

Devonport-Takapuna Local Board Workshop Programme

Date of Workshop: Thursday 23 March 2023

Time: 10am – 1pm

Venue: Devonport-Takapuna Local Board Office, Ground Floor, 1 The Strand, Takapuna and MS Teams

Apologies:

Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
10.00 – 10.30	1. Highlife - Flood Response	Adam Bennett Highlife Entertainment	Engagement	Inform future direction
10.30 – 11.00	2. Castor Bay Ratepayers' and Residents' Association - Flood Response	Hamish Anderson Castor Bay Ratepayers' and Residents' Association	Engagement	Inform future direction
11.00 – 11.30	3. Devonport Peninsula Trust, 1st Devonport Scout Group and 197 Squadron ATC - Flood Response	Nigel Bioletti Devonport Peninsula Trust	Engagement	Inform future direction
11.30 – 12.00	4. Milford Residents Association - Flood Response Attachments: 4.1 Report 4.2 Supporting documents 4.3 Presentation	Debbie Dunsford Milford Residents Association	Engagement	Inform future direction

12.00 – 12:30	5. Sunnynook Community Centre - Flood Response 5.1 Presentation (<i>hardcopy</i>) 5.2 Video	Bronwyn Bound Sunnynook Community Centre	Engagement	Inform future direction
12:30 – 1pm	6. Takapuna Residents Association - Flood Response	Sandra Allen Takapuna Residents Association	Engagement	Inform future direction

Next workshop: 28 March 2023

Role of Workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (d) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.

Devonport-Takapuna Local Board Workshop Record

Date of Workshop: Thursday 23 March 2023
Time: 10am – 1pm
Venue: Devonport-Takapuna Local Board Office, Ground Floor, 1 The Strand, Takapuna and MS Teams

Attendees

Chairperson: Toni van Tonder

Deputy Chairperson: Terence Harpur

Members: Peter Allen
Gavin Busch
Melissa Powell
George Wood

Staff: Trina Thompson – Local Area Manager
Maureen Buchanan – Senior Local Board Advisor
Rhiannon Guinness – Local Board Advisor
Henare King – Democracy Advisor
Deb Doyle – Community Broker

Apologies

None

Workshop item	Presenters	Governance role	Summary of discussion
<p>1. Highlife</p> <ul style="list-style-type: none"> - Flood Response 	<p>Adam Bennett Highlife Entertainment</p>	<p>Engagement</p>	<p>The local board was provided with a presentation from Adam Bennett regarding their role in the flood response.</p> <p>Comments received:</p> <ul style="list-style-type: none"> • No one saw the extent of the flooding coming, difficult to get information • The volume of water was incredible. Some drains were blocked and this caused damage. • It would be helpful if council had a supply of sand bags ready to be delivered to affected sites • Facebook might help communication as a tool. Would be good for leaders in areas to keep in touch. Some, but not all, might be interested in emergency management training. • People should be aware of floodplains and overland flow paths • Lots of people will struggle, particularly in financial climate. Some renters and property owners may not have insurance.
<p>2. Castor Bay Ratepayers' and Residents' Association</p> <ul style="list-style-type: none"> - Flood Response 	<p>Fiona Castor Bay Ratepayers' and Residents' Association</p>	<p>Engagement</p>	<p>The local board was provided with a presentation from Fiona, on behalf of Castor Bay Ratepayers' and Residents' Association, regarding their role in the flood response.</p> <p>Comments received:</p> <ul style="list-style-type: none"> • There should have been health warnings issued about risk and outbreaks of E-coli • Needed more information from the top down • Not sure things will change if there is another event • Facebook and all other communication channels are important. Messages can be lost on Facebook and it can be hard to find updates. Information available has to be specific and easy to find. • Need more information on evacuation centres, first building identified was flooded • Not clear on where liability sits when things go wrong

<p>3. Devonport Peninsula Trust, 1st Devonport Scout Group, and Narrowneck ATC Squadron</p> <p>- Flood Response</p>	<p>Nigel Bioletti Devonport Peninsula Trust Cliff Brown Devonport Scouts Alex Koppenaal Narrowneck ATC Squadron</p>	<p>Engagement</p>	<p>The local board was provided with a presentation from Nigel Bioletti, Cliff Brown, and Alex Koppenaal regarding their roles in the flood response.</p> <p>Comments received:</p> <ul style="list-style-type: none"> • People running Takapuna Shelter were not equipt to deal with the emergency response; they were untrained and underresourced. • Group is not sure what to call itself. Does it sit under AEM? Don't understand the difference between Emergency Management, Resilience, and Civil Defence. Roles need to defined. • Should use the Local Board as a communication channel in an emergency event • Potential to develop emergency response network within scout groups from ATC perspective. They may not have the facilities or numbers, but certainly the equipment. • Emergency response must be localised. People cannot be expected to travel far in an emergency. • There was a coordinated effort to link Devonport Peninsula Hubs, to be backups for each other. • ATC is directed and support by the Defence Force, but is not a true part of the Defence Forces. Cannot be directed to go and be part of community response, but as a community leader can be involved locally.
<p>4. Milford Residents Association</p> <p>- Flood Response</p>	<p>Debbie Dunsford Milford Residents Association</p>	<p>Engagement</p>	<p>The local board was provided with a presentation from Debbie Dunsford, on behalf of Milford Residents Association, regarding their role in the flood response.</p> <p>Comments received:</p> <ul style="list-style-type: none"> • Supports an enquiry into Emergency Management. It is not our responsibility; locals provide help as they are able to at a local level. • Where was Red Cross NZ? Were they not asked for help by AEM • Top-down Civil Defence doesn't work. • Twitter is not a good channel for a lot of people, particularly older people. • Local Board level emergency response means nothing. Response must be Council-wide • Need younger people to be involved in leading response. • Estuary Culvert not up to standard. Cheap tarseal coming off the roads into local waterways, had to inform AT. Drains also not cleared following events, needed at the very least some communications for residents to do it themselves during future events. • Need professional trained organistations to response

MILFORD RESIDENTS ASSOCIATION INC.
RESPONSE TO 27 JAN 2023 FLOODS
REPORT TO DEVONPORT-TAKAPUNA LOCAL BOARD

Milford Residents Association thanks the Devonport-Takapuna Local Board for the opportunity to summarise our Association's response to the extensive local flooding on 27 January 2023 and reflect on improvements for future emergency responses. We thank the Board for instigating this workshop which we view as a collegial opportunity to better understand what might be expected of 'the community' and what should be expected of our local authority/emergency management structure.

The event – Friday 27 January 2023

During the late afternoon/evening of this day, Milford people at home monitored the safety of their own homes and checked in with family, friends and neighbours. Posts on social media including Milford Locals showed the Wairau stream waters filled to the road bridges then overflowing its banks, flooded motorways. At low tide, the upper Wairau estuary with filled with flowing brown water from bank to bank and the boats in the Milford Marina were sitting high on water that was 30cm above the piers. Flooding of homes at low points occurred that evening to houses right along the Wairau and its tributaries. Waters began to recede late in the evening. Immediate help and reassurance was given to those badly affected by family, neighbours and random passers by.

Saturday and Sunday

People tended to follow advice and stay at home. However the beach and streets revealed badly damaged homes, with people starting to clean up. By Sunday, piles of rubbish lined those roads badly affected by flooding: Nile, Waterloo, Alma and Shakespeare Roads, Woodbridge Lane, and others. Speaking to one householder, a friend, in Alma Road, he had arranged somewhere else to stay and was cleaning out his flooded home but found passers by 'just having a look' an irritation.

Milford Residents Assn Responses – Email communications

It became clear to Debbie Dunsford that in the absence of cohesive communication from Council/Civil Defence, MRA needed to provide local people with basic information about the overall situation, what what they should do if flooded and what help was available to them. Ad hoc pieces of information were arriving from a variety of sources to MRA's email address but most residents would not receive these directly. On Sunday evening, Debbie collated this

information into an email to our list of 880 (attached). We summarised the relevant facts while maintaining a positive tone. The major item was the fact that raw sewage was being diverted into the Wairau Stream and this would continue due to the damage to the pump station's control equipment. We were very impressed by the on-the-ground actions of local board members and Councillor Richard Hills who personally filled the gaps in information and on-the-ground assistance, especially during the first 48 hours.

Of particular use were DTLB Board Chair Toni van Tonder's email about rubbish disposal and waiving of tip fees other posts from Terence Harpur and Peter Allen about sewage contamination of the creek and where to find regular civil defence updates. Councillor Richard Hills' long email on 29 January brought together a large amount of general information. Links to these were included in the MRA email and the text was also posted to the Milford Locals fb group (3,400 members). We continued to email members regularly over the next week as new information came to hand and as we developed our own pop-up community centre.

MILFORD POP-UP COMMUNITY CENTRE, 30 Jan – 10 Feb

By early Monday, 30 January, it was clear this had been a once in a lifetime event and damage in Auckland was on a scale never seen before and right across the city. Norma Bott suggested that we open up the local Milford Senior Citizens Club hall as a central place people could drop in to ask questions or have a coffee and a chat. They could also drop off food, vouchers and household linens for those who needed them. Norma contacted Paulene Prince, President of the Milford Senior Citizens Club (MSCC), who immediately agreed. That morning the hall was set up as a pop-up community centre.

An email to members and Milford Locals Facebook group announcement said we would receive non-perishable groceries and household linens for distribution to local people affected by the floods. A sub-page of Milford Locals, Milford 2023 Flood Support, was set up solely for communications with people volunteering to help (222 members). The next five days were spent receiving, sorting and distributing goods dropped off at the Hall. People brought supermarket vouchers which we realised were the most useful item, although they also brought clothes which we had not asked for. Some volunteers felt we could not turn clothes away if people offered them. People who had lost all or some of their possessions arrived to try and find clothing/bedding/food to tide them over until they could sort themselves out, although these were relatively few in number. Many affected families had moved out of their flooded homes to family and friends, often not in Milford itself. We were very aware of the diversity of people and households flooded; there were many groups of young flatters, families with English as a second language, older people living alone, couples and families.

- Volunteers as well as donations started to arrive immediately after emails and posts went out on Monday, 30 Jan. We received linen, food, clothes, vouchers, baby car seats, high chairs, although it was from Tuesday that the scale of donations at the hall took off.
- By the end of Tuesday 31 Jan, we were receiving more than we could handle and made an initial delivery of food to the Sunnynook Community Centre.

- Wednesday, 1 February. The donations of second-hand clothes were on an overwhelming scale. We also noted that people needing items found it difficult to identify specific clothes or shoes that were suitable for them and we were going to be left with most of the clothing.
- We announced we could only accept groceries and vouchers going forward. A large curtain-wall truck was organised - donated at no cost by local Milford residents - to take about 60% of the linen and most of the clothes to the well-organised Mangere Recreation Centre, South Auckland. This tipped our operation towards food and vouchers and we were able to think about the logistics of distribution.
- The Hall was only available to us for five days, up until Friday 3 February, as it was required from Saturday for regular bookings. The owner of the business premises at 1A Shakespeare Road, which was empty awaiting renovation, generously allowed us to move there for the next week free of charge.
- On Friday morning, there was a meeting with MRA people (Norma, Debbie, Heather) and the main volunteers to discuss how distribution should happen. Agreed to pack mixed grocery bags for families and couples, load into a trailer and door knock homes in the flooded streets and give out groceries and vouchers. Volunteers from Forrest Hill School Mums facebook group packed the grocery bags and helped shift goods to the new site at 1A Shakespeare Road. Volunteers from the Milford Dads facebook group delivered the grocery bags and vouchers on Saturday, 4 February. 122 parcels were distributed to households, along with a gift/supermarket voucher (see schedule). MRA included a two-page summary of basic information for flooded households in each bag. Note: it would be another week before Auckland Council produced its branded 'What to do if you are flooded' sheets in a number of languages. These were very welcome but they beg the question of what the emergency management group had been doing for the past 2, 3 or 5 years.
- The balance of the clothes, linen and food was moved to the new premises and people came in throughout the next week until it was closed on Friday, 10 March. At the end of our stay at 1A Shakespeare Road the balance of the goods remaining were delivered to St Vincent de Paul, Onewa Road and to a depot in Porana Road, Glenfield, for distribution to the community. Non-useable items were taken to the rubbish transfer station.

OUTCOMES FROM THIS COMMUNITY PROJECT:

POSITIVES

The heart and soul of the Milford community is strong. The generosity, hard work and sincerity of those who volunteered and/or donated was humbling. The centre filled a huge need in the community to give assistance to people affected.

We were able to distribute food bags and vouchers directly to affected households. This was a week after the event but still represented a community gesture the recipients appreciated very much. It showed that others cared and they were not overlooked.

Milford Residents Assn, with Milford Senior Citizens Club, recognised a need for a central place in the community for people to come together in a time of crisis and uncertainty. This was only possible because of Norma Bott's leadership and the relationship she had built with the Senior Citizens in recent years as a member of their committee. When she reached out to the Club, they trusted her and immediately said yes. MRA's email and facebook networks meant it quickly reached many local households who responded magnificently to the call for help. Personal connections within the Milford community meant that, when we asked for particular help, e.g. a truck to transport donated clothes, the use of premises for a week, people responded immediately and generously to our need.

Our local elected members and a councillor recognised the gaps in information and on the ground and acted quickly to help meet the major needs of flooded households. The local board's provision of skips for rubbish and waiving of tipping fees alleviated a significant worry for stressed people at this time.

NEGATIVES

Disorganisation of and simply not enough local emergency services and the administration side of Council was very evident, to the point of absence in Milford in the first days. That our association and individual elected representatives stepped into this gap simply highlights the shortcomings of the regional organisation as a whole.

The lack of any first response from groups we regularly see assisting during floods in other parts of the country, e.g. NZ Red Cross, was notable. These are groups with expertise in dealing with shell-shocked people who have experienced devastating damage to their homes. Apparently, they had not been contracted by Auckland Council to be involved in any way. Why not? Who had been contracted in their place or was the 'community' expected to carry out this response from first principles and without any training or experience in this type of work?

There was a noticeable lack of police and fire department response teams in the neighbourhood in spite of Milford experiencing very significant flooding. Why was the Army not called out sooner?

LOOKING TO THE FUTURE – AUCKLAND NEEDS TO DO BETTER

We fully support an enquiry into:

- how emergency management in the Auckland region is organised,
- what training structures are in place,
- whether units of professionally-trained personnel to assist local efforts on the ground exists and

- which community groups were expected to step up as first responders. Did they know this was expected of them and what training had they received.

The evidence of the Anniversary Weekend experience is that the present structures are inadequate, even non-existent, and the event must be used as a learning tool for any further emergencies.

WHAT IS EXPECTED OF WHOM?

MRA's view is that it is *not* the responsibility of a local residents association to provide a co-ordinated first response in such situations. Local people and by extension community groups like MRA do expect to provide help and comfort locally to affected family, friends and neighbours. As we have seen, they will respond magnificently when the need arises. However, most residents associations are run by just a handful of people, usually in older age groups, who are already pressured to do more than they ever anticipated. To overlay an expectation that they will swing into providing community-wide assistance in a crisis without any training or professional assistance is not just unrealistic but doomed to fail.

There has to be a fully-trained response team available to react to whatever situation arises. While community organisations will undoubtedly play their part and rise to the occasion, this has to be done under the direction of experts with whom local groups already have a strong relationship. In other words, there is a designated civil defence structure on the ground in local communities. We refer the Board to a recent paper published on The Conversation which sets out how the Australians discovered this necessity in their own floods in 2022, <https://theconversation.com/what-australia-learned-from-recent-devastating-floods-and-how-new-zealand-can-apply-those-lessons-now-200078> and attached.

MRA as an organisation sees one of its roles as disseminating information to its members. However, this is handled by one person who has the interest to analyse the information being received and the skills to repackage it concisely into what is relevant to Milford people. We regularly receive emails from members thanking us for these communications, especially at times of uncertainty (Covid-19 pandemic, 2023 floods).

We did condense information and email/facebook Milford people regularly during the week of the floods. These communications also drove the community response to the pop-up centre operation. But, what if that person was sick or not available at the time? It would be difficult for another committee member to first gather the information together and then pass it on in coherent form. It may simply not be possible to do so. What if Milford Residents Assn simply ceases to exist? How can Auckland Council rely on such tenuous and completely unacknowledged communication links?

Websites, social media and email newsletters – there is a powerful place for each of these media to convey information. However, when Debbie tried to gather information together, she found it difficult to find basic advice on the emergency management website. Information was scattered and poorly signposted. This has to be the bedrock of basic information and easily found from home pages (Auckland Council and Emergency Management).

Social media is a powerful source of seeing what is happening on the ground right now but we believe it does not fill the role of providing basic and unchanging information. On Facebook, helpful information is posted one minute and replaced with some inane question or observation the next. We understand Emergency Management was giving advice through Twitter but believe this to be a platform not used very much by older age groups and subject to the failings outlined above. In a power outage, device batteries may not be able to be recharged. RNZ National is an important medium for breaking information and advice and this should be reinforced to the public.

Facilities

The absence of any Council facilities in Milford is an ongoing weakness for the area. There should be a designated area in Milford/Forrest Hill which is known to become a resource centre for victims in an emergency. Of course, this requires sufficient amenities (space, kitchen, toilet, showers) and trained staff availability.

Elderly and vulnerable people

Milford/Forrest Hill has a high proportion of older and elderly people, including pensioner flats and three large retirement villages/rest homes. Many older people also live alone, sometimes with family living overseas. While friends and neighbours can help in the first instance, older people often need ongoing assistance to ensure all their needs are met so they maintain their independence after such a crisis. This is a sensitive matter which needs further thought.

FINAL REFLECTIONS

A decade ago, when MRA was involved in Milford Mairangi Bay Community Emergency Response planning, we would receive specific guidance by email ahead of any event. We distributed these recommendations to prepare for bad weather and received many emails from members thanking us for doing so. This group and direct communications from Civil Defence Mairangi Bay were discontinued five or more years ago and, in our view, have been replaced by nothing other than an expectation that the 'community' would manage in a crisis.

Milford Residents Assn has been cast as problematic for not engaging with the Board's emergency resilience project conducted by ANCAD. Our committee members did not have the time or inclination to be facilitated in a brochure-creating exercise. We resented the allocation of a large sum of money for what would be a lot of time and talk but a minimal outcome. We believe the concept was flawed from the outset. A project focused simply at the local board level would be just words on the page and would not be translated into effective action in the absence of a commitment at Council level to establish a trained civil defence force with strong local relationships. These teams would include volunteers but they should be specially recruited as younger people who are fit and have a special interest in playing a role in emergency situations. We believe the 2023 floods have shown the need for a cadre of trained locally-based civil defence personnel.

We also disagree with the implicit expectation that our residents association is 'responsible' that is, 'obliged' to provide an emergency response. We are a group of volunteers already

pressurised to contribute far beyond what we thought we signed up for as Milford Residents committee members. The emergency resilience project seemed to us to simply assume we would organise a local response without any professional assistance, training or support. We reject that assumption totally. We did act to fill the gaps during the crisis this January as an association, its committee members and as a community. However, we responded on our own terms and organised to help people in our own way. We still do not believe it is our role to go door knocking with a clipboard because what could we offer those in distress? We have no training, no official position. We would have had no information and no assurances to give and could simply be getting in the way.

The 27 January floods have shown that the decision, however long ago, to dismantle a trained, community civil defence force was deeply flawed. This needs to be reinstated, with a strong focus on building local resources, personnel and relationships.

Milford Residents Association Inc
21 March 2023

Appendices in one document

Appendix 1 – Milford Pop-up Centre numbers and acknowledgements

Appendix 1A – Information page from MRA that accompanied food parcels

Appendix 2 – MRA Emails to members: A River of Rain 29/1/2023, 30/1/2023, 30/1/2023, 31/1/2023, 2/2/2023

Appendix 3 – Iftexhar Ahmed, 'What Australia learned from recent devastating floods – and how New Zealand can apply those lessons now', *The Conversation*, 20 Feb 2023.

Appendix 1

MILFORD POP-UP COMMUNITY CENTRE, 31 Jan to – 10 Feb the numbers and acknowledgements

Food parcels:

Food parcels:	
Family of 4	50
Couple	15
Infant	2
Baby - 0 - 6 months	18
Crawler	3
Toddler	5
Women's Care	6
Cleaning Products	12
Animal Package - Cat	7
Animal Package - Dog	4
Total Packages	122

Also distributed at this time were the donated gift/supermarket vouchers. Each bag was given with a voucher.

Example of parcel: Family of 4.

Crackers/chips/biscuits/museli bars/juice/Long Life Milk

Micro wave pasta/rice, noodles

Spaghetti/Baked Beans, Tinned Fruit

Soup in packets/Soup in tins

Weetbix/cereal

Other items:

Toilet paper, sanitary items, toothbrushes/toothpaste/

Shampoo/conditioner

Cleaning products

Baby wipes/baby food, baby formula, diapers.

Gift cards and cash donations received:

As at 1/2/23 we had collected gift cards and cash donations to the value of \$4195.00. \$2,540.00 was distributed locally. The remainder of the vouchers were exchanged for cash and a donation of \$1,655.00 has been made to the Auckland Floods Mayoral Relief Fund.

Significant volunteers:

Diane Rennie

John D

Mark Johnson, IT support

Scott Cunningham

Kirsten

Anna

Heather - MRA – refreshments

MSCC - Hall use

Major donations were received from:

Devine Consulting Limited	\$500
Milford Baptist Church	\$400
New World Supermarket	\$1000
Bill Raynor – Grey Power	
New World Supermarket – Milford	Brown Bags
Oceanbridge Shipping Limited	Transport
Landlord 1A Shakespeare Road	Use of premises for one week

Visitors to the Hall/Shop:

Toni von Tonder	Local Board
Peter Allen	Local Board
Richard Hills	Auckland Council
Sarah Thorne	ANCAD
Janetta MacKay	<i>Rangitoto Observer</i>
Community Police Constable	

Appendix 1

MILFORD POP-UP COMMUNITY CENTRE, 37 Jan to - 11 Feb 2013

Food parcels:

Food parcels

Family of 4

Couple

Infant

Baby - 0 - 6 months

Crawler

Toddler

Women's Care

Cleaning Products

Animal Package - Cat

Animal Package - Dog

Total Packages

122

Also distributed at this time were the donated gift/voucher market vouchers. Each bag was given with a voucher.

Example of parcel: Family of 4

Crackers/chips/dips/sauce/muesli bars/juice/long life Milk

Miso wave pasta/rice, noodles

Spagetti/Baked Beans, Tinned Fruit

Soup in packets/soup in tins

Wheatflour/cereal

Other items:

Toilet paper, sanitary items, toothbrushes/footpaste/

Shampoo/conditioner

Cleaning products

Baby wipes/baby food, baby formula, diapers.

Gift cards and cash donations received:

As at 1/2/13 we had collected gift cards and cash donations to the value of \$4152.00. \$2,540.00 was distributed locally. The remainder of the vouchers were exchanged for cash and a donation of \$1,652.00 has been made to the Auckland Foods Māyoral Relief Fund.

Significant volunteers:

Diane Renzie

John D

Mark Johnson, IT support

Scott Cunningham

Winston

Ann

Heather - MRA - refreshments

MSCC - Hall use

AUCKLAND FLOODS, January 2023

Milford Residents Association Inc. has put together information for residents who have experienced flood damage in recent days

Please join the Association's **Milford Locals Facebook group** to keep up to date with our local efforts to help those affected. If you are not a member, sign up now:

<https://www.facebook.com/groups/2051203725183533> It's the best way to ask a question, help others or just stay in touch with what's going on locally in real time.

Milford Residents Assn POP-UP community centre. We have just one more day (Friday, 3 Feb) at the Milford Senior Citizens Hall, 141A Kitchener Road. We are scouting for another Milford venue for the next week or so.

Our hours tomorrow (Friday) are 10am to 4pm

- Bring donations of non-perishable food and groceries, toiletries, cleaning products. Especially welcome are vouchers (\$20 amounts are great). Supermarket, the Warehouse, Prezzy cards.

If your property has had flood damage:

- Come along and collect grocery bags for your family.
- Take away needed linens and clothing to replace your damaged property.

If you want to contact us: email chairs@milford.org.nz

Help available from Council. The official Council Flood 2023 website is:

<https://ouraukland.aucklandcouncil.govt.nz/news/2023/01/storm-event-27-january-2023/>

If you have experienced flood damage and do not have sufficient help for the clean-up, you can phone Auckland Council on 0800 2222 00 for an assessment of your home and your own welfare. There are translators of various languages available.

If you need volunteers to help you, you could post a request on Milford Locals FB or email us and we can do this for you. [Chairs@milford.org.nz](mailto:chairs@milford.org.nz)

MSD

If you are not insured, call Ministry of Social Development to receive an emergency payment to help with costs. Phone 0800 400 100. You do not have to be on a benefit.

IMPORTANT: *Watercare advises everyone to keep away from all local waterways and beaches.* They are still contaminated with sewage, especially the Wairau stream. Wait for advice that the water is clean. Mangroves and debris in the water are contaminated also.

Because of the damaged pump station, North Shore residents are asked to use water sparingly to reduce the water entering the pump system. Use the toilet and have short showers. You can run washing machines but please keep to a full load and think about whether you really need to do that wash.

<https://www.facebook.com/groups/2051203725183533/user/693750860/>

Disposal of flood-damaged material

<https://ouraukland.aucklandcouncil.govt.nz/news/2023/01/disposing-of-storm-related-waste/>

Disposing of flood-damaged material at Constellation Drive transfer station or Rosedale transfer station is free for everyone. But please check with your insurer that they're happy for the waste to be disposed of, prior to an insurer coming out.

Phoning ahead to a waste station simply helps with process. However, if you don't phone ahead, you won't be turned away.

The Local Board has been organising the inorganics trucks to keep going up and down the worst hit streets in Milford. Some skips have been dropped off. When full, they get emptied and returned.

If you can't get to the tip, call 0800 2222 00 for Council to arrange help.

And finally

The catastrophic flooding has given the Milford community the chance to show its wonderful generosity. It was heart-warming to see parents bring their children along to participate in their donations. And it was touching to see people find replacements for a few of the items they have lost. The whole POP-UP community centre happened because one person had a great idea and everyone else responded, 'let's just go for it'.

Keep in touch with what's happening at Milford Locals FB group so you can contribute if the need arises. There's plenty more to be done before those affected can feel like their lives are back on an even keel. Their resilience is impressive but they can't do it alone. Let's support them as much as we can.

Milford Residents Assn

Subject: Milford Residents Email 29 January 2023 A River of Rain

From: Milford Residents Association <info@milford.org.nz>

Date: 29/01/2023, 8:00 pm

To: Debbie Dunsford <d.dunsford@historian.co.nz>

Appendix 2
MRA Emails to
members
29/1 - 2/2

Dear Milford Residents members

It's 48 hours since Auckland was overwhelmed by a river of rain. The scale of damage across the city is huge and Milford was right in the firing line, along with much of the North Shore. The Wairau Valley, Mairangi Bay town centre and the Browns Bay industrial centre were all seriously flooded. Many Milford homes, especially those close to the Wairau stream, have been severely damaged.

We are sharing information Auckland Council and the Devonport-Takapuna Local Board have been publishing on their websites, as well as on our Milford Locals Facebook page.

Milford Locals Facebook page

If you are not a member, please sign up now: <https://www.facebook.com/groups/2051203725183533> It's the best way to ask a question, make contact with or help others or just stay in touch with what's going on locally in real time.

IMPORTANT: Wairau Wastewater Pump Station flooded - sewage contamination of Wairau Stream and our local beaches

You probably know this already. But it's important to understand that the Wairau Pump Station was completely inundated by water and the control room destroyed. Therefore, untreated sewage is flowing into the Wairau and out to our beaches and it will take a week or more for the station to be repaired and for the water to become clean. *Please do not swim until the all clear has been given.* We do not want you to get sick from a bacterial infection. Mangroves and debris in the water are likely contaminated also. The local board is arranging signs to warn people against entering the water.

Because of the damaged pump station, North Shore residents are asked to use water sparingly to reduce the water entering the pump system. This means short showers and don't use washing machines unless you really have to. We'll keep you advised or check Milford Locals Facebook page. <https://www.facebook.com/groups/2051203725183533/user/693750860/>

The Wairau Estuary has had a huge volume of water through it. The very sturdy trash rack at the bottom of the culvert has been swept away, destination unknown. The mangroves contain huge amounts of large-scale rubbish, including wood, fences, chairs, wheelie bins, logs. <https://www.facebook.com/groups/2051203725183533/user/100002405709328> One of our Milford rat trappers has checked the northern side of the estuary and all the bait stations there have disappeared, either swept away or buried under debris. MRA will initiate some volunteer clean-ups of the estuary in due course but this will be Phase 2 of the event

clean-up. Other things are higher priority. The Devonport-Takapuna Local Board is arranging for rubbish skips to help with the collection of debris.

If you are not insured, you can call Ministry of Social Development to receive an emergency payment to help with costs. Phone 0800 400 100.

People who need their homes and welfare assessed by Council need to call 0800 2222 00. There are translators of various languages available.

Richard Hills has posted a very full update on how things stand here:
<https://www.facebook.com/richard.hills.7393> The Auckland Council official event website is at this link: <https://ourauckland.aucklandcouncil.govt.nz/news/2023/01/storm-event-27-january-2023/>

Update 7.45pm Sunday An Orange Heavy Rain warning has just been issued by Auckland Emergency Management until 7am tomorrow, Monday. After Friday's deluge, we are all only too familiar with the weak points in our own houses and property, so let's make sure we are prepared.

Keep checking in on neighbours to make sure they are still doing OK.

Finishing on a humorous note, check out Andrew Robertson's Milford Locals post about how Milford has received a new swim pontoon. https://www.facebook.com/groups/2051203725183533/?hoisted_section_header_type=recently_seen&multi_permalink=3017821148521781

Keep safe everyone. Get in touch if you have any concerns. chairs@milford.org.nz

Your Milford Residents team - Norma, Debbie, Peter, Heather, Helen, Alistair and Michael

Subject: Milford Residents Email 30 January 2023 Pop-up community centre today 10am to 1pm

From: Milford Residents Association <info@milford.org.nz>

Date: 30/01/2023, 10:04 am

To: Debbie Dunsford <d.dunsford@historian.co.nz>

Dear Milford Residents members

Many of you have asked how you can help local families whose homes have been flooded.

POP-UP COMMUNITY CENTRE - Milford Senior Citizens (MSCC) is opening its Hall for the Milford community today (Monday) from 10am to 1pm.

Volunteers will be there to receive *donations of non-perishable food and household linens* which will then be distributed locally.

It is also an opportunity for the Milford community to come together at such a momentous time. Please call in for *a chat and a cup of tea or coffee*. We can share ideas about what needs to be done over the coming days and weeks and how the whole Milford community can help.

Thanks so much to MSCC for sharing the hall.

We look forward to seeing you there.

Milford Residents Assn and MSCC

Milford Senior Citizens Hall, 141A Kitchener Road. Behind New World and facing the carpark.

Subject: Milford Residents Email 30 January 2023 Pop-up community centre open again tomorrow

From: Milford Residents Association <info@milford.org.nz>

Date: 30/01/2023, 2:17 pm

To: d.dunsford@historian.co.nz

Dear Milford Residents members

**MRA/Milford Senior Citizens' Hall POP-UP Community Centre - open Tuesday, 31 January
9am to 3pm**

Thanks to all the generous people who have dropped off non-perishable food, bedding and clothing. The Hall will be open again tomorrow (Tuesday) for drop off of items. If you know of local people who require this kind of help, please get in touch. chairs@milford.org.nz

Continue to keep safe everyone.

the Milford Residents team

Subject: Milford Residents Email 31 January 2023

From: Milford Residents Association <info@milford.org.nz>

Date: 31/01/2023, 8:59 pm

To: Debbie Dunsford <d.dunsford@historian.co.nz>

Dear Milford Residents Members

What a couple of days it's been at the Senior Citizens Hall. We closed tonight at 5pm and will re-open tomorrow, Wednesday, 1 Feb, at 12 noon. **Please note that we cannot take any more linen, clothing, toys and household items.** However, we will be accepting non-perishable food and Prezzy vouchers to donate to those who need it during the next few days. THANK YOU TO ALL THE WONDERFUL VOLUNTEERS WHO HAVE HELPED AND TO THE SUPER-GENEROUS MILFORD COMMUNITY WHO HAVE DONATED. Contact us if you need further information: chairs@milford.org.nz.

Wairau contamination update - The Wairau pump station is now operating at half strength. This means the Wairau still contains untreated wastewater and is contaminated. Watercare continue to ask us to be very careful with household water use. However, we can use washing machines when needed. Full loads please. And short showers.

We have another night of rough weather ahead of us tonight. Strong winds are already here but we can only keep our fingers crossed that the rain doesn't come anywhere near the intensity of last Friday.

Best wishes everyone from the MRA team

Norma, Debbie, Heather, Helen, Peter, Alistair and Michael

Subject: Milford Residents Assn Email 2 February 2023

From: Milford Residents Association <info@milford.org.nz>

Date: 2/02/2023, 10:13 pm

To: Debbie Dunsford <d.dunsford@historian.co.nz>

Dear Milford Residents members

The Milford community has shown its wonderful generosity this week. It was heart-warming to see people just flooding into the hall to help others. And it was touching to see people find replacement items for a few of the things destroyed. The whole POP-UP community centre happened because Co-chair Norma had a great idea and everyone else responded, *just do it*. Thanks so much to all the wonderful people who came on board to drive it: Scott, Kylie, Mark, Nikki, Anna, Heather and many, many more.

There is one more day at the Senior Citizens Hall, tomorrow, Friday 3rd Feb, 10am to 4pm. People can bring in non perishable food items, toiletries and cleaning products and supermarket or Warehouse vouchers (\$20 is an excellent amount). A team will visit Nile Road this Saturday to distribute bags of groceries and we are investigating another venue so we can keep going for the next week or so.

Keep in touch with what is happening at Milford Locals Facebook group so you can contribute if the call goes out. There is plenty more to be done before those affected can feel like their lives are back on an even keel. Their resilience is impressive but they cannot do it alone. Do support them as much as you can.

We have drawn up a list of bullet point FAQs

- **Contact your insurance company first.**
- **The official Council Flood 2023 website** is: <https://ouraukland.aucklandcouncil.govt.nz/news/2023/01/storm-event-27-january-2023/>
- **Need help to clean up?** Phone Auckland Council on 0800 2222 00 for an assessment of your home and your own welfare. There are translators of various languages available.
- **Uninsured?** Call Ministry of Social Development to receive an emergency payment to help with costs. Phone 0800 400 100. You do not have to be on a benefit
- **Need household items or grocery supplies?** Milford Residents may be able to help. Contact us on chairs@milford.org.nz.
- **Join Milford Locals, our Facebook group:** <https://www.facebook.com/groups/2051203725183533>. Keep up to date with local efforts to help those affected. It is the best way to ask a question, help others or just stay in touch with what's going on locally in real time
- **Water contamination of beaches and streams.** Keep away from waterways. Do not swim at beaches. They are contaminated with sewage.
- **Want to dispose of flood-damaged material?** <https://ouraukland.aucklandcouncil.govt.nz/news/2023/01/disposing-of-storm-related-waste/> Free disposal of flood-damaged material at Constellation Drive or Rosedale Road transfer stations. Check with your insurer that they do not want to inspect first.

Driving around Auckland today in the sunshine, it was hard to imagine the devastation of a few days ago. If our homes were not damaged, we are getting back to normal. That is not the case for those who were flooded. We can all keep them in mind and continue to offer help in the coming weeks.

Finally. A reminder to our rat baiters and trappers out there. You can start your February pulse.

All the best everyone

from the Milford Residents Assn team

Subject: Milford Residents Assn Email 2 February 2023
From: Milford Residents Association <info@milford.org.nz>
Date: 2/02/2023, 10:13 pm
To: Debbie Dunstond <d.dunstond@historian.co.nz>

Dear Milford Residents members

The Milford community has shown its wonderful generosity this week. It was heart-warming to see people just flooding into the hall to help others. And it was touching to see people find replacement items for a few of the things destroyed. The whole POP-UP community centre happened because Christy Norms had a great idea and everyone else responded, just do it. Thanks so much to all the wonderful people who came on board to drive it: Scott, Kylie, Mark, Nikki, Anna, Heather and many many more.

There is one more day at the Senior Citizens Hall, tomorrow, Friday 3rd Feb, 10am to 4pm. People can bring in non perishable food items, toiletries and cleaning products and supermarket or Warehouse vouchers (\$20 is an excellent amount). A team will visit Nile Road this Saturday to distribute bags of groceries and we are investigating another venue so we can keep going for the next week or so.

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• The official Council Flood 2023 website is: <https://our.aucklandcouncil.govt.nz/news/2023/01/10/auckland-council-flood-2023>

• Need help to clean up? Phone Auckland Council on 0800 32 32 00 for an assessment of your home and your own welfare. There are translators of various languages available.

• Uninsured? Call Ministry of Social Development to receive an emergency payment to help with costs. Phone 0800 400 100. You do not have to be on a benefit.

• Need household items or grocery supplies? Milford Residents may be able to help. Contact us on ciars@milford.org.nz

• Join Milford Locals, our Facebook group: <https://www.facebook.com/groups/1208120372518823>. Keep up to date with local efforts to help those affected. It is the best way to ask a question, help others or just stay in touch with what's going on locally in real time.

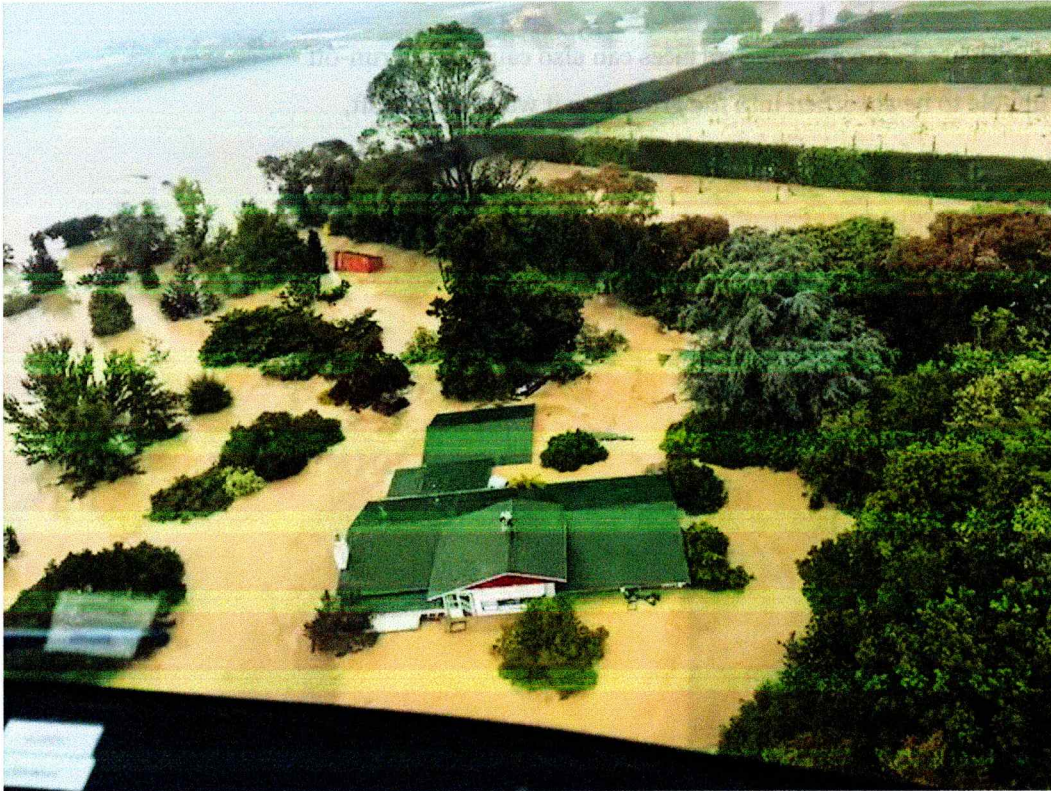
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Finally. A reminder to our rat baiters and trappers out there. You can start your February pulse.

Appendix 3
The Australian
experience.



Flooding caused by Cyclone Gabrielle has left communities devastated, with many homes completely destroyed. Getty Images

What Australia learned from recent devastating floods – and how New Zealand can apply those lessons now

Published: February 20, 2023 3.01pm NZDT

Iftekhhar Ahmed

Associate Professor, University of Newcastle

Australia and New Zealand have both faced a series of devastating floods triggered by climate change and the return of the La Niña weather pattern. So it makes sense that Australia has now sent disaster crews to help with the aftermath of Cyclone Gabrielle.

With five serious floods in the space of 19 months in 2021-2022, Australia's experiences – and how people responded – offer New Zealand a guide for recovering and rebuilding after an extreme weather event.

The flooding events in both countries share two key common elements. First, the floods broke previous records and were the largest in recent history. Second, there were also repeat flood events.

In Auckland, there were two massive floods within five days, while Cyclone Gabrielle became the Coromandel's fifth severe weather event for 2023 and devastated other parts of the North Island.

The other common factor is urbanisation. Auckland's population has been growing, resulting in the increasing development of the built environment. Intensifying urban development places pressure on existing drainage systems – parts of which are no longer fit for purpose.

Extensive built-up and paved areas with hard, impermeable surfaces can also cause rapid run-off during heavy rain, with the water unable to be absorbed into the ground as it would be in soft, vegetated areas.



Disruption by floods to the road connection to Aberdeen, Hunter Valley. NSW Surf Lifesaving, Author provided

Working with the community

Our recent research in the Hunter Valley in Australia – one of the areas affected by those five successive floods – identified similar factors contributing to the flooding events, including a rapidly growing regional population.

Two of our research sites – the Cessnock and Singleton local government areas – had growing urban centres that reflected a similar development trajectory to Auckland, albeit in a smaller scale.

Our research in the Hunter Valley established the importance of identifying existing community resilience and gaps. We also observed the need to involve the community at all levels. This included having early warning systems and evacuation protocols in place to improve community access to information and warnings.

The State Emergency Services (SES) is the main agency in New South Wales responsible for flood response and management. Supported by community volunteers, the SES has a clear focus at the local level.

Read more: We spoke to the exhausted flood-response teams in the Hunter Valley. Here's what they need when the next floods strike

This community focus is evident with its “door-knocking kit”, which is based on a community-level vulnerability assessment. The SES has a list of those in the community who are most at risk, such as the elderly and people with disabilities. When a flood risk becomes evident, SES volunteers go knocking on doors to check their preparedness and provide evacuation support.

The equivalent of SES in New Zealand, Auckland Emergency Management, could learn from this community-based approach and include it within its Community Group Support initiative, so that future disaster responses can be more closely tailored to the community.

In the recent floods in Auckland, communication was an issue. Relaying directives and information through multiple institutional layers led to confusion, which could have been avoided through a closer community-based approach.



Building a volunteer army

This community focus is evident with its “door-knocking kit”, which is based on a community-level vulnerability assessment. The SES has a list of those in the community who are most at risk, such as the elderly and people with disabilities. When a flood risk becomes evident, SES volunteers go knocking on doors to check their preparedness and provide evacuation support.

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Building a volunteer army

Another key factor in Australia is the large cadre of SES volunteers – around 9,000 in New South Wales, a state with a population of just over eight million. This is a significant form of social capital, without which the current approach to flood response and management would not be possible.

While there are initiatives in New Zealand to attract and engage volunteers, more needs to be done. Civil defence needs to conduct a structural review of the existing volunteer organisations that work in the disaster and emergency response field to identify ways to improve the recruitment and retention.

We also found evidence of volunteer “burn-out”, meaning there’s a need to support volunteers emotionally and financially during extended periods of disaster response and recovery.

Read more: 'Top down' disaster resilience doesn't work. The National Recovery and Resilience Agency must have community at its heart

While there is a large number of SES volunteers in Australia, more are needed as climate change drives more frequent, extensive and intense disasters. Given the similar nature of repeat climate-related disaster events in New Zealand, provisions for a large cadre of well-supported and well-trained volunteers is necessary.

A review of existing volunteer agencies and community organisations should be undertaken to identify ways they can be harmonised to avoid competing pressures for resources. As well, there’s a need to nurture collaboration between agencies to help with sharing skills, training, data and resource management.



State Emergency Services played an important role in working with the community during and after the Hunter Valley floods. NSW Surf Lifesaving, Author provided

The need for resilience

Perhaps the key lesson for New Zealand, and also Australia, is the need to think beyond emergency management to building long-term resilience within agencies and communities.

As climate-related disasters become more common, we need to think about how our cities grow and how we can incorporate flood resilience by retaining green areas and vegetation, improved drainage and transportation links.

But both countries also need to focus on being ready for a disaster, instead of managing it after it happens. In doing so, the pressures of managing the disaster when it arrives would be less – and so would the long-term impacts on people and the economy.

MILFORD COMMUNITY POP-UP CENTRE

Flood Response 30 January to 10 February 2023

Milford Residents Association, Milford Senior Citizens Club

Volunteers and the Milford Community



Debbie Dunsford

[Admin](#) · January 30 · 🌐



Many of you have asked how you can help local families whose homes have been flooded.

POP-UP COMMUNITY CENTRE - Milford Senior Citizens (MSCC) is opening its Hall for the Milford community today (Monday) from 10am to 1pm.

Volunteers will be there to receive *donations of non-perishable food and household linens* which will then be distributed locally.

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Thanks so much to MSCC for sharing the hall.

We look forward to seeing you there.

Milford Residents Assn and MSCC

**Milford Senior Citizens Hall, 141A Kitchener Road. Behind New World and facing the carpark.
Today, 10am to 1pm**

[View insights](#)

664 post reach >



Marie Telfer and 12 others

1 comment

Day 1
30 Jan 2023







Curtain wall truck packed
with clothes bedding to go
to the Mangere
Community Centre

Wednesday, 1 Feb





Delivery of grocery bags and vouchers to households in Nile Road and surrounding roads
Saturday, 4 Feb



Friday 27th Jan 2023



Wednesday 1st Feb 2023



SUNNYNOOK COMMUNITY FLOOD RESPONSE 2023

Cnr Sunnynook Road and
Sycamore Drive, Sunnynook
Auckland

PURPOSE

To provide support to the Community who were affected by the flooding on Friday 27th January 2023.

WHO WAS INVOLVED

- Sunnynook Community Centre (Bronwyn Bound – Centre Manager ; Robert Zhang – Committee Member)
- Devonport-Takapuna Local Board Member and Local Resident (Melissa Powell)
- Sunnynook Community Association (Soriya Em, Andrea McDermott, Serenade Pugh, Tabitha Becroft)
- Sunnynook Scouts (Darin Hutcheson)
- Glenfield Greyhounds Rugby League (Simon Watson)
- Local Residents (Reilly Brown, Naz Spencer)
- Volunteers from the Community and organisations mentioned above as well as Devonport-Takapuna Local Board members / Simon Watts – MP for North Shore / Richard Hills – Auckland Councillor.

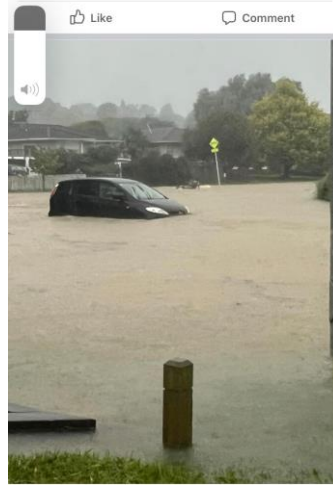
WHY DID WE GET INVOLVED?

As the Manager of the Sunnynook Community Centre I had attended an ANCAD Workshop about 'Resilience'. I was quite appalled that every community was expected to fend for themselves for five days after a major disaster. I didn't for a second believe this would be the case. I was amazed that there was no funding and that each community had to design their own 'resilience plan'. I made the bold statement that because the Community Centre sits on a flood plain there was no way I would ever be able to assist the Community. How wrong I was!!!!!!!!!!!!!!

I received the first 'SOS' message at 7.54pm on Friday 27th January 2023. I believed at that point that the Community Centre had been wiped out and was completely flooded as I had been sent several photos of the flooding around the Centre from concerned residents. I was at a neighbour's house babysitting four very nervous children and couldn't get to the local residents that were requesting assistance until the children's parents got home (from Elton John!). I was in contact with Simon Watson from the Glenfield Rugby League Club who couldn't get home because of the flooding, he had decided to wait it out upstairs in the League Club and hope the water would drain away. Simon very quickly realised that there was no way he could get across Sunnynook Road to assist any residents.

I did not realise that the residents in Kapiti Place had been evacuated and I was very concerned for the welfare of the numerous homeless people we have living in our Community.

PHOTOS OF SUNNYSOOK PARK / SUNNYSOOK ROAD / SYCAMORE DRIVE FRIDAY 27TH JANUARY 2023



FRIDAY 27TH JANUARY 2023

10.10pm – I visited a residence on Sunnynook Road – it was an incredibly distressing situation – the downstairs was flooded, everything in the garage had floated down Sunnynook Road when they opened the garage door to release the water. The elderly residents were EXTREMELY DISTRESSED. There was debris all over the place and I was unsure where the glass from the broken window was.



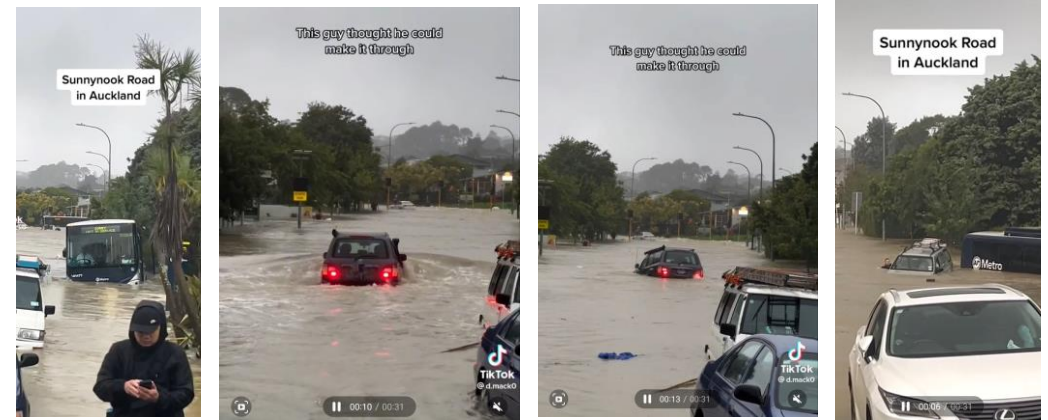
Pictures Above: The neighbouring fences were broken and pushed over with the force of the water. There was a broken window at a property in Sunnynook Road.

As the water had drained away, I walked down Sunnynook Road and picked up debris from the middle of the road down as far as Becroft Drive and placed it on the footpath for residents to collect. There were odd shoes, cans of paint, tools, outdoor furniture.....

I then decided it was time to see what state the Sunnynook Community Centre was in. It was 11.00pm and I was extremely nervous about opening the front door. I couldn't believe that IT WAS DRY! Water had definitely come up to the top of the deck but not inside. Whatever drainage they had done with the new Community Space outside the Centre had WORKED!

I then drove down to the Sunnynook Bus Station – BIG MISTAKE. It felt like a war zone, cars were abandoned and parked at funny angles with their windows open. Street lights weren't working, the whole area was deserted.

I drove home and wondered what on earth had happened and then my husband showed me a video clip on Facebook of a bus on the busway with water pouring inside. I then viewed another clip of a bus floating down by the Sunnynook slip road (by the bus station).



SATURDAY 28TH JANUARY 2023

7.30am start – Sunnynook Community Centre Manager (Bronwyn Bound), DTLB Member (Melissa Powell) and members of the Sunnynook Community Association came together to discuss what our first steps were going to be. We met in the Kauri Room (old Police office) at the Sunnynook Community Centre which we then referred to 'HQ'.

As a group we made a decision that the best way to help was to door knock and check on each household in Kapiti Place and Sunnynook Road by the bus station (both slip roads). We worked in teams of two and noted whether houses were empty, had residents that were okay or had residents that needed assistance. This information was sent back to 'HQ' via Facebook Messenger and the information was recorded on paper to transfer into a document on a laptop.

(It was decided that Bronwyn would stay at the Centre and be available for any residents that turned up asking for assistance).



SATURDAY 28TH JANUARY 2023

After the initial assessment it was very evident that we were going to require a lot of Volunteers to help our residents.

A 'call for volunteers' was put out on the Community Facebook page and we were surprised by the number of local residents that turned up to help.

We also asked for donations towards the flood response and supermarket vouchers. The response was incredible.

The Local Baptist Church turned up to feed the Volunteers, Countdown donated bread rolls etc and Mayfield Sportshouse in Wairau Road donated Pizzas.

So many residents turned up with clothing, bedding, shoes etc that we had to start turning people away.

Flood victims turned up to have something to eat and have a break from trying to clean up their houses.

From Saturday 28th January to Wednesday 1st February a lot of the core group of Volunteers were putting in 12 hour days.



Sunnynook Community Centre

SATURDAY 28TH JANUARY 2023

We were incredibly fortunate to have local resident, Reilly Brown, walk through the door and offer assistance. Reilly had experience working in the Christchurch and Kaikoura earthquakes. We asked him to take charge and set the Volunteers up into teams with a 'team leader'. The team leader was given an address that needed assistance and they would head off to see what they could do. They would report back to 'HQ' if they needed additional helpers or if they completed the job. They would then be sent as a 'team' to the next address on the Whiteboard.

We put a call out for Volunteers for Days 1, 2 and 3. The Community responded and we were able to help a lot of residents. We quickly realized that no one was looking after the Totaravale area so we

The 'team leaders' had a number of houses that they were responsible for. We did 'Welfare Checks' for a couple of weeks after the flooding – some we visited a couple of times a day. Some we helped by contacting Property Managers and/or Landlords. We are still getting people coming into the office asking for assistance and trying to find somewhere to rent in the Sunnynook area.



THE CLEANUP



Our Volunteers took contaminated furniture to the transfer station on the North Shore using trailers and small trucks. We hoped that we would get enough money in donations to reimburse the residents that had paid for the dumping of the rubbish. Auckland Council had announced that dumping flood contaminated rubbish was free if you took it to somewhere in West Auckland, this was not well received by our Community. We were pleased when Councillor Richard Hills managed to arrange a skip in Kapiti Place and another one in Sunnynook Road on the slip road.

On Day 2 Bronwyn visited the AEM Evacuation Centre in Albany to let them know what we were doing in the Sunnynook Community. She spoke to the Red Cross representative to see what more we should be doing and checked that the people we were referring to the Evac Centre were there and being taken care of.

On Day 3 of the clean up the Mayor made an announcement (from the Sunnynook Community Centre) that you could now dump the rubbish at the North Shore transfer station. By this time we had spent \$1,900 on trips to the tip.....

At the same time a Local Board member discovered that every house that was flood damaged needed to be logged with Auckland Emergency Management for assessment. This was done by one of the DTLB Members and a Volunteer.



DONATED ITEMS

We had so much bedding, towels and clothing (all ages) donated that we had to contact Carla at Localised and ask her to send a couple of trucks to pick it all up (we initially had it all set out in the Sycamore Room in the Community Centre and then moved it to higher ground when the second lot of heavy rain was announced).

Bronwyn has known Carla for years and years and wasn't surprised that she 'stepped up' and helped out in the way she did.

We even had a gentleman that drove down from Snells Beach with some donated items.

We referred a lot of families to Carla who then organized what they needed.

We had a lot of food donated and the volunteers were able to put food parcels together for the families that came in asking for assistance. The North Shore Islamic Centre continue to support us with dry goods, cans, water. We have an area setup in the foyer for people to help themselves and also have the Food Pantry outside the Centre for people to donate items or 'take what they need'.

We had a lot of Countdown Vouchers donated by members of the public.

We also received \$2,500 in Pak 'n Save Vouchers from Foodstuffs.

Hi Guys, thanks so much for your donations. We have a massive supply of clothes, shoes, bedding. No more required at this point, will shout out if we need more. Thanks HEAPS for your donations, it is GREATLY appreciated.

DONATED MEALS

We received lots of support from all sorts of businesses and other community organisations. It was a great way to check in on families and offer them a meal and have a chat to make sure they were doing okay.



We have some delicious chicken pasta meals available NOW, come grab some for your dinner



SANDBAGS



Our Family Early Learning



Your home away from home

Bronwyn contacted Simon Watson (Glenfield Rugby League/Sunnynook Community Centre Management Committee) who mentioned that he had access to sandbags from Gubba. We purchased 400 sandbags. We then purchased some sand from Central Landscapes and filled sandbags for the members of our Community that we knew would need them.

Bronwyn had seen a Facebook post that the local Early Learning Centre in Tonkin Drive (Our Family Early Learning) was wanting to get rid of the sand from their old sandpit – it was not contaminated with floodwaters. We took the leftover sandbags and told the Community to meet us onsite to fill the sandbags.

Community Dinner



A PLACE TO SHARE OUR STORIES

Sunnynookers, we invite you to join us for a time of sharing stories and a meal together.



The floods have affected many Sunnynookers. We all have a story to share. Our community dinner offers a time to be together, share a meal and tell our flood stories.

Tuesday 28th
February

6.00pm
Sunnynook
Community Centre

RSVP by 24th of Feb to
snook.com.cen@xtra.co.nz
text Bronwyn - 027 284 7761

SUNNYNOOK
COMMUNITY CENTRE



COMMUNITY DINNER

We decided as a group it would be a lovely idea to do a Community Dinner to bring the flood victims and the volunteers together to talk about the experience we had all been through. We had approximately 100 people and they all had a wonderful time.

East Coast Bays Rotary and North Harbour Rotary turned up as Volunteers along with members of the Sunnynook Baptist Church. TNCT donated some food, Mayfield Sportshouse cooked some food and donated it at cost. Rotary paid for the food from Mayfield. It was a wonderful team effort and such a rewarding evening.





TALKING TO YOUR KIDS ABOUT
FLOODS & CYCLONES



JENNY HALE
Parenting Coach

TUESDAY
7TH OF MARCH
7.00PM

SUNNYNOOK COMMUNITY CENTRE
\$5.00 OR KOHA FOR ENTRY

SUNNYNOOK
COMMUNITY CENTRE




www.sunnynookcomcentre.co.nz

We decided to run a talk to help parents cope with children that were traumatized because of the flooding.

A small number of families came and they really appreciated the support and advice they received from Jenny.

Presentation prepared by:

 Bronwyn Bound, Centre Manager
Sunnynook Community Centre
(09) 410 4902



snook.com.cen@xtra.co.nz

Devonport-Takapuna
Local Board
Auckland Council 

Auckland
Council
Te Kaunihera o Tāmaki Makaurau 

https://www.youtube.com/watch?v=Vw8-p_DSvP8