



# Emergency Communications

AREC Presentation to Pauatahanui Residents Association

Don Robertson, 10 June 2025



# National Emergency Responders



## Accessed via triple one - 111

- Call One-One-one (111) when you need an emergency response from Police, Fire (FENZ) or Ambulance.
- Call centre staffed by Police, Fire (FENZ) and Ambulance. (Auckland, Wellington. Christchurch)
- Where urgent assistance is required in an emergency event where:
  - life is at risk
  - people are seriously injured
  - People are trapped
  - Fire has broken out
- Where people are missing, overdue (need search and rescue)
- Call 111





## Understanding New Zealand Search and Rescue

# Our Search and Rescue System

New Zealand's Search and Rescue System is supported by dedicated people who work across a vast and challenging region to provide search and rescue services.



Maritime New Zealand's Rescue Coordination Centre

**Our Search and Rescue System requires a high degree of both capacity and capability to service the New Zealand Search and Rescue Region (NZSRR).**

Despite our relatively compact land mass, New Zealand is home to vast remote areas with varied terrain and changeable weather. The specialised capability required to service this region requires ongoing investment. At one twelfth of the earth's surface, our search and rescue responsibilities also extend well beyond our domestic terrain.



Coastal rescue, Surf Life Saving New Zealand

**Crucial to the delivery of New Zealand Search and Rescue services are the people who work within the NZSAR System on both a paid and unpaid basis, and the capabilities they bring.**



### ~ 12,800 SAR People

Are highly skilled and directly involved in NZSAR operations. They operate a range of assets including vehicles, vessels, aircraft, communication and other supporting technology.



Land Search and Rescue volunteers alongside Police



**95%**

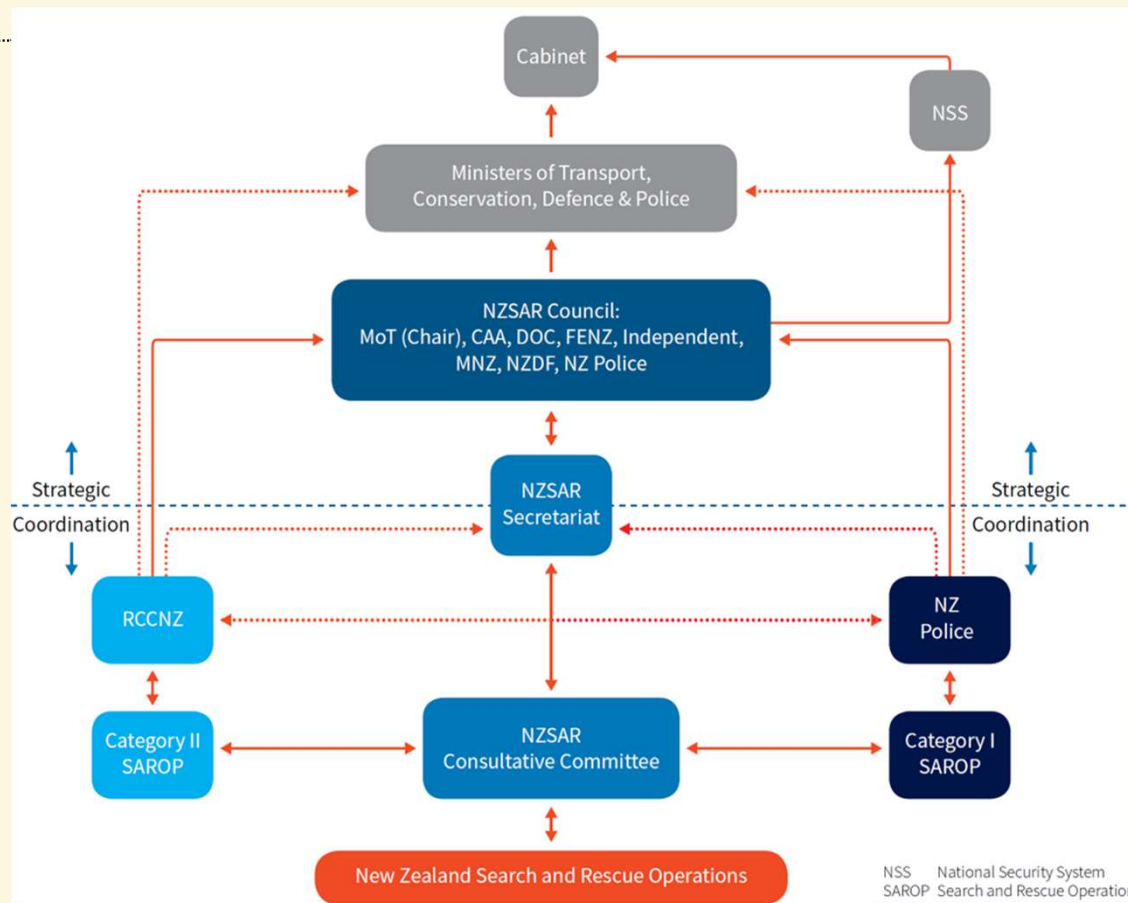
of SAR people are non-paid volunteer professionals.

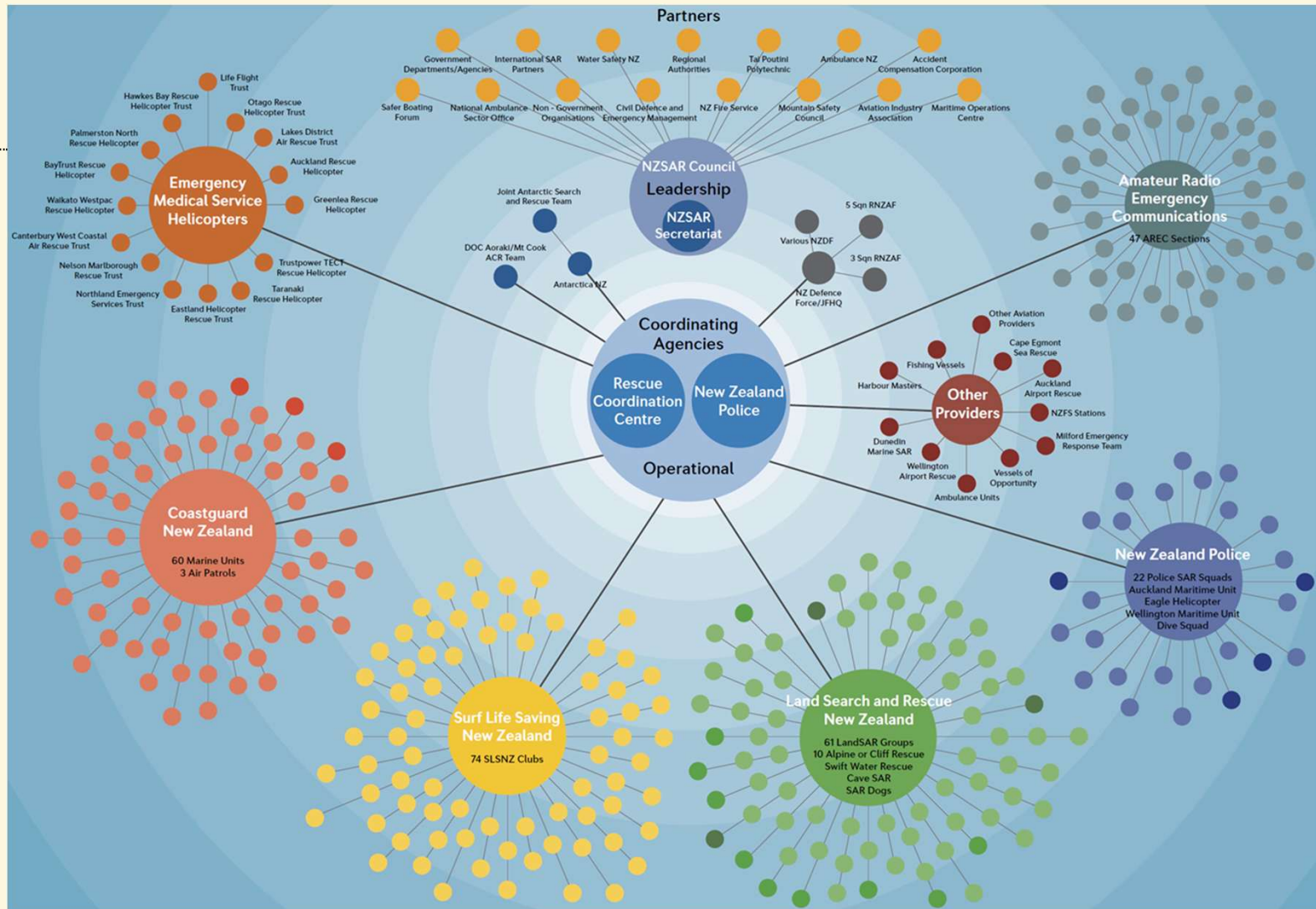


**Key assets are often dispersed across the country**

They're often owned by different providers, and SAR may be a secondary aim.

## SAR Sector







## NEMA and Civil Defence



### OPERATOR

We lead, coordinate and support partners and communities before, during and after emergencies.



### STEWARD

We work with partners to ensure the system has shared goals and priorities, has the capabilities required, and can adapt when needed.



### ASSURER

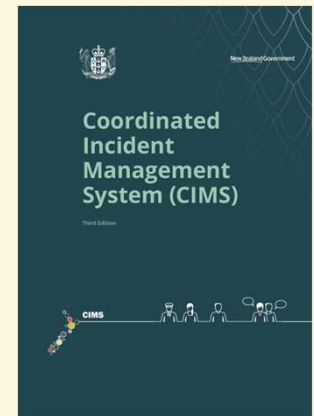
We monitor the system's performance and make improvements that reflect a growing knowledge of emergency management hazards and risks.

## NEMA and Civil Defence

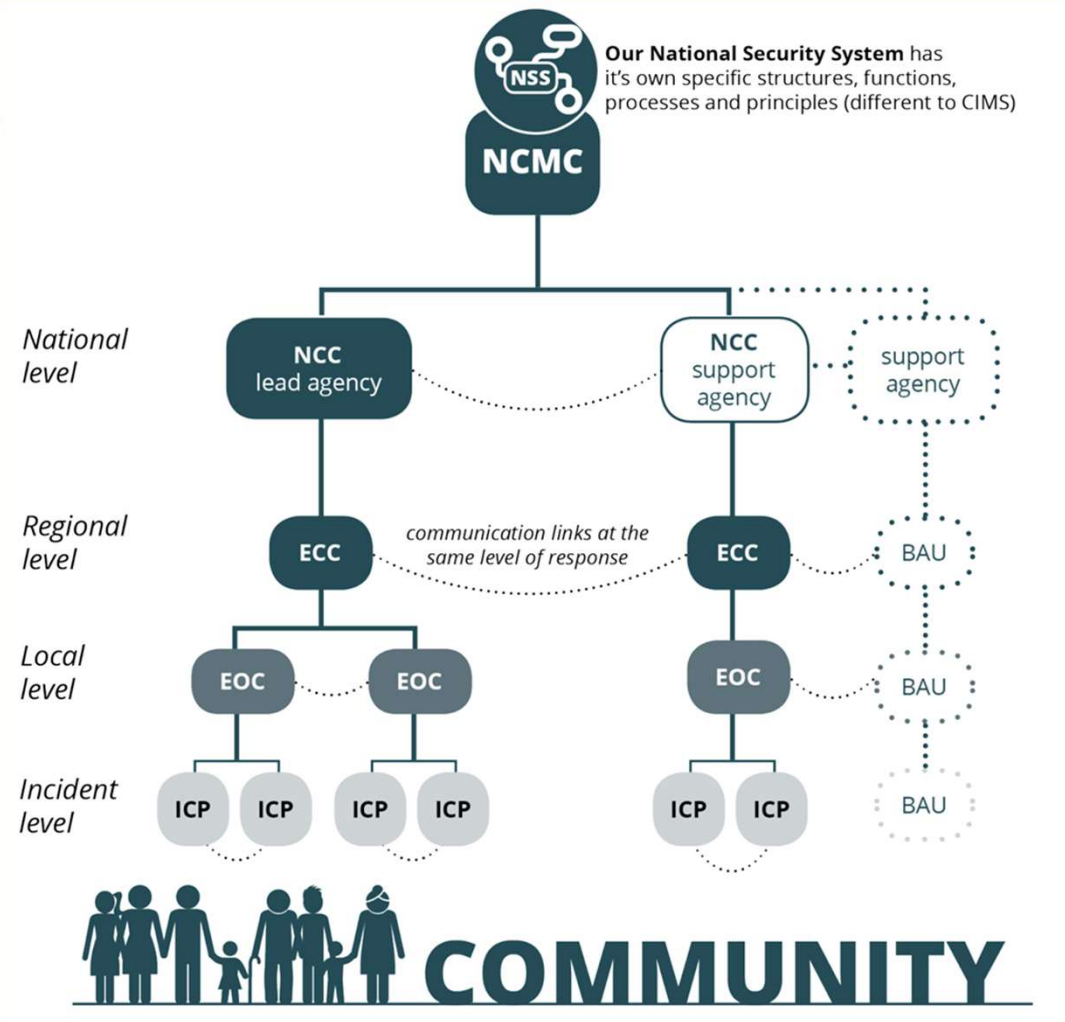


Territorial Local Authorities - Regional and Local Councils are responsible for Civil Defence.

- There are **89** different Civil Defence (CDEM) organisations across the country.
- There is no consistency on approach and response. It is locally decided.
- They are all meant to be prepared to respond and support their communities during an emergency event.
- They should all be using the Coordinated Incident Management System (CIMS) 3<sup>rd</sup> edition published 2019
  - A framework of consistent principles, structures, functions, processes and terminology for response and the transition to recovery
  - Used to manage incident responses of any scale, the respective functions of the response structure, the levels of response and the relationships between them, and how a response can be structured at each level. CIMS is the primary reference for incident management in New Zealand.

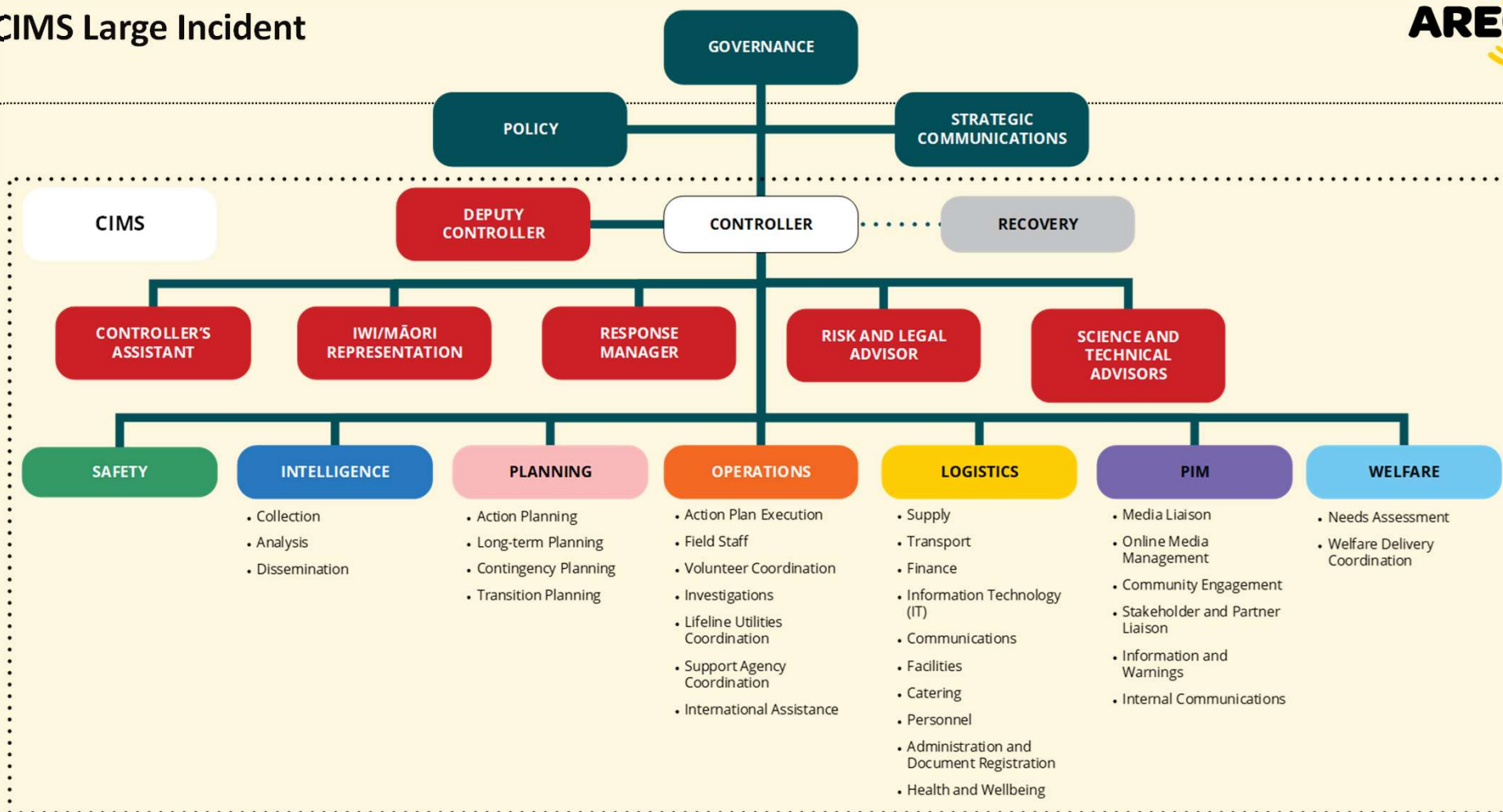


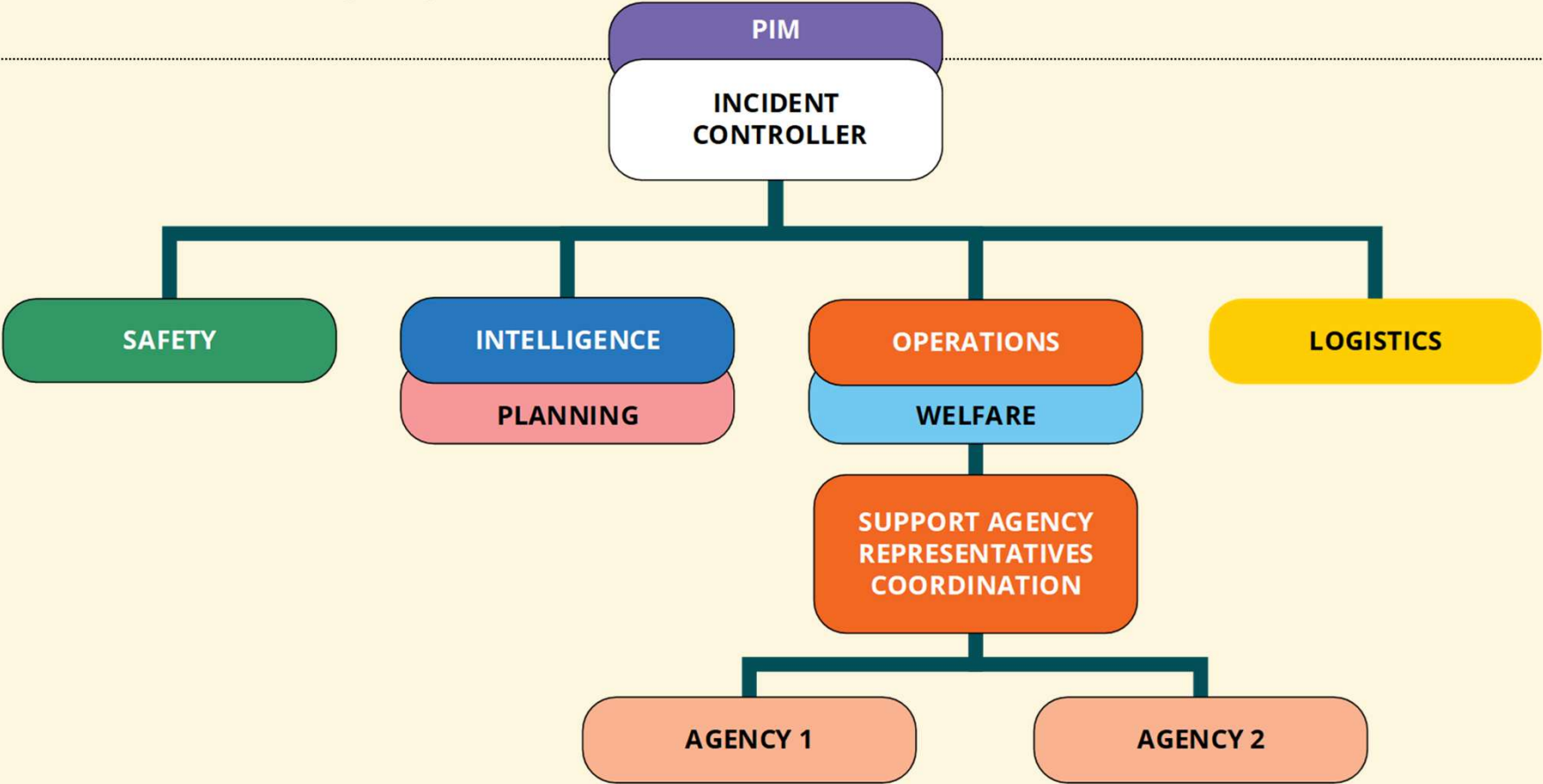
# CIMS3 National Structure





# CIMS Large Incident

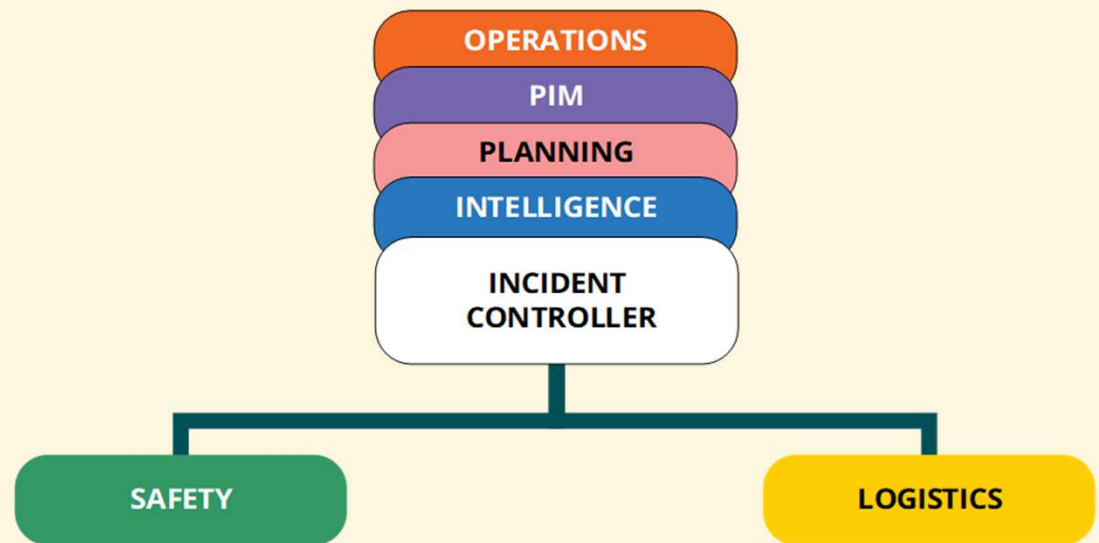




## CIMS Small Incident (SAR)



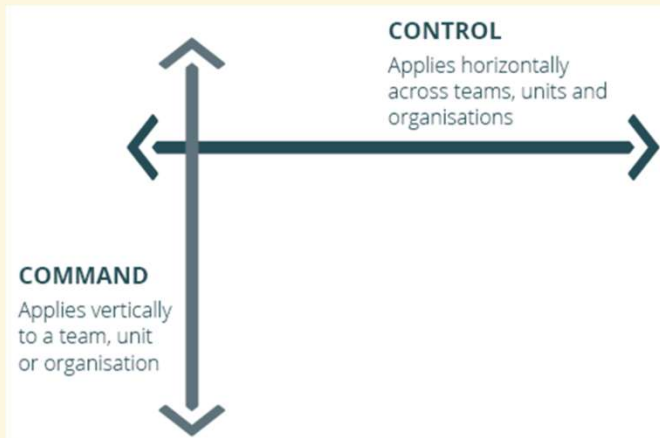
- Most SAROPs can be considered to be small incidents.
- But... **They are multi-agency:**
- Police and/or RCC
- LandSAR
- AREC
- Coastguard
- Surf Life Saving
- FENZ, Ambulance, Air, Defense



## CIMS3 RECAP



- A scalable common structure for any incident allowing single or multi-agency participation.
- Enables each agency to manage their own chain of command while enabling Control across teams & agencies





## Wellington Region Community Emergency Hubs

<https://www.wremo.nz/get-ready/community-ready/community-emergency-hubs/>

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### What is a Community Hub?

- A Hub is a place for the community to **coordinate your efforts to help each other during and after a disaster.**
- Hubs provide the community with information which helps everyone make informed decisions about how to **help themselves**, so even if you do not have the capacity to help in a practical way, providing information is a valuable service.

### Objectives of the Community Emergency Hub

- Provide information so that your community knows how to help each other and stay safe.
- Understand what is happening.
- Solve problems using what your community has available.
- Provide a safe gathering place for members of the community to support one another.

# Community Emergency Hub Guide Contents



## About Community Response

Emergency and council services are likely to be overwhelmed during a disaster and may not be able to respond to every issue immediately.

[Find out more](#)

## 1. Accessing the hub

Getting into the Hub safely and finding equipment.

[Find out more](#)

## 2. Working as a team

Getting organised and choosing roles.

[Find out more](#)

## 3. Setting up

How to make the best use of the space you have.

[Find out more](#)

## 4. Before you open

Make sure everyone understands what you are here to do.

[Find out more](#)

## 5. Your community's response

Local ideas and solutions for challenges you may face when responding to an emergency.

[Find out more](#)

## 6. Thinking about recovery

Considerations for your community for the future.

[Find out more](#)

## Find your local Hub and Guide


Each Hub has a paper copy of the Guide that is customised for your community. You can find out where your closest Community Emergency Hub is and view the guide.

[Find your hub](#)



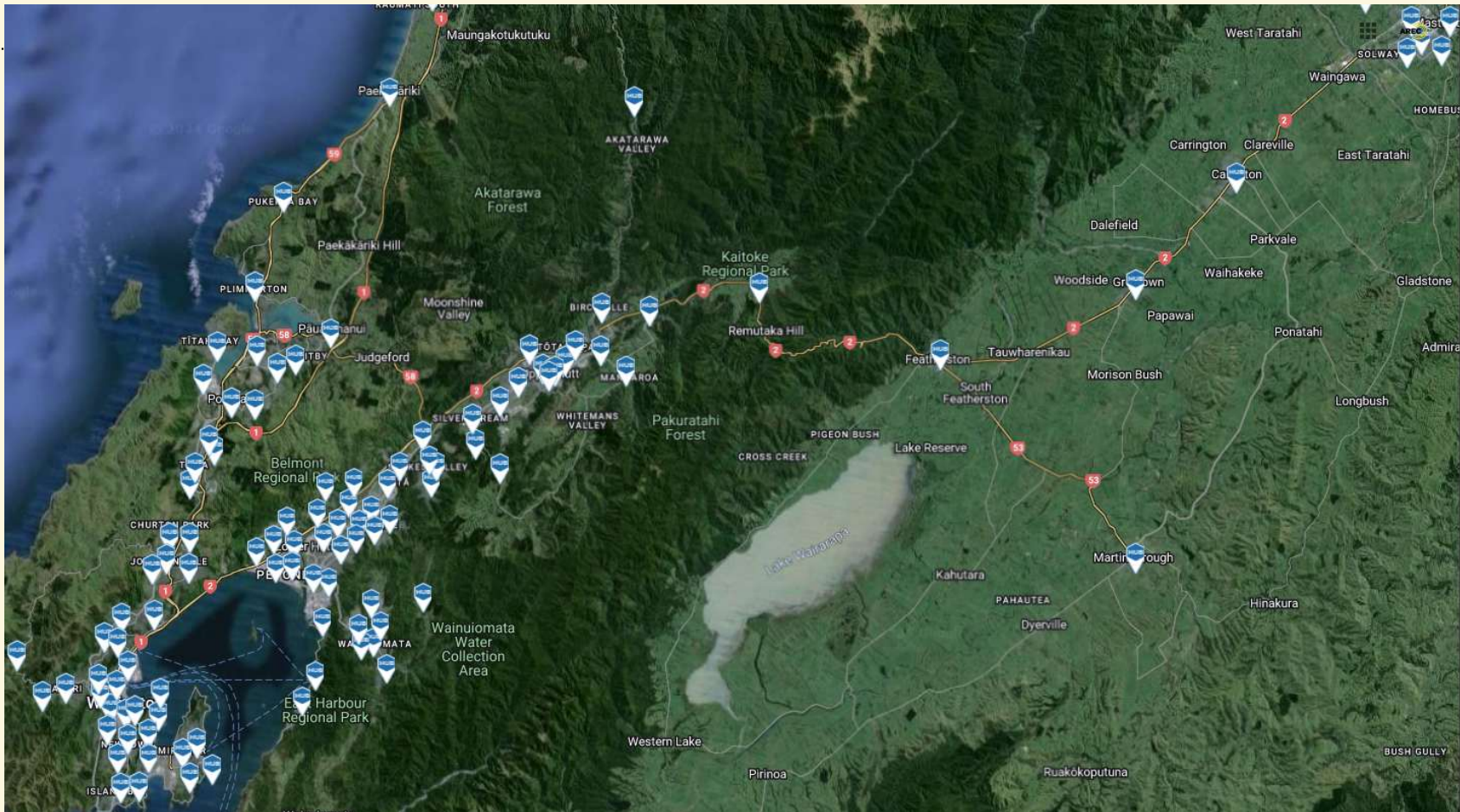
Together, Stronger | Our Region Resilience - interview with Susan and Michelle



Watch on  YouTube

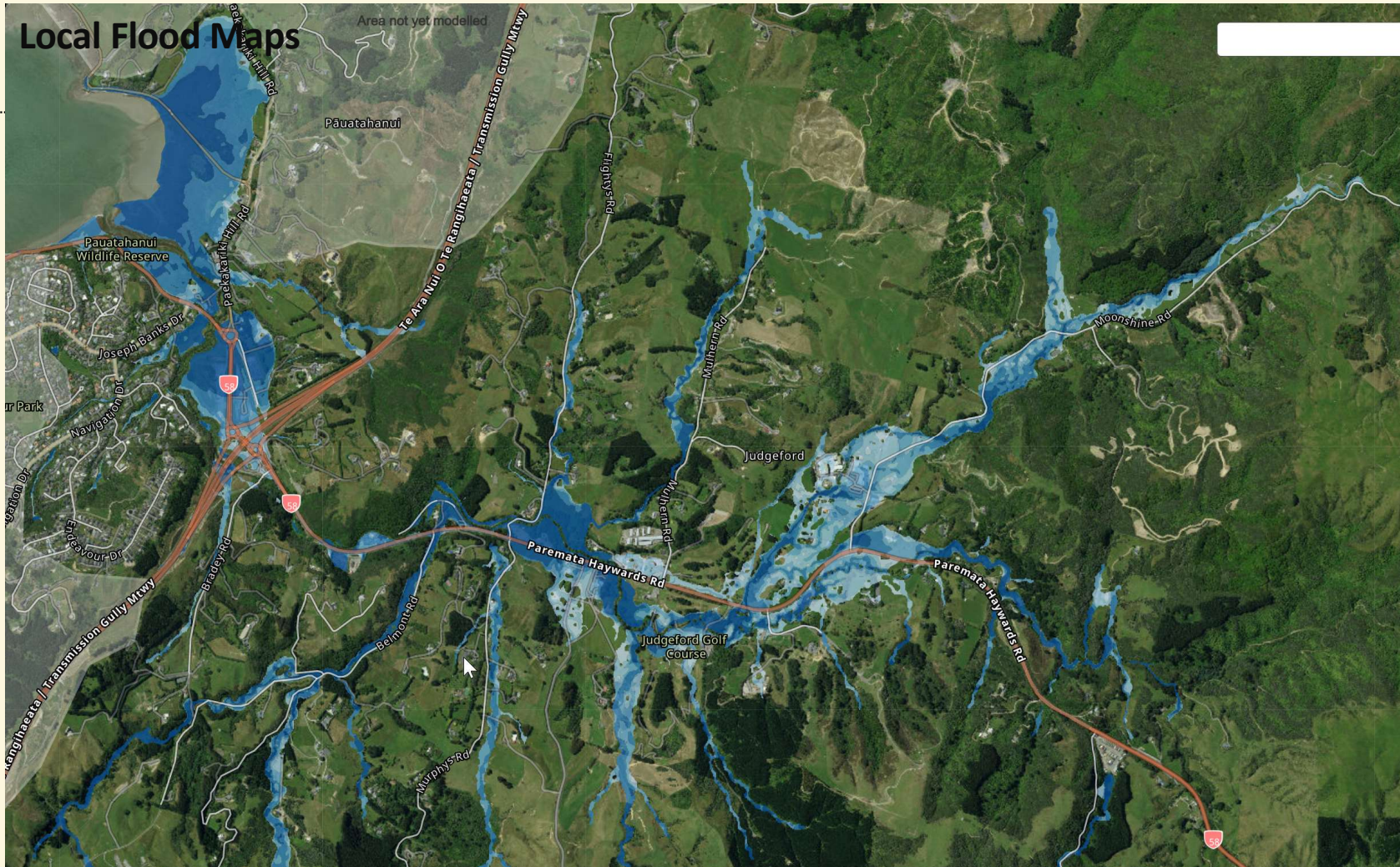


## 127 Wellington Region Community Emergency Hubs





## Local Flood Maps

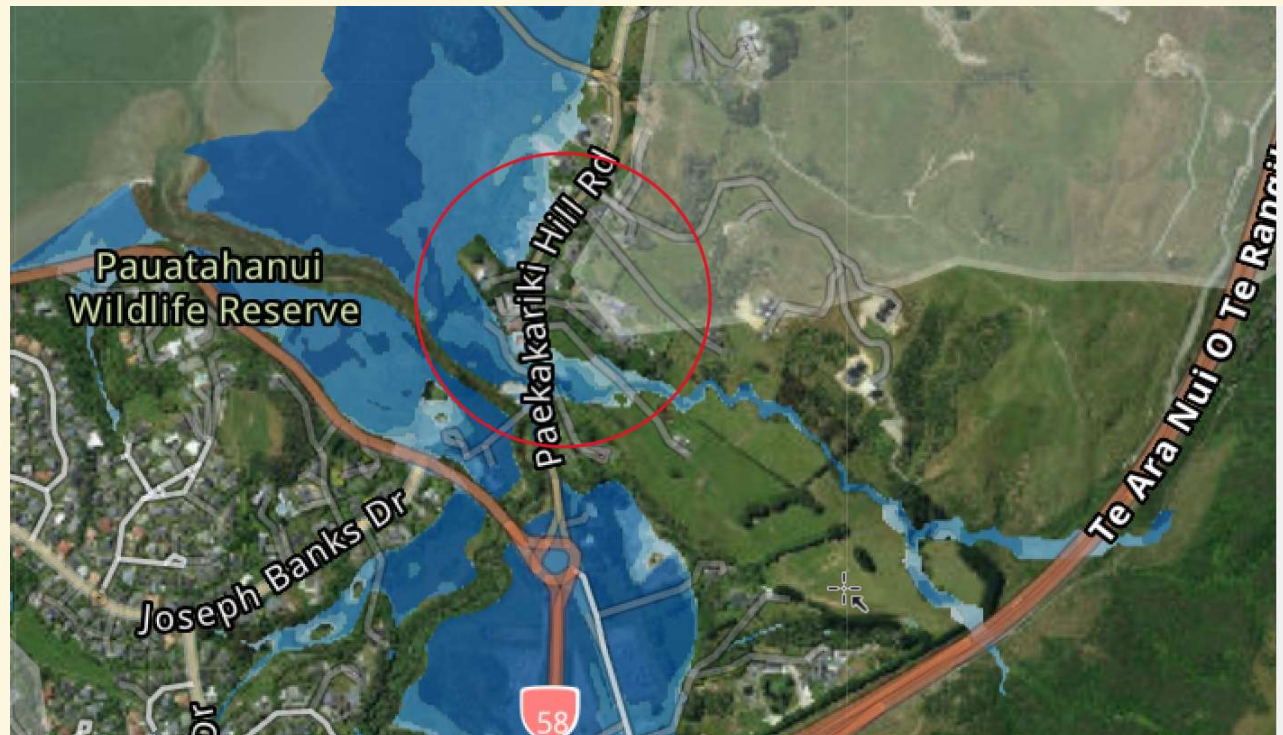




## Pauatahanui Hub and Mains Substation



- In a large flood the Pauatahanui Hub could be cut off.
- The Sub-station may go under water with loss of power.



## Residents preparation and plan

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### Being prepared, have a plan, exercise the plan

Recommendations to consider :

- Each road to meet and identify hazards and risk based on scenarios, e.g. flood, earthquake, high winds etc.
- Draw up a plan on how you would manage during an event.
- Draw up a list of who has what equipment, e.g. diggers, chainsaws four wheel drives (4x4) etc
- Define who will do what to check on the hazards
- Who will you contact to report issue or to get help.
- Define the different possible way you can access in and out of the road, area etc.
- Identify possible helicopter landing sites
- Define how communications flow will work, residents to residents, residents to Hub, hub to EOC etc.
- Who will if available man the community Hub?
- Run some practise exercise, afterwards do a debrief and maybe a BBQ

## Communications



- WREMO provides the Hub with a base radio and some handhelds. These enable contact with the Porirua EOC.
- The Hub should triarch messages and only pass on appropriate messages to the EOC and pass EOC messages back to residents.
- Resident should consider purchasing Public Radio Service (PRS) radios if you don't have them.
- The Hub needs to have a Mobile Base PRS radio of 5 watts power and an external antenna.
- To improve resilience it is recommended WREMO be requested to provide a radio and access permission for Diane to directly contact EOC should the Hub be unable to be activated.
- Due to her locality consideration should be given to purchasing Diane and Mobile Base PRS radio of 5 watts power and an external antenna.
  - This would provide improved comms to residents
  - Enables messages to be relayed to/from the Hub.
- Consider purchasing and operating a drone to safely check bridges and roads etc.



## Radio Voice Procedures



### COMMON Pro- WORDS

AFFIRMATIVE	Yes
NEGATIVE	No
OVER	I have finished talking and am awaiting a reply
OUT	I have finished talking and do not expect a reply
ROGER	Information received
COPY	I understood transmission
GO AHEAD	Send your transmission
STAND BY	Wait to send your transmission until told
SAY AGAIN	Please repeat your last message OR I am correcting my message (I SAY AGAIN)
SITREP	Situation report
LOCSTAT	Your LOCATION and STATUS
PRIORITY	Urgent message – takes priority over routine calls
1S or 2019	LOCATED DECEASED PERSON – note this varies region to region. <i>Use your local convention.</i>

### PHONETIC ALPHABET

- We use phonetics to spell a word, instead of using letters.
- As some letters rhyme, this can be confusing, e.g. B,C,D,E,G,P,T,V.
- In the NATO Phonetic Alphabet, no two words that resemble the letters, can be mistaken for another.
- New Zealand emergency services and military only recognize the use of the NATO phonetic alphabet.

## Voice Procedures



<b>A</b> — ALPHA	<b>J</b> — JULIET	<b>S</b> — SIERRA
<b>B</b> — BRAVO	<b>K</b> — KILO	<b>T</b> — TANGO
<b>C</b> — CHARLIE	<b>L</b> — LIMA	<b>U</b> — UNIFORM
<b>D</b> — DELTA	<b>M</b> — MIKE	<b>V</b> — VICTOR
<b>E</b> — ECHO	<b>N</b> — NOVEMBER	<b>W</b> — WHISKEY
<b>F</b> — FOXTROT	<b>O</b> — OSCAR	<b>X</b> — X-RAY
<b>G</b> — GOLF	<b>P</b> — PAPA	<b>Y</b> — YANKEE
<b>H</b> — HOTEL	<b>Q</b> — QUEBEC	<b>Z</b> — ZULU
<b>I</b> — INDIA	<b>R</b> — ROMEO	

### RADIO ETIQUETTE

- Listen to the channel and make sure it is clear before beginning a transmission
- Press and hold PTT button for 1 sec before speaking
- Pause between overs
- Talk across the mic, not into it.
- Keep a constant grip on the PTT button, so as not to chop message.
- Make your transmission readable by talking in a slow, clear and concise manner



### RADIO ETIQUETTE

- Use the NATO Phonetic Alphabet when spelling a word.
- Keep transmissions short and to the point.
- Break long messages down into segments and transmit separately.
- Write your message down in your notebook before you make a radio call.
- Try to face toward the repeater site when transmitting.

### MAKING A RADIO CALL

All radio calls should be made in the following order:

- Identify the station you are calling two times
- Identify yourself
- Wait 10 secs for reply. If none heard in 10 secs call again until answered.
- Send your location by grid reference (location dependent)
- Await confirmation of location
- Send your message



# Who is AREC?

## Overview

## Amateur Radio Emergency Communications since 1932



- After that traumatic event, NZART determined:
  - Establishment of a more co-ordinated approach to disaster communications
  - ARES was formed in the aftermath of 1931 (later to become AREC)
- Purpose: to train volunteer radio operators in providing reliable message handling over the length of the country for any type of emergency
- Prepared and able to respond to Civil Emergencies and Search and Rescue





## Who is AREC?

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- 3 February 1931 7.8M earthquake devastated Napier
- Telegraph and telephone communications disrupted
- Amateur radio operators swung into action to providing vital communications



# AREC Communications Role



IMT



Staging



Field Teams



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The Service Arm of The New Zealand  
Association of Radio Transmitters Inc



**Thank you**  
Any questions?

