

# Emergency Management Plan

## Ko Taku Reo Deaf Education NZ

Location	Ko Taku Reo – Auckland Campus 3 Archibald Road Kelston Auckland 0602
Contact details	0800 332 369 <a href="mailto:info@kotakureo.school.nz">info@kotakureo.school.nz</a> <a href="http://www.kotakureo.school.nz">www.kotakureo.school.nz</a>
Emergency contacts	Amy Geue Executive Principal 027 334 1732
	Zoe Gardiner Site Warden 027 770 5166
Local medical centre	White Cross New Lynn Urgent Care & GP 09 828 8912
Last revised	Janaury 2026

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## Initial emergency response process

- Contact emergency services
- Respond as outlined below
- Advise the Executive Principal

## Crisis management process

[Crisis management](#) page in SchoolDocs.

The [Crisis Management Guide](#) is attached as an appendix to this plan.

The Executive Principal

- Convenes the Crisis Management team with the Commissioner and other appropriate staff, and establishes a control centre
- Advises the Executive Leadership Team, Senior Leadership Team, other staff as appropriate
- Delegates staff responsibilities
- Liaises with emergency services
- Informs [WorkSafe](#) if required
- Contacts the MoE Trauma Incident Team (0800 848 326) if required
- Communicates with parents/caregivers and next-of-kin as required

## Emergency supplies

Emergency water supplies are kept in the Store Cupboard (locked, key in reception drawer) between the Audiology & Hearing Aid Technician Room and the toilets.

Other emergency supplies including first aid kits are kept in a clearly labelled 'First Aid' box in the Mail Room under the pigeonholes (mail slots). A wind up torch and transistor radio is included.

The Emergency Supplies List is kept on a clipboard on the units behind the reception desk and is also attached as an appendix.

## Communication

The Executive Principal oversees emergency communications.

## School closure

The Executive Principal ensures

- Communication with staff

- Communication with school community
- Liaison with relevant services and agencies
- Liaison with Ministry of Education

## After the crisis

[After an Emergency, Disaster, or Crisis](#) page in SchoolDocs.

The Executive Principal convenes post-crisis/debrief activities, including but not limited to

- Ensuring the provision of well-being/support services
- Facilitating culturally appropriate activities
- Managing media contact in line with our [Media](#) policy
- Ensuring documentation, reporting and reviews, including debrief/s, are completed
- Ensuring property management processes confirm building/s are safe to re-enter
- Authorising resumption of operations

## Site information

Ko Taku Reo Auckland Campus  
3 Archibald Road  
Kelston  
Auckland 0602

**Administration Building** occupancy details: Approximately 50 staff

**Pre School:** 7 staff, up to 30 students

**Tū Kōkiri:** 4 staff, 8 students

**Rūaumoko Marae, Matai** and **Raintree** Buildings not occupied on a daily basis.

**Residence** have direct responsibility for the Residential building and occupants and is therefore not included in this plan.

## Alarms

Fire alarm: Red flashing lights and an audible alarm

Lock down alarm: Blue flashing lights, no audible alarm

# Site map



## Contact information

### Emergency services

<p>Police  <a href="http://www.police.govt.nz/contact-us/calling-emergency-111">www.police.govt.nz/contact-us/calling-emergency-111</a></p> <p>Fire <a href="http://www.fireandemergency.nz">www.fireandemergency.nz</a></p> <p>Ambulance  <a href="http://www.stjohn.org.nz/what-we-do/st-john-ambulance-services">www.stjohn.org.nz/what-we-do/st-john-ambulance-services</a></p>	<p>111</p> <p>111 Text – text to 111 (note you must be registered with NZ Police – see <a href="https://www.police.govt.nz/111-txt">https://www.police.govt.nz/111-txt</a> for more information.</p>
<p>Civil Defence <a href="#">Auckland</a>            Emergency Management Group</p>	<p>0800 22 22 00  <a href="http://www.aucklandemergencymanagement.org.nz">www.aucklandemergencymanagement.org.nz</a>  <a href="https://www.facebook.com/aklcdem/">Facebook.com/aklcdem/</a> (Facebook)  <a href="https://twitter.com/AucklandCDEM">x.com/AucklandCDEM</a> (X – formerly Twitter)</p>
<p>Emergency Radio Stations</p>	<p>756 AM or 101.4 FM</p> <p>89.4 FM</p> <p>97.4 FM</p> <p>91.8 FM</p>
<p><a href="#">National Poison centre</a></p>	<p>Urgent line 0800 764 766            Non-urgent 03 479 7284</p>

### Property services

Property supervisor	Frank Gaitz 027 336 4145
Property & Asset lead	Jess Lynch 027 344 9111
Corporate Services Director	Matthew Koning 027 362 8162

### Security contacts

Alarm monitoring	Alarms NZ 09 303 0303
Fire alarm/equipment maintenance	Wormald (Johnson Controls) 0800 496 762 After Hours 4pm - 730am plus all weekend and public holidays 027 439 2329

## Ko Taku Reo contacts

Executive Principal	Amy Geue - 027 334 1732
Deputy Principal of Language and Culture	Sarah de Heer – 021 0844 1885
Deputy Principal of Pedagogy and Curriculum	James Townshend – 027 539 2315
Deputy Principal of Teaching and Learning	Olivia Gorman – 027 238 7625
Director of Corporate Services	Matthew Koning - 027 362 8162
Board Chair	Victoria Manning
Head of Early Years	Krista Clifford - 027 770 5186 (text only)
Head of Residential & Immersion	Nicki Morrison - 027 309 7242 (text only)

## Official contacts

Ministry of Education	National Office 04 463 8000 Traumatic Incident Team 0800 848 326 West Auckland office 09 632 0390 Website <a href="https://www.education.govt.nz/our-work/contact-us/">https://www.education.govt.nz/our-work/contact-us/</a>
Ministry of Education media advice and assistance	Point of contact Senior Media Advisor, Communications Group 04 463 8000
Oranga Tamariki	0508 326 459 <a href="https://www.orangatamariki.govt.nz/worried-about-a-child-tell-us/">https://www.orangatamariki.govt.nz/worried-about-a-child-tell-us/</a>
Auckland Council	09 301 0101

## Evacuation and lockdown

- When the Evacuation alarm is activated, everyone leaves the building immediately by the nearest safe exit and goes to the Phonak Wall Memorial Garden between the two main buildings.
- When the Lockdown alarm is activated, everyone moves quickly and quietly to a designated safe area
- Evacuation and lockdown: check meeting rooms & toilets If it is safe to do so
- Everyone remains in place until the emergency response is ended. This will be advised by emergency services

### Evacuation plan

Warden		Warden responsibilities
Site warden	Corporate Services Administrator  Zoe Gardiner	Direct people to place of safety Direct 1 person to call 111 Report to FENZ, other emergency personnel Manage communication with ELT, staff

### Lockdown plan

Warden		Warden responsibilities
Site warden	Corporate Services Administrator  Zoe Gardiner	Move to designated safe area Lock external doors if safe to do so Report to FENZ, other emergency personnel Manage communication with ELT, staff

# Detailed actions

## Bomb threat

Questions		Answers	
When is the bomb going to explode?			
Where is the bomb?			
What does the bomb look like?			
What kind of bomb is it?			
What will make the bomb explode?			
What is the explosive type and quantity?			
Why did you place the bomb?			
What is your name?			
Where are you?			
What is your address?			
Exact wording of the threat			
<b>Action</b>			
Report call immediately: 111 - Police			
<b>The caller</b>			
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female		
Estimated age			
Any speech impediment (specify)			
Accent (specify)			
Voice: loud, soft, etc			
Speech: fast, slow, etc			
Manner: calm, emotional, etc			
Did you recognise the voice?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If so, who do you think it was?			
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Threat language</b>			
<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Abusive	
<b>Any background noises?</b>			
<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft	<input type="checkbox"/> Music	<input type="checkbox"/> Vehicle
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices	<input type="checkbox"/> Machinery	<input type="checkbox"/> Other
<b>Call taken</b>			
Date	Time	Length of call	Number called
<b>Recipient</b>			
Name			

- The person receiving the call should keep calm and not interrupt the caller
- Write down the exact wording of the threat and details about the caller
- After the call, contact emergency services on 111 – Police immediately. The school will follow emergency procedures as advised by the police

## Chemical spill

	Response actions
<b>Become aware of chemical spill</b>	Move everyone in the vicinity to a safe area. Consider evacuation or lockdown
	If required, contact emergency services on 111 – Fire
	Give first aid to anyone in contact with the spill
	Contain the spill if possible
	Notify the Executive Principal if it is a major spill

An inventory of hazardous substances is available to staff and emergency services. Safety data sheets (SDS) are kept up to date and are readily accessible.

- Move away from the spill before using a phone if chemical is or may be a flammable substance. If required, contact emergency services on 111 – Fire. Tell the operator what chemicals are involved
- Give appropriate First Aid to anyone in contact with the spill. If chemicals have been inhaled or ingested, call the National Poisons Centre for further advice
- Contain the spill if it is safe to do so.
  - If the spill is **major** (anything over 200 litres, or labelled as flammable, toxic, fatal, oxidiser, or corrosive), call a certified handler or other specialist for clean-up advice
  - If the spill is **minor**, clean up by following the guidance on the SDS and use a compatible spill kit if required
  - Use safety equipment, including personal protective equipment (PPE), such as rubber gloves, eye protection, overalls
- Ensure storm water drains and other public waterways are protected
- Advise Auckland Council if the spill is likely to enter a waterway

## Earthquake

	Response actions
<b>During an earthquake</b>	Indoors <ul style="list-style-type: none"> <li>• Drop, cover, hold until the shaking stops</li> <li>• Keep away from windows &amp; tall furniture; do not stand in doorways</li> <li>• Stay indoors until the shaking stops</li> </ul>
	Outside <ul style="list-style-type: none"> <li>• Drop, cover, hold until the shaking stops</li> <li>• Stay in the school grounds</li> <li>• Keep away from buildings and power lines</li> </ul>
	Stay inside unless needed or advised to evacuate the building

<b>When the shaking stops</b>	Provide First Aid if needed
	Turn off water, electricity, gas if needed or advised

- Everyone should immediately Drop, Cover, and Hold
- Students must stay in position until the teacher has checked that it is safe to stand up. A staff member will check for hazards and clear them away, if required and safe to do so
- Remind everyone that there may be aftershocks that will require them to take cover again

After an earthquake

- Follow the evacuation procedure if advised
- Administer First Aid if anyone needs medical help. If required, contact emergency services on 111 – Ambulance
- Monitor information sources for instructions from Auckland CDEM <https://www.aucklandemergencymanagement.org.nz/> or Auckland Council 09 301 0101
- If you smell gas or hear a blowing or hissing noise, open a window, and get everyone out quickly. Turn off the gas outside if possible

## Extreme weather

	<b>Response actions</b>
<b>Storms</b>	Before the storm arrives <ul style="list-style-type: none"> <li>• Bring inside or tie down anything that could break or cause injury</li> <li>• Turn off &amp; unplug small appliances</li> </ul>
	Once the storm arrives <ul style="list-style-type: none"> <li>• Bring students &amp; staff inside</li> <li>• Stay away from windows</li> </ul>
<b>High winds</b>	Move/stay inside, away from windows
	Shut & cover all windows if possible
	Secure outdoor objects if possible
<b>Tornadoes</b>	Shelter inside if possible: interior rooms, ground floor, no windows
	If outside, get away from trees
<b>Heavy snow, rain</b>	Monitor & close school if appropriate or advised
<b>Floods</b>	Refer to “Flooding” below
<b>Extreme temperatures</b>	Heat <ul style="list-style-type: none"> <li>• Stay indoors as much as possible</li> <li>• Limit physical activity &amp; encourage drinking water</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep rooms/buildings cool with blinds/curtains &amp; opening windows</li> <li>• Monitor the temperature</li> </ul>
	Cold <ul style="list-style-type: none"> <li>• Use heating</li> <li>• Encourage wearing sufficient clothing</li> </ul>

- The decision to continue school operations, and to re-start if stopped, rests with the Commissioner in consultation with the Executive Principal

## Fire

	Response actions
<b>Discovery of a fire</b>	Activate the fire alarm
	If safe to do so extinguish the fire
<b>When the alarm is activated</b>	Leave the building immediately by the nearest safe exit
	Gather at Phonak Wall
	Follow instructions of the site warden
<b>Returning to the building</b>	Do not return to the building until given all clear by FENZ

- Anyone finding a fire should raise the alarm immediately. Go to the closest call point (fire alarm beside exit doors) and activate it
- Only attempt to put out the fire if trained to use an extinguisher and it is safe to do so
- The evacuation is managed by the site warden

## Flooding

	Response actions
<b>Flooding reported or sighted</b>	Check source of the flood and that no students or staff are in danger
	Evacuate if required
	If safe to do so, move records and equipment onto furniture as high as possible
	If flood is due to burst or similar, turn off the water at the mains if possible

- Follow instructions from Auckland CDEM  
<https://www.aucklandemergencymanagement.org.nz/> or Auckland Council 09 301 0101
- Stay out of flood water as it may be contaminated
- Turn off water, electricity and gas if advised to

## Gas leak (Raintree and Matai buildings)

	Response actions
	Rescue any person in immediate danger if safe to do so
	Turn off gas if it is safe to do so
	If possible and safe to do so open windows
	Warn others in the immediate area
	Do not <ul style="list-style-type: none"> <li>• operate any electrical switches, including lights or alarms</li> <li>• use cell phone in area where leak is occurring</li> </ul>
	If required, contact emergency services on 111 – Fire
	Consider evacuating the building or the site. Do not return to the building or area until given all clear by FENZ or Site warden

- If required, contact emergency services on 111 – Fire or the gas provider from a safe distance where the gas can no longer be smelled. Tell the operator that there is a gas leak, and what kind of gas
- Evacuate the area if advised to, considering wind direction

## Missing child or student

	Response actions
<b>Senior school, missing student</b>	If we have reason to be concerned, verify absence
	Notify Executive Principal and parents/caregivers
	Contact emergency services on 111 – Police if required
<b>Student missing during emergency</b>	Notify Executive Principal
	Search buildings or area if safe to do so
	Advise emergency services. Notify parents/caregivers
<b>Early Years missing student</b>	Confirm <ul style="list-style-type: none"> <li>• That the child had been present</li> <li>• When they were last seen</li> <li>• If picked up by parent/caregiver</li> </ul>
	Start search on site, extend off site if needed
	If not found within 15 minutes, contact emergency services on 111 – Police
	Implement Crisis Management procedure if required

## Serious injury or death

	Response actions
	Give immediate First Aid

<b>Death or serious injury occurs</b>	Isolate / contain the area if needed
	Contact emergency services on 111
	Advise Executive Principal
<b>Action after emergency / medical personnel have taken over</b>	Executive Principal <ul style="list-style-type: none"> <li>• Convenes Crisis Management team</li> <li>• Advises Executive Leadership Team, Senior Leadership Team, other staff as required</li> <li>• Advises Commissioner</li> <li>• Liaises with emergency services</li> </ul>
	Advise parents/caregivers or next-of-kin if appropriate
	Inform WorkSafe of Notifiable Event if appropriate
	Advise MoE Traumatic Incident Team on 0800848326

The Executive Principal and Crisis Management Team manage all activity and communication.

## Suspicious letter or package

	<b>Response actions</b>
<b>Suspicious letter or package identified</b>	Note the location of the item and a description of it (size, shape, colour, markings, etc)
	Isolate the item. Do not touch, shake, or attempt to move it
	Check with the addressee to see if they are expecting the item
	Contact emergency services on 111 – Police: advise them of the circumstances, the description of the package and its location. If a suspected bomb, do not use a cell phone anywhere near the item
	If appropriate, position staff at a safe distance to direct people away from the area where the item is
	Consider evacuation. Follow police advice
	If hands or any part of the body may have come into contact with the item, immediately wash with soap and water
	Place opened letter/package in a plastic bag if possible
	If contents spilled <ul style="list-style-type: none"> <li>• Do not clean up or wipe spilt contents</li> <li>• Avoid breathing the powder</li> <li>• Clear and isolate the area</li> <li>• Switch off air conditioning</li> <li>• Wash hands with soap and hot water</li> </ul>
	If contents are spilt on clothing <ul style="list-style-type: none"> <li>• Select a room for changing</li> <li>• Remove clothing and place in plastic bag</li> <li>• Shower with soap and hot water</li> </ul>

	<ul style="list-style-type: none"> <li>• Change into other clothes</li> </ul>
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If the police need to be contacted, staff provide as much information as possible about the item.

If advised, the area will be evacuated.

## Trespasser

	Response actions
<b>Become aware that there is a trespasser on the property</b>	Notify the Site warden of the description, location, and activity of the trespasser
	Assess the nature of the trespasser: benign or aggressive. If aggressive, follow the violent intruder process (below)
	Ensure student areas are made secure
	Greet the trespasser, advise them who you are, and ask them why they are there. If possible, ensure that you have a colleague with you
	If the reason for the visit appears legitimate, take the person to an area where the reasons for the visit can be dealt with
	If the reason for the visit is not legitimate, explain that they must leave <i>Note, if the person leaves when requested, they are no longer considered a trespasser</i>
<b>If the trespasser refuses to leave when requested</b>	Explain that staff will call the police
	If the trespasser still refuses to leave, ask a colleague to call the police on 111
	If it is safe, stay with the trespasser until the police arrive
	If the trespasser gives any indication of violence, walk away. If possible, keep them under observation from a safe distance until police arrive
	Follow police advice / direction

The school and grounds are not freely accessible to the public. Anyone on the grounds without permission or legitimate reason will be questioned by a staff member.

## Violent intruder

	Response actions
<b>Shots are heard or a violent intruder is</b>	Contact emergency services on 111 – Police <ul style="list-style-type: none"> <li>• Identify yourself and school, including street address</li> <li>• Details of situation</li> <li>• Details of any casualties</li> <li>• Describe weapon/s, number of shots</li> </ul>

<b>seen on the premises</b>	<ul style="list-style-type: none"> <li>• Provide description, location, identity of offender if known</li> <li>• Identify the target if known</li> </ul>
	Activate lockdown alarm if possible; follow lockdown procedures
	Once police arrive, liaise with them to secure crime scene(s)

## Volcanic eruption and ashfall

	Response actions
<b>Volcanic activity</b>	Follow advice / direction of Auckland CDEM <a href="https://www.aucklandemergencymanagement.org.nz/">https://www.aucklandemergencymanagement.org.nz/</a>
	Prepare to evacuate
	Direct staff to cover outside equipment or move to a covered space, if it is safe to do so
<b>Ash fall</b>	Ensure that staff and students stay indoors. Provide dust masks if possible
	Close windows and doors
	Turn off any equipment that draws in or blows air
	Monitor the amount of ash on roofs. Evacuate buildings which show signs of roof sagging

## Appendices / attachments

- [Crisis Management Guide](#) (SchoolDocs)
- [Kelston Auckland Campus Fire Evacuation Procedure All Kelston Buildings.docx](#)
- [Senior Leaders Contact List 2025.pdf](#)