups and networks of people

- Elderly people
- Families with parents working in town.
- House bound people.
- Lack of medical personal
- Parents with young babies
- Stressed & lost pets.

Services in the community

- No local stores.
- No medical services close by.
- No police station.

Infrastructure

- Bridge damage due to earthquakes at Brancepeth, double bridges.
- If these two bridges are damaged, access will be severely impacted for Motukai Rd, Ngumu Rd, Masterton Stronvar Rd, Ngahape Rd.
- Road closure due to flooding and/or bridge damage – Wainuioru River bridge at Brancepeth, double bridges.
- All services likely to be disrupted for many weeks .
    - No Electricity
    - No mains water supply
    - No sewerage network.
    - Broken storm water pipes
    - No telecommunications
    - No internet
    - No banking and eftpos

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?

> Farmers on quad bikes

> Neighbours using quads and bikes.

Where should we check first?

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

> Close neighbours first, then anyone with medical conditions, or older, or vulnerable

- > Family
- > Household
- > Neighbours
- > Ngahape residents at the end of the road
- > School

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

- > Check your family, neighbours and street. Send someone from your street down to the Hub if close/ and or report to the Rural Fire Service.
- > Community messenger group if available
- > Group volunteers with a mix of skills, physical capabilities, and leadership
- > Keep a paper trail at the Hub so we know where has been checked, when. Then we know where needs to be rechecked over time.
- > Local farmers communications
- > Physical contact
- > Send teams from Hub to check on defined areas, record on Hub Map
- > Text messages if available.
- > Use text messages, Facebook Messenger and Neighbourly to communicate, if possible
- > VHF Radio at School and Fire Station.
- > Work with what and who we have at the time.

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?

> Masterton Medical Centre, 4 Colombo Road, Masterton (20mins away)

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

> Rural Fire Service volunteers have advanced first aid.

Who can help provide medical assistance?

> Doctors and Nurses in the community

> Paramedics

- People with First Aid certificate
- Vets and vet nurses

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

- Cars
- Communicate using Text messages.
- Tractors
- Vehicles, 4-Wheel Drives

Where can we get extra supplies?

- First aid kits in houses and vehicles
- Pool resources from the community

Where are there Defibrillators?

- 179 Caveland Rd, Te Whiti 5884, private address (11km)
- 191 Dakins Rd, East Taratahi 5887, private address (14km)s
- Wainuioru School, Masterton Stronvar Road, Masterton

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?

> Local builders, plumbers, electricians, roofers and other tradespeople

> Handy people/DIYers

> Wainuioru Rural Fire Service

Where can we get resources to make repairs?

> Around your home and neighbours

> Other houses which are damaged beyond repair

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

> Neighbours

> Residents

What open spaces could accommodate temporary shelter?

> Encourage people to put up a tent in their own yards

> Farmland

> Wainuioru Hall, Masterton Stronvar Road, Masterton

> Wainuioru School, Masterton Stronvar Road, Masterton

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

> Larger homesteads

> Wainuioru School and Hall, Masterton Stronvar Road, Masterton

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?

> Home and farm tanks

> Rain collection

> School water system

> Springs

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

> Carry in bottles, containers, buckets

> Cars, bikes, scooters, motorbikes

> Quad bikes

> Volunteers walking or cycling around

Where can we find water for washing and cleaning?

> Rivers & Streams

> Wainuioru School pool

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

> Grey water

> Pool water

> Rivers and troughs

> Should treat all water before drinking

> Springs and waterfalls

> Stagnant water

> Stream water

What places would be good distribution points?

> Wainuioru Hall, Masterton Stronvar Road, Masterton

> Wainuioru School, Masterton Stronvar Road, Masterton

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?

> Farms

> Local community members

Where else could we find food?

> Household supplies – use perishable and frozen food first

> Hunting

> Neighbours

> Veggie gardens

How could we organise to feed large groups of people?

> Base out of Community Emergency Hub

> BBQ together and share – Neighbourhood BBQ

> Have street shared dinners / communal cooking – take people home and cook a bit extra to minimise gas consumption.

> Set up a volunteer cooking/preparation site.

> Use perishable food first.

Where can we get cooking and catering supplies?

> Locals pooling resources.

> Neighbours

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

> Carry in boxes, containers, buckets.

> Organise teams to distribute.

> Quad bikes, cars, bikes, scooters, motorbikes

> Use social media if available

> Volunteers walking or cycling around.

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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WELLINGTON REGION EMERGENCY MANAGEMENT OFFICE