

Karori West 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.



Facility map

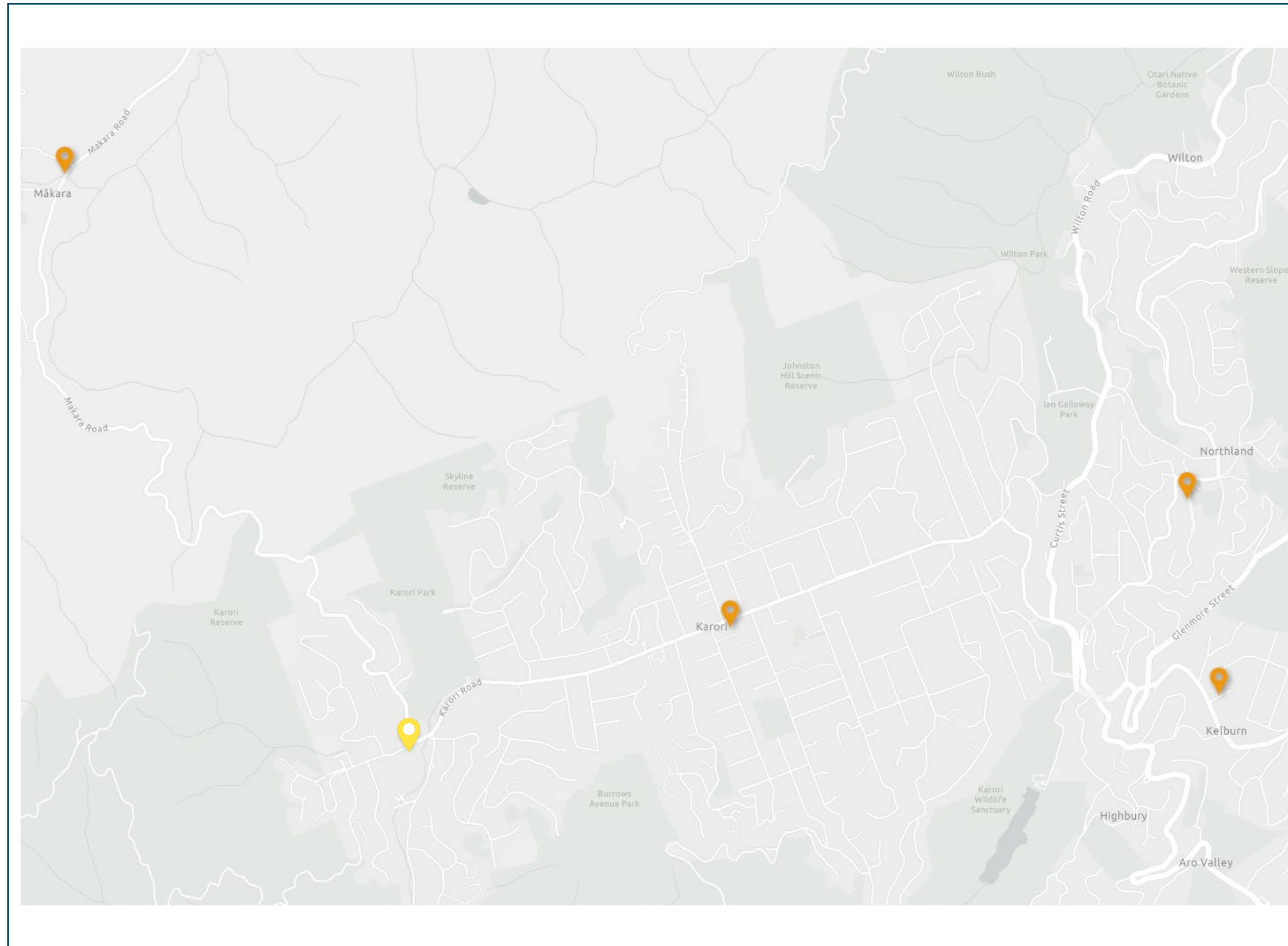
Karori West Normal School, 19 Allington Road, Karori



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

Karori West Community Emergency Hub

Karori West Normal School,
19 Allington Road, Karori

Neighbouring Hubs

Karori Community Centre,
7 Beauchamp Street, Karori

Kelburn Normal School,
16 Kowhai Road, Kelburn

Mākara Model School,
399 Mākara Road, Mākara

Northland School,
14 Harbour View Road,
Northland



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 | > Tea, coffee, milk |
| > Blankets | > Food |
| > Torches | > Toilet paper |
| > Batteries | > Buckets |
| > Radio | > Rubbish bags |
| > Water | > 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

- > Ako Pai Marae at Vic Uni campus
- > Art & Crafts Centre
- > Community gardens
- > Ex-bowling facilities by bus terminal
- > Helen Lowry Hall
- > Karori New World, Four square & Countdown
- > Karori Recreation Centre, Community Centre & Library complex
- > Many open spaces and lots of land to dig latrines
- > Makara Community Hall and school across the road

- > Makara Golf Club
- > Public toilets and shelter at Makara Bike Park
- > Resilient housing stock
- > Scout hall
- > Sport grounds (incl. Cricket grounds and café) - Room to land a helicopter
- > Zealandia facilities

Schools

- > Karori Normal School
- > Karori West Normal School
- > Marsden Collegiate School (incl. boarding)
- > St Teresa's Primary School

Churches

- > Karori Baptist
- > St Anselm's
- > St Mary's

- > St Ninians
- > St Teresa's

Parks

- > Appleton Park
- > Benburn park
- > Ian Galloway Pavilion and park



- > Johnston hill
- > Karori park and club rooms
- > Tennis club
- > Wrights hill

Retirement homes

- > Cardinal McKeefrey School
- > Huntleigh
- > Karori Events Centre
- > Karori Swimming Pool
- > Sprott house
- > St John of God

Groups and networks of people

Church groups

- > Karori Baptist Church
- > Karori Anglican Churches
- > Karori Brethren Fellowship
- > Samoan Congregational Church
- > St. Anslem's Union Church
- > St. Ninian's Uniting Church
- > St. Teresa's Roman Catholic Church

Ethnic groups - Samoan, Tongan, Indian, Chinese, Filipino, Korean

Schools

- > Karori Normal School
- > Karori West Normal School
- > Marsden Collegiate School
- > St. Teresa's Primary School

Other groups

- > Biking community
- > Friends of Karori Stream
- > I Love Karori – Facebook Group
- > Karori Business Association
- > Karori Lions
- > Karori Mountain Biking Group
- > Karori Residents Association
- > Karori Rotary Club
- > Karori Walking Group
- > Makara Community Board
- > Marsden Village Association
- > Probus club
- > Scouts & Guides
- > Social media networks e.g. Neighbourly, and I LOVE KARORI on Facebook
- > Well-equipped rural community
- > Wellington RSA
- > Neighbourhood Support Groups
- > Sport clubs & Youth groups
- > Strong community connectedness



Services in the community

- > 3 x bakeries (1 commercial bakery at Marsden Village)
- > 4 x mechanics
- > Bike shops (spare cycles)
- > Buses sometimes in Karori – Bus depo/waiting area
- > Childcare facilities
- > Citizens Advice (lists)
- > Earthmoving gear at cemetery
- > Foodbank
- > Foodbank
- > Fuel and gas stations, and 2 garages
- > Karori Cemetery
- > Karori Community Centre
- > Karori Fire Station
- > Karori Mowers
- > Karori Pool
- > Karori Red Cross
- > Karori Youth Centre
- > Local restaurants and cafes
- > Makara Cemetery
- > Many skilled workers live in Karori
- > Op shops
- > Pastoral support from churches
- > Petrol stations and two garages
- > Red Cross emergency store
- > Schools

- > Supermarkets & Dairies
- > Two medical centres & pharmacies
- > Veterinary clinic

Infrastructure

- > Access via Makara/Ohariu
- > Access via Parkvale to Crofton Downs
- > Big green water tank at Karori Cemetery
- > Dam at Zealandia
- > Emergency water tank at Community Centre
- > Walkways
- > Water supply – Messines Rd, Wrights Hill, Makara Hill, Montgomery Ave



Local vulnerabilities

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

Places and spaces

- > A number of shops are yellow stickered
- > Access to facilities
- > Falling trees
- > Fire danger from large number of wooden buildings
- > Flooding at Karori stream
- > Geography
- > Halfway house at St Teresa's Church
- > High potential for land slips
- > Karori Mall building is suspect (now has some bracing)
- > Karori pool has chemical hazard
- > Rest homes
- > St. John's Hall is earthquake prone (will be demolished)
- > St. Ninian's Church is earthquake prone

Groups and networks of people

- > Commuters (working in the CBD)
- > Elderly who live alone
- > Many children at school outside the area
- > Non-English speakers
- > Not enough Neighbourhood Support Groups
- > People with disabilities
- > People without networks
- > Single parents with young children

Services in the community

- > Aged Care facilities – Sprott House, Huntly Home, St John of God
- > Business people working out of suburb
- > Day vs Night population
- > Karori Mall building is suspect
- > Lack of ambulance facilities
- > Lack of industrial services and equipment
- > Lack of police station
- > People who rely on the foodbank
- > Schools – children away from parents
- > The bus service

Infrastructure

- > Dam at Zealandia



- > Distance from main water supply
- > Kelburn viaduct
- > Makara Road often closed by slips isolating community
- > Petrol stations
- > Reliant on roads – prone to slips
- > Reservoir above houses (flood risk)
- > Retaining walls (but being upgraded)
- > Transmission lines cross access routes
- > Tunnel (also houses above)



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 answer 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?

- > CD volunteers
- > Church groups
- > Church groups
- > Community patrols
- > Fire Service (if in the area)
- > Karori Association Resilience Group



- > Karori Business Association
- > Lions
- > Makara Community Centre Association, community board
- > Mountain bikers
- > Neighbourhood Support Groups
- > Rotary
- > School communities
- > Service groups
- > Spontaneous volunteers (whoever is there on the day)
- > Sports clubs
- > Supermarket management (check Mall building)
- > Support agencies

Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
- > All the services and places listed as strengths and weaknesses
 - > Care facilities, elderly homes etc. - St John of God - Spratt House - Huntleigh Home
 - > Central shopping centre
 - > Marsden Village
 - > Medical centres
 - > Medical providers may have lists of people who need early assistance.
 - > Schools

- > Think about: -people with disabilities - elderly or any other person living alone - families with young children - people who have English as their second language etc

How would we coordinate this?

- > Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
- > Based at the Hub and using community groups
- > Borrow vehicle to get around as possible
- > Distribute information by social media if possible
- > Karori Association email list
- > Karori Community Centre – Staff and management
- > Meet – needs with resources
- > Neighbourhood support groups
- > Organise door knocking in the wider community to help distribute information – communication by radio
- > Prioritise – needs with resources
- > Review – that needs are being met
- > Scope – define needs and resources
- > The Hub can set up street maps and coordinate searches, or checks by door knocks
- > Use Makara Yahoo group to make contact



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?

- > Dentists
- > Karori Medical Centre – first aid, triage, defibrillator,
- > Karori Vet
- > Kelburn Vet
- > Marsden Village Medical Centre
- > Pharmacies – Karori & Marsden Village



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

- > Any (church or similar) hall
- > Karori Community Centre/Youth centre
- > Karori Park
- > Karori Recreation Centre
- > Karori Vet
- > Pathology lab on Raine Street

Who can help provide medical assistance?

- > Any volunteers who have First Aid certification
- > Counsellors
- > Doctors, nurses, paramedics or first aiders who live in the community
- > Midwives
- > Pharmacist
- > Registered nurses at care facilities
- > Vets, dentists

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

- > By personal transport –cars, bikes, quad bikes, trucks, trailers, 4-wheel drives etc.
- > Vans, community bus – Karori community bus
- > Wheelbarrows, wheelie bins, shopping trolleys

Where can we get extra supplies?

- > 5 defibrillators in Makara community
- > Fire station – first aid kits
- > First aid kits in houses and personal cars
- > First aid supply section at supermarket
- > Karori Association Resilience Group – first aid kits, blankets, stretcher
- > Karori Community Centre – water and food bank
- > Makara Golf Club
- > Pharmacies
- > School have first aids kits
- > Supermarkets and dairies
- > West Wind farm has first aid supplies



Where are there Defibrillators?

- > Arts & Craft centre
- > Fire station
- > Karori Community Centre
- > Karori Community Centre – 7 Beauchamp Street
- > Karori Library
- > Karori Library – 247 Karori Road
- > Karori Medical Centre – 11 Parkvale Road
- > Karori Pool
- > Karori Pool – 2/24 Donald Street
- > Karori Sports Club (beside Karori Park Café in secure cabinet under veranda) – 400 Karori Road
- > Karori Village Health – 146 Karori Road
- > Lumino the Dentists – 146 Karori Road
- > Marsden Village
- > New World Karori (customer service check out) – 236 Karori Road
- > Newman Centre/Karori Arts and Crafts Centre – 7 Beauchamp Street
- > Parkvale
- > Zealandia
- > Zealandia (dam at upper Karori reservoir, cabinet beneath shade cover) – 50 Waiapu Road



Shelter

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

- > Find places where people can shelter from the weather if they can't stay at home.
- > Find comfortable places where people can rest and sleep.



Small repairs may make homes safe enough to stay in.

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

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

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

Check gas and electricity supplies are safe to use. Turn gas off at the meter/main if unsure. Turn electricity off at mains/switchboard and water at the tap 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?

- > Construction companies
- > DIYers
- > Fire fighters
- > Local tradespeople
- > Mechanics
- > Plumbers/electricians



Where can we get resources to make repairs?

- > 3 x mechanics
- > Cemetery
- > Joiner at Marsden Village
- > Panel beaters
- > Residents – what's in your toolshed?
- > Supermarkets

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

- > Guides & Scouts (tents etc)
- > Karori Youth Centre
- > Red Cross emergency store
- > Residents
- > Second hand stores & Op shops
- > Tents – privately owned
- > Tents at St Ninian's

What open spaces could accommodate temporary shelter?

- > Encourage people to put up a tent in their own yards.
- > Parks – see list of places and spaces

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

Schools

- > Bed & Breakfast places in Makara
- > Cafés
- > Caravans, campervans, motorhomes
- > Childcare centres, pre-schools, Kindy's, Play Centres, day cares,
- > Churches – see list
- > Helen Lowry Hall
- > Karori Community Centre
- > Karori Normal School
- > Karori Park pavilion and club rooms
- > Karori Recreation Centre and Library
- > Karori West Normal School
- > Marsden School (Incl boarding)
- > MoE/Victoria University campus
- > Retirement village common areas
- > Scout hall + tents – Sunshine/Garlands 1st Karori (& Guides)
- > St. Teresa's School
- > United Tennis Club
- > Zealandia



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 reservoirs 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 through 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?

Emergency water tanks at:

- > Karori Community Centre
- > Karori West Normal School
- > Makara Cemetery - Makara Beach

- > Household stored water – 200L rainwater tanks, bottles
- > Makara Peak creaks/streams in upper areas
- > Makara residents on own water supplies
- > Rainwater tanks



-
- > Supermarkets, dairies, cafes, takeaway restaurant, pubs, liquor stores – bottled water and soft drink (limited resources)
-
- > Wellington Water – water reservoirs

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

- > Karori Association Resilience Group – 600L bladder tank for use on a domestic trailer (possibly from petrol station) to transport water around the community
-
- > Makara residents with trailers & 1000L/1000l plastic tanks
-
- > Using containers and transport by cars, trailers, bikes, 4-wheel drive cars, trucks etc.
-
- > Wheelie bins, wheelbarrows, or push chairs to carry large containers

Where can we find water for washing and cleaning?

- > Local springs and streams on hills above highest houses
-
- > Swimming pools (private and public)
-
- > Zealandia reservoirs

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

- > Grey water
-
- > Pool water
-
- > Pool water

-
- > Springs and waterfalls
-
- > Springs and waterfalls
-
- > Stagnant water
-
- > Stream water

What places would be good distribution points?

- > Churches
-
- > Community Emergency Hubs (Karori Recreation Centre & Karori West Normal School)
-
- > Halls
-
- > Karori Community Centre
-
- > Karori Mall
-
- > Schools
-
- > Somewhere high – it is easier to carry a bucket of water downhill than uphill



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?

- > Butchers
- > Community gardens
- > Household stored food
- > Karori Foodbank
- > Restaurants/takeaways, bakeries, cafes, deli (using current stock)
- > Service station supplies
- > Supermarkets & dairies – limited food resources, non-perishable mostly

Vet (pet foodWhere else could we find food?

- > Community garden – Beauchamp St
- > Community orchard - Thurleigh Grove
- > Household supplies – stored food.
- > Rabbits/goats from Makara Peak
- > Vegetable gardens & fruit trees

How could we organise to feed large groups of people?

- > Makara residents used to make large quantities of food
- > Organise communal cooking – more efficient to cook for more people at once
- > Promote taking people home and cook together – reduce gas consumption



-
- > Use perishable food first

Where can we get cooking and catering supplies?

- > Cafes, bakeries, restaurants & takeaways – commercial kitchen for food preparation, gas for cooking
-
- > Churches, Schools, University, Zealandia, Karori Bridge Club, Karori Park café, Community and Recreation Centres – kitchen facilities
-
- > Guides & Scouts – Have outdoor cooking gear
-
- > Household supplies – BBQs & camping equipment
-
- > Lions – Large portable gas BBQs
-
- > Makara Community Hall has catering equipment to feed 130 people

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

- > Bellyfull does food for new mums
-
- > Chilly bins
-
- > Churches & Service clubs – can help with distribution of food to needy
-
- > Gipps Street café & Penny's have frozen meal supplies
-
- > Petrol station trailers
-
- > Takeaway containers from shops
-
- > Transport – cars, trucks etc.



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)

What facilities could be used for temporary shelter for animals?

Where could we find drinking water for animals?

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