REVIEWED October 2026

Thorndon and Pipitea 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

Thorndon School - Te Kura o Pipitea, Turnbull Street, Thorndon

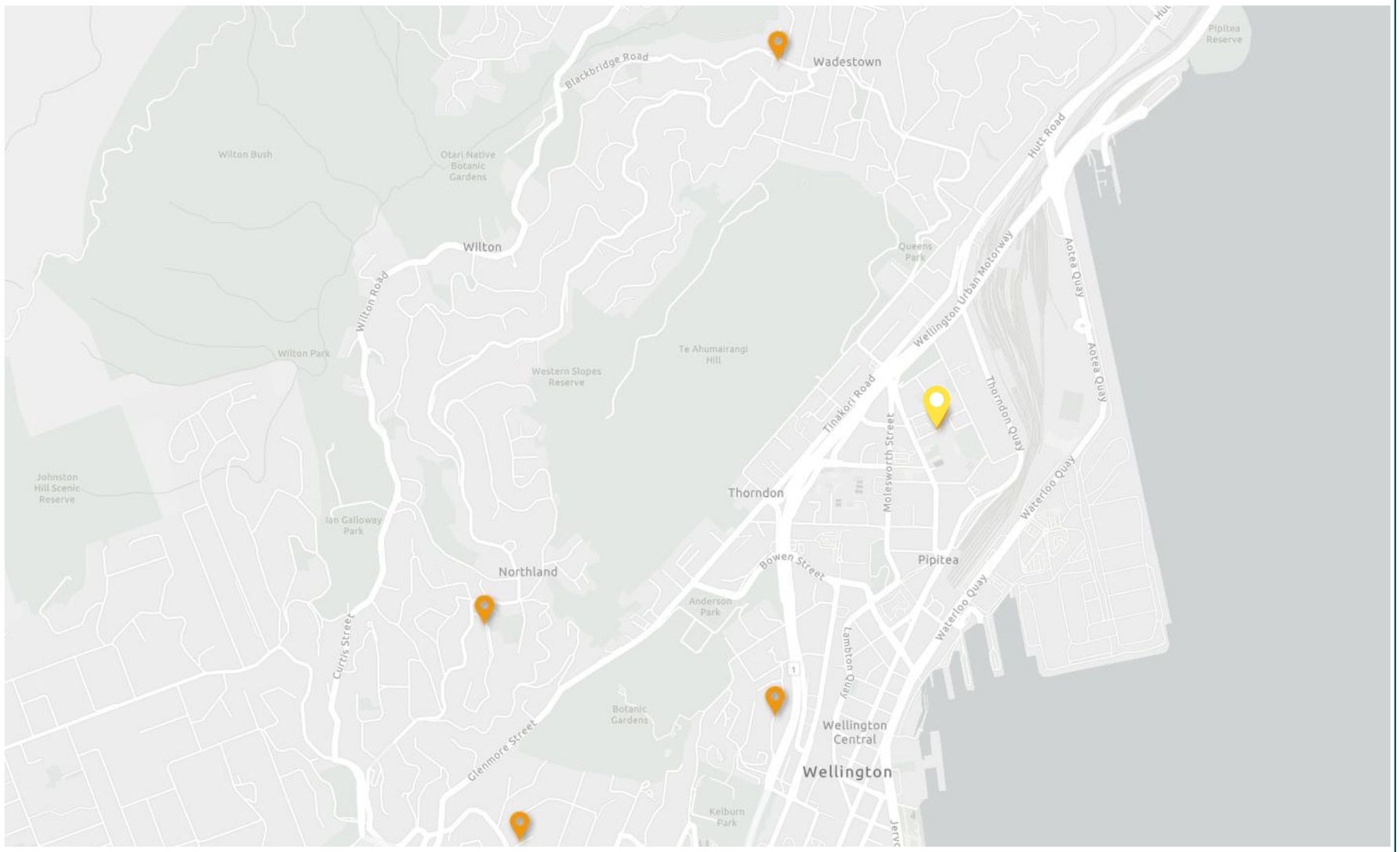
MAP KEY

- 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

Thorndon and Pipitea Community Emergency Hub

Thorndon School,
20 Turnbull Street, Thorndon

Neighbouring Hubs

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

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

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

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

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, and an AM/FM 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

Large outdoor spaces

- Botanic Garden – Anderson Park (suitable for helicopter landing), The Dell
- Bus station
- Carparks
- Hungarian Park, Molesworth Street
- Katherine Mansfield Memorial Park, Fitzherbert Terrace
- Lawn outside railway station
- Parliament grounds
- Premier House, Tinakori Road
- Queen Margaret's school hall and gymnasium
- Queens Park, Grant Road
- Sky Stadium, Waterloo Quay
- Square in front of Rugby Union House, Molesworth Street
- The Magpie Lawn, Salamanca Lawn
- The Meadow, top of St Mary Street

Large indoor spaces

- Anglican Cathedral of St Paul, Hill Street
- National Library, Molesworth Street
- Pipitea Marae and Function Centre, Thorndon Quay
- Queen Margaret Gymnasium
- Sacred Heart Cathedral, Hill Street
- Sky Stadium, Waterloo Quay
- Victoria University Pipitea campus
- Wellington Girls College Gymnasium
- Wellington Railway Station

Smaller indoor spaces

- Anglican Chinese Mission, Glenmore Street
- Connolly Hall, 10 Guilford Terrace
- Old St Pauls, Mulgrave Street
- Royal Society, Turnbull Street
- St Andrews on the Terrace
- The Catholic Archdiocese, Hill Street
- The Loaves and Fishes Hall, Hill Street
- Wellington Potters Association, Grant Road

Groups and networks of people

- Hirepool, 243 Thorndon Quay – Equipment, 4WD vehicles, portaloos
- NZ Red Cross, 69 Molesworth Street
- Salamanca Tennis Club, 21 Wesley Road, Kelburn
- Talavera Tennis Club, 148 Glenmore St, Northland
- Thorndon Tennis and Squash Club, 4 Katherine Avenue
- Victoria Bridge Club, 112 Tinakori Rd, Thorndon
- Wellington Bridge Club, 17 Tinakori Rd, Thorndon
- Zip Plumbing Plus, 232 Thorndon Quay

Community groups:

- Body corporates
- Neighbourly
- Rotary Wellington
- Thorndon Residents' Association
- Thorndon Society

Embassies:
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.

- Argentina, 15 Murphy Street
- Australian High Commission, 72-76 Hobson Street
- British High Commission, 44 Hill Street
- China, 2-6 Glenmore Street
- China, Consular (Visa) Section, 4 Halswell Street
- Cook Islands, 56 Mulgrave Street
- Fiji, 31 Pipitea Street
- Germany, 90 Hobson Street
- High Commission of India, 72 Pipitea Street
- Italy, 34-38 Grant Road
- Niue, 1 Katherine Avenue
- Philippines, 50 Hobson Street
- Solomon Islands, 15 Murphy Street
- Thailand, 110 Molesworth Street
- Turkey, 15 Murphy Street
- United States, 29 Fitzherbert Terrace

Services in the community

Expect strict controls on resources such as food, water, and medical equipment/supplies which may not be accessible for several days/weeks. Expect strict controls as soon as owners can implement these.

- Groceries and food/water items for a few days if accessible at all
- Stocks will run out very quickly
- To locate defibrillators in Thorndon/Pipitea, go to: https://aedlocations.co.nz/. An app can also be downloaded from this website to an Android or Apple phone
- Trained medical staff who live but do not work in Thorndon should make their way to nearest Local Emergency Groups (LEGs). LEG sites have mass casualty kits and radio telephones
- Wellington Free Ambulance, 19 Davis Street, Pipitea, have defibrillators

Hotels

- WQ Hotel, 24 Hawkestone Street

- Bolton Hotel, Bolton Street, CBD
- Frame Apartments, 111 Molesworth Street
- Quest, Thorndon Quay
- Rydges Hotel, Featherston Street, CBD
- Shepherds Arms Hotel, Tinakori Road
- Sofitel, Bolton Street, CBD

Emergency Services

- Fire and Emergency New Zealand, 97 Thorndon Quay
- Police HQ, 180 Molesworth Street
- Red Cross Centre, 69 Molesworth Street
- Wellington Free Ambulance, 19 Davis Street

Schools

Students will be top priority until collected by parents.

- Queen Margaret College, 53 Hobson Street. Halls and gymnasia for shelter
- Sacred Heart Cathedral School, Guildford Terrace
- St Mary's College, Guildford Terrace
- Thorndon Primary School, 20 Turnbull Street
- Wellington Girls College, 18 Pipitea Street

Infrastructure

- Access by roads may be unavailable. Prepare to take alternative routes.
- Anderson Park may be suitable for helicopter landing
- Emergency Water tank at Thorndon School
- Hardware supplies along Thorndon Quay
- Hnry Stadium, Thorndon Quay/Aotea Quay
- Hobson Street
- Molesworth Street
- Motorway
- Murphy/Mulgrave Streets
- The port area
- Thorndon Quay water pumping station
- Botanic Garden
- Tinakori Road/Glenmore Streets
- Waterloo/Thorndon Quays
- Wellington Railway Station, Bunny Street

Local vulnerabilities

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

Places and spaces

Mark on Hub kit map

- Anywhere in the tsunami zone
- Blocked roads and collapsed motorway infrastructure
- Dangerous structures
- Fallen trees
- Fires
- Flooding
- Landslides
- Liquefaction
- Port area
- Te Ahumairangi Hill

Groups and networks of people

- Local Community members and volunteers (including interpreters) church groups, university students, sports clubs, equipment and 4WD vehicle owners to conduct door to door house checks.

Vulnerable people:

- Apartment dwellers (especially those with mobility issues)
- Assisted living clients e.g. dependant on Meals on Wheels, Medical deliveries
- Commuters to northern suburbs
- Elderly residents
- Evacuees
- Housebound people
- In mental health accommodation
- Medical care
- Migrant communities
- New residents
- People living alone
- People passing through the area trying to get home
- People separated from their families e.g. children at school/daycare/clubs, parents at work
- People with disabilities
- Pet owners
- Pregnant women
- Single-parent households
- Those where English is a second language
- Transient people (students etc)
- Workers employed locally but living elsewhere

Early Childhood Centres:

- City Kids Childcare, 21A Tinakori Road
- Co Kids, 170 Thorndon Quay
- Hill Street Early Childhood Centre, 66 Hill Street
- Kids Reserve, L1 22 Hawkestone Street
- Kids' Environment, 23 Kate Sheppard Place Apartment dwellers (especially those with mobility issues)
- Little Pips Childcare, 1/15 Pipitea Street
- Pipitea Childcare Centre, 21 Hobson Crescent
- Queen Margaret Pre-School, 15 Fitzherbert Terrace
- Rudolph Steiner Kindergarten, 10 Davis Street
- Te Puna Reo O Nga Kakano Day Care Centre, 238 Thorndon Quay

Services in the community

- Absence of staff
- Limited access to the services and keyholders out of hours

Infrastructure

Mark on Hub kit map

- Blocked roads
- Broken sewage pipes
- Downed power lines
- Flooding from broken pipes
- Gas leaks

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 map in the hub.
- Record any information on the impact to the community. For example, status of roads, building damage, and peoples' unresolved needs.

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

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

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

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

> Church groups

> Citizens working in the area

> Neighbours – in pairs or threes

> There may be individuals who come together on the day or come from established groups and networks in our area (See list of community groups and networks).

> Thorndon Residents' Association

> University students

Where should we check first?

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

> Apartments

> Buildings and house collapsed or on fire

> Check for fires and wires down

> Check gas and water

> Fissures, cracks and liquefaction on roads and open spaces

> Neighbours, family, friends

> Schools

> Where vulnerable people are known to live (see list of Vulnerable People)

How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker peoples' 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 a street map and coordinate searches, or checks by door knocks

> Mark streets/areas on the map that have been checked, and record issues found – both those concerning property and services and people/residents

> Note teams and areas they are checking at the Hub

> Use internet if available and link in with Neighbourly and Facebook groups

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 or medical training 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?

> Capital Sports Medicine, L5 187 Featherston Street

> City Medical Centre, L2 190 Lambton Quay

> Plimmer Steps Medical Centre, L2 AMI Plaza, 342 Lambton Quay

> The Terrace Medical Centre, L1 50 The Terrace

> Thorndon Medical Centre, 100 Molesworth Street

> Wadestown Medical Centre, 104 Wadestown Road

> Wellington Medical Centre, L8, 111 Customhouse Quay

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

- Churches
- Red Cross HQ, Molesworth Street
- Vet clinic

Who can help provide medical assistance?

- Paramedics at Free Ambulance and Red Cross
- Retired nurses, doctors, and paramedics
- Schools, hotels, embassies and some businesses also have first aid facilities and supplies
- Thorndon fire station
- Trained first aiders

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

- Coordinate first aid and street to street surveys from the Community Emergency Hub
- Paramedics at Wellington Free Ambulance and Red Cross
- Set up space at Hub for injured people
- Thorndon fire station
- Trained first aiders
- Use a hotel
- Use private vehicles

Where can we get extra supplies?

- Accessible public AED/CPR boxes
- Business network resources
- Dental Clinics
- Hospitals
- Own personal supplies
- Pharmacies
- Physiotherapists
- Supermarkets
- Veterinary Services

Where are there Defibrillators?

AED – Automated External Defibrillator and CPR – cardiopulmonary resuscitation.

There are many defibrillators (AED) in Thorndon/Pipitea. A number are only accessible Monday to Friday, or in summer.

To be able to unlock publicly accessible AEDs you need to call 111. Note phone communication may be unavailable in a disaster. At night you would need your phone light in order to use the push button access to get into the AED/CPR box.

Available 24/7

- Capital Gateway, 52 Thorndon Quay (front of building by entrance to main roadside carpark)
- Hospitals
- Old St Pauls, 34 Mulgrave Street (next to rear, left exit)
- Queen Margaret College, Hobson Street (front fence)
- Summit Apartments, 184 Molesworth Street (front door wall)
- Victoria Bridge Club, 112 Tinakori Road (front wall)
- Wellington Bridge Club, 17 Tinakori Road (front wall)
- Wellington Free Ambulance, 19 Davis Street (front doors wall)
- Wellington Girls College, Pipitea Street (outside main gym entrance)
- Wellington Potters' Association, 130 Grant Road (front wall)
- Wellington Railway Station, Bunny Street (right of customer service desk)
- Wellington Seafarers Centre, 2 Fryatt Quay, Pipitea (at Inward Goods CentrePort)

Available during office/open hours, usually Monday-Friday

- ACC Shamrock House, 81 Molesworth Street
- Archives New Zealand, Cnr Mulgrave and Aitken Streets
- Australian High Commission, 72/76 Hobson Street
- Beca Aorangi House, 88 Molesworth Street
- City Fitness, 75 Thorndon Quay
- Department of Internal Affairs, 45 Pipitea Street
- Freyberg Building, 20 Aitken Street (front foyer, lower level)
- Government Building (ground floor outside Law Library)
- Hnry Stadium, 105 Waterloo Quay, Pipitea. Level 0/Ground floor, main reception, Southern end
- Justice Centre, Molesworth/Kate Shepherd Place, Level 3 Reception
- Ministry of Health (ground floor), 133 Molesworth Street
- New World Thorndon (customer service check out), 150 Molesworth Street
- Pharmacies
- Police National Headquarters (ground floor), 180 Molesworth Street
- Red Cross, 66 Molesworth Street
- Royal Society Te Aparangi (wall mounted by reception desk in main foyer), 11 Turnbull Street
- Thorndon Centre, 191 Thorndon Quay
- Thorndon Medical Centre, 100 Molesworth Street (reception)
- Victoria University, Pipitea Campus, 33 Bunny Street (ground floor pillar near the Wgtn School of Business and Government)
- Wadestown Veterinary Services, 1 Grosvenor Terrace, Wadestown
- WREMO, 2 Turnbull Street (in hallway through main entrance)

Available summer only, during opening hours

- Thorndon Summer Pool, 26 Murphy Street

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.

You may 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?

> Fit and capable people

> Local builders, and tradespeople

> Neighbours

Where can we get resources to make repairs?

- Building sites (if a large disaster)
- Carters, 176 Hutt Road, Kaiwharawhara
- Existing building sites
- Hirepool, Kaiwharawhara
- Neighbours
- Placemakers, 188 Hutt Road, Kaiwharawhara
- Plumbers, e.g. Zip, 232 Thorndon Quay, Pipitea
- Retailers along Thorndon Quay

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

- Gateway shops, Thorndon Quay – bed/linen shops
- Local homes
- Mary Potter Hospice shop, 95 Thorndon Quay
- Spotlight, 120 Old Hutt Road, Kaiwharawhara

What open spaces could accommodate temporary shelter?

- Anderson Park
- Empty sections
- Encourage people to put up tents in their backyards (weather permitting)
- Encourage people to stay with family or friends
- Hnry Stadium
- Parts of Botanic Garden near public toilet facilities
- Premier House
- Queens Park
- School fields

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

- Anglican Chinese Mission, 30-50 Glenmore Street, Kelburn
- Botanic Garden has some public toilet facilities
- Camp on tennis courts
- Churches
- Embassies
- Hotels
- National Library
- New World carpark
- Pipitea Marae
- Schools
- Sports clubs

Water

Ensure 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?

> Cafes and restaurants

> Campervans

> Community water tank at Thorndon School (boil before drinking)

> Dairies in Lambton Quay, Molesworth Street and Tinakori Village.

> Home supplies

> Hot water cylinders

> Hotels

> Private water tanks, including emergency tanks (boil first)

> Railway Station

> Thorndon New World, Molesworth Street

> Water available for purchase but supplies limited

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

> Carry bottled water in shopping trolleys or wheelbarrows
> Carry water to neighbours, disabled, housebound
> Prioritise bottled water supply
> Use information from street checks

Where can we find water for washing and cleaning?

> Collect rainwater
> Spa pools
> Streams and parks
> Residential water cylinders
> Thorndon Pool -The pool is empty during winter, but holds 657,000L during summer; water is chlorinated.
> Toilet cisterns

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

> Anything chlorinated (washing only)
> Community water tank at Thorndon School (boil/bleach)
> Grey water (washing only)
> Pool water (washing only)
> Private water tanks (boil/bleach)
> Reticulated supply from taps – get advice before using (boil/bleach)
> Springs and waterfalls (boil/bleach)
> Stagnant water (washing only)
> Stream water (washing only)

What places would be good distribution points?

> Car parks
> Churches
> Katherine Mansfield Park
> New World supermarket, Thorndon
> Pipitea Marae
> Queens Park
> Schools and church car parks
> Sites in Botanic Gardens
> Sites on both sides of motorway

Food

Ensure 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?

> Dairies

> Farmers market (Saturday mornings)

> 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

> Immediate food on hand

> Pipitea Marae - Function facility and large kitchen; will also be trying to help their own people throughout the region

> Thorndon New World, Molesworth Street

> Various restaurants, hotels, cafes and pubs throughout Thorndon

Where else could we find food?

> Community gardens

> Forage

> Homes

> Schools

> The town belt

How could we organise to feed large groups of people?

> Barbeques in the Botanic Garden

> Bridge Club, Tinakori Road

> Catholic Centre, Hill Street

> Hotels

> Loaves and Fishes Hall, Hill Street

> Pipitea Marae

- St Andrews Centre (on The Terrace, CBD)
- Thorndon Tennis and Squash Club, 4 Katherine Avenue

Where can we get cooking and catering supplies?

- Barbecues
- Cafes and restaurants
- Church halls
- Hotels and pubs
- Pipitea Marae
- Placemakers, Kaiwharawhara
- Schools
- Supermarkets
- Workplace kitchens

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

- Neighbour delivery
- Takeaway containers
- Use information from street checks

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)

> Wadestown Veterinary Clinic, 1 Grosvenor Terrace, Wadestown
> Pet Doctors, Capital Gateway, 34-56 Thorndon Quay, Level 1
> Animates, 132 Hutt Road, Kaiwharawhara

What facilities could be used for temporary shelter for animals?

> Gardens and garden sheds
> Neighbours
> Fenced yards

Where could we find drinking water for animals?

> Collect rain
> Streams and waterfall (behind Wadestown Veterinary Clinic)
> Emergency supplies in homes and offices

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

> Stocks held in homes
> Neighbours
> Veterinary Clinics

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