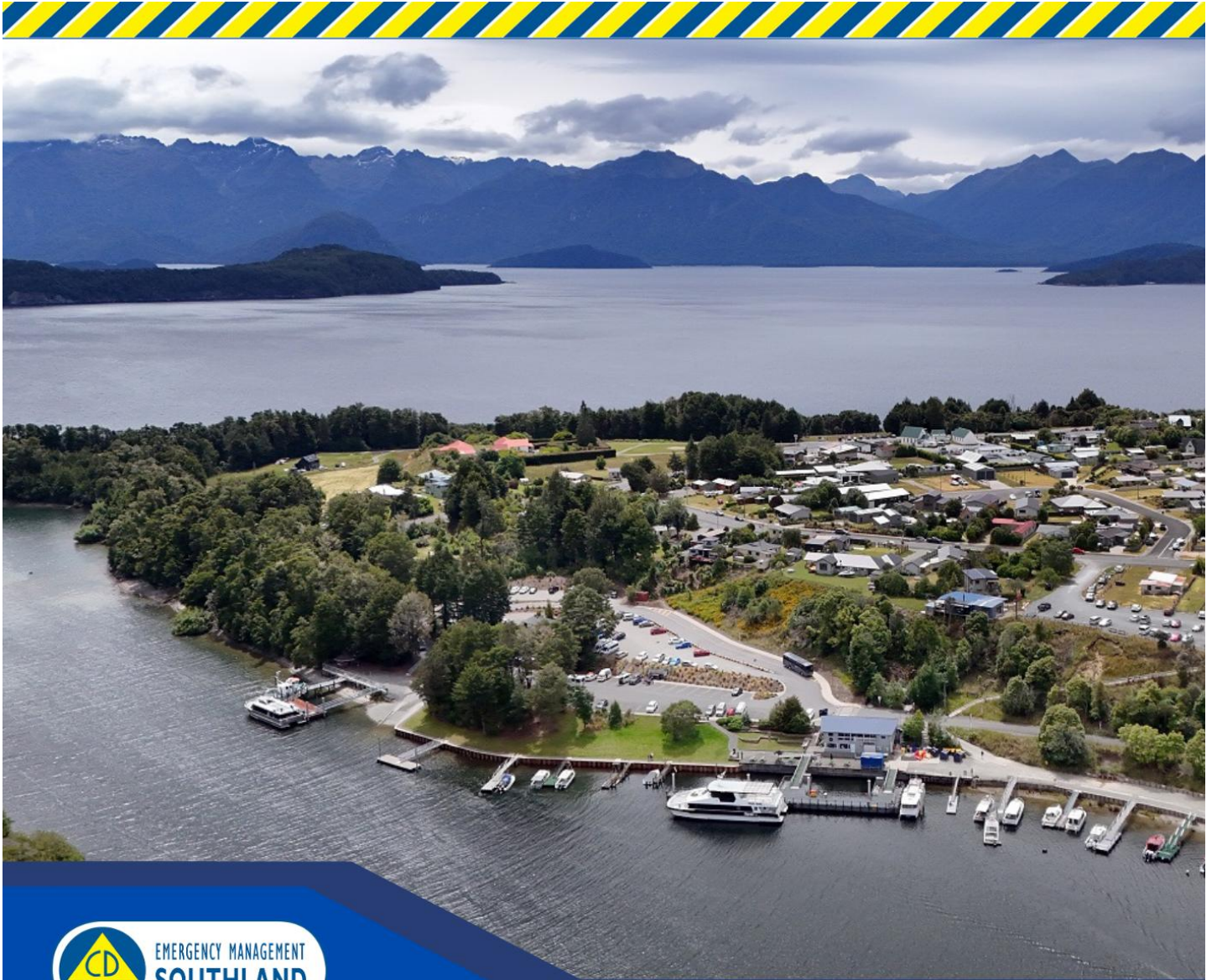




MANAPŌURI

Community Response Plan



Contents

Manapōuri Community Response Plan.....	2
How to Stay Informed During an Emergency.....	2
Purpose of the Community Response Groups	3
Community Details	3
Manapōuri Community Hazard and Risk Summary	8
Key Identified Local Resources.....	14
Community Emergency Hubs	17
Community Response Group Contact Lists	16
Appendix 1 – AED Locations.....	17
Appendix 2 - Local Skills and Resources	18
Appendix 3 - Individuals Needing Support During Emergencies.....	20

**This plan is designed to complement and operate in
conjunction with the Te Anau Community Response Plan**

Printed version is no longer controlled, check EMS website for current plan.

Updated December 2025

Manapōuri Community Response Plan



Emergency Management Southland contact details

- **Website:** <https://www.cdsouthland.nz>
- **Phone:** 0800 76 88 45
- **Email:** ems@cdsouthland.nz
- **Facebook:** @cdsouthland (Emergency Management Southland)
- **Instagram:** @southlandcdem

If you would like to become part of the Manapōuri Community Response Group or have any questions, please contact Emergency Management Southland.

How to Stay Informed During an Emergency

Visit <https://cdsouthland.nz/useful-things/> for information on:

- Helpful resources
- Tsunami maps
- Weather
- River status
- Power outages
- Roads
- Geonet (Earthquake information)

Local radio stations to listen to during an emergency

Station	Frequency
The Hits	Te Anau 90.4FM & rest of Southland 98.8FM
Hokonui	All of Southland 94.8FM
More FM	Te Anau 96.0FM & rest of Southland 89.2FM
Newstalk ZB	All of Southland 864AM
Radio New Zealand	Te Anau 101.6FM, Milford Sound 92.0FM & rest of Southland 101.2FM
Radio Southland	All of Southland 96.4FM

Antenno

Receive notifications direct to your phone on council services, flood warnings, hazards, roadworks, service disruptions, community events, and more. You can also use Antenno to tell us about things that need our attention, or give us feedback, direct through the app. Antenno is available for free for iPhone and Android devices. Setup is easy and doesn't require signing-up.



Purpose of the Community Response Groups

Community Response Groups before an emergency

The more prepared a community is, the better placed it will be to look after itself and support others during an emergency.

The Community Response Group helps prepare the community by:

- Developing and maintaining this Community Response Plan.
- Identifying local hazards, risks, and community vulnerabilities.
- Providing information on Community Emergency Hubs and community gathering places.
- Maintaining important local contact information.
- Working with Emergency Management Southland to strengthen community preparedness and resilience.
- Reviewing and updating this plan as community needs and circumstances change.

This plan is a living document and can be updated at any time in partnership with Emergency Management Southland.

Community Response Groups during an emergency

During an emergency, the Community Response Group acts as Emergency Management Southland's primary point of contact within the community and provides local community support.

The Community Response Group may:

- Consider activation when local conditions indicate community support may be needed. Emergency Management Southland may discuss the situation with the Community Response Group, however the decision to activate remains with the Community Response Group based on local needs and available capacity.
- Self-activate to provide community assistance when required.
- Share local information and situational awareness with Emergency Management Southland.
- Support communication of key messages to the community.
- Help identify vulnerable people who may need additional support.
- Assist with coordinating available local resources and community-led initiatives.
- Provide a safe and trusted point of contact for community members.
- Support community resilience through local leadership and coordination.

Community Response Groups after an emergency

Community Response Groups play an important role in supporting community recovery and helping communities return to normal functionality.

The Community Response Group may:

- Act as a link between the community and recovery agencies.
- Provide local knowledge to support recovery planning and decision-making.
- Identify community recovery needs and priorities.
- Help communicate recovery information and opportunities to the community.
- Advocate for community concerns and aspirations.
- Support initiatives that contribute to long-term community wellbeing and resilience.

Further information on recovery arrangements can be found in the Southland Recovery Plan at: www.cdsouthland.nz



Community Details

Demographic details

Manapōuri is a small lakeside township in the Fiordland region of Southland, located about 20 kilometres south of Te Anau. Nestled on the eastern shores of Lake Manapōuri and at the edge of Fiordland National Park, it serves as one of the main gateways to Doubtful Sound / Patea and the wider Fiordland wilderness. The settlement is surrounded by dramatic alpine scenery, with the Hunter Mountains and Cathedral Peaks forming a striking backdrop.



The settlement is surrounded by dramatic alpine scenery, with the Hunter Mountains and Cathedral Peaks forming a striking backdrop.

Manapōuri has an estimated population of around 270 people (2023), showing steady growth from previous census years. The town has a higher median age (56 years) than the national average, reflecting a smaller working-age population and a community with a mix of long-term residents, retirees, and seasonal tourism workers.

Tourism and hydroelectric power are central to the town's identity and economy. The Manapōuri Hydroelectric Power Station, located underground near West Arm, is one of New Zealand's most significant renewable energy assets. The town also supports eco-tourism, fishing, tramping, and scenic tours, with strong connections to conservation and sustainable resource use.

Housing in Manapōuri is predominantly owner-occupied. The area is serviced by basic amenities and modern telecommunications, though with some limitations typical of remote



settlements. The community is known for its resilience and strong local networks, a valuable asset in managing the risks associated with natural hazards such as flooding, landslides, and earthquakes that can affect Fiordland.

Identified potential vulnerable sub communities

Emergencies affect all of us. Depending on the nature, extent and timing of an emergency, some people can be more affected than others. We need to ensure equity in response to improve assistance to all in the community. Groups who may need consideration include:

- Elderly within the community.
- People who need power for medical reasons. This could include daily care and individuals recovering from surgery needing district nursing visits, mental health, dialysis patients, oxygen dependant patients or any other medically dependant reason.
- Expectant Mums.
- Tourist. This could include day visitors, AirBnB guest houses (approx 38), motor camp, lake/ boat day users and Doubtful Sound visitors.
- Motorists traveling around Blackmount Hill.
- Groups at Deep Cove or Te Kōawa Lodge.
- Tramping and DOC hut occupants.
- Large population of holiday homes with people from outside of Fiordland.
- Lower socio-economic individuals within the community.
- People living on their own within the community.
- New people recently moved to Manapouri community.

Neighbouring communities

In an emergency, it's important that neighbouring communities work together to support each other. Nearby communities can provide help if your own community is overwhelmed or unable to meet all its needs. This might include sharing resources like emergency shelters, equipment, vehicles, or trained personnel. Likewise, your community may assist others by sending support when they are in need. Reach out to the following communities during an emergency:

- Te Anau
- Milford Sound
- Mararoa
- Blackmount
- Borland Lodge
- Monowai
- Doubtful Sound



Significant local treasures/ assists

Every community has special places, items, or traditions that are important to its identity — such as marae, historic buildings, taonga, community centres, or natural landmarks. These are considered significant local treasures, and while protecting people is always the top priority during a natural disaster, it's also worth planning how to protect these treasures if it's safe to do so. Following local treasures have been identified by the community:

- Murrell Grand View House
- Buildings by the boat harbour



Manapōuri Community Hazard and Risk Summary

Overview

Hazard and risk information serves to provide a clear understanding of the potential dangers that could impact the community. These hazards and risks outline the nature, characteristics, and potential effects of the hazard, which is crucial to gain an understanding of the dangers the community faces.

Manapōuri is exposed to a number of natural and infrastructure-related hazards. Because of its lakeside location (Lake Manapōuri), steep surrounding terrain, limited road access and important river/bridge infrastructure, the community should be aware of the following as potential threats.

1. Flooding

- **Risk Level (Priority):** High
- **Description:** Heavy rainfall and increased inflows to Lake Manapōuri and its feeder rivers can raise the Manapōuri Lake levels and Waiau River. This can threaten critical infrastructure, lakeshore properties, low-lying areas, and local roads. Flooding can isolate parts of the community by impacting access roads or bridges around the area, especially if combined with other hazards.
- **Impacts:** Property damage, road closures, isolation, damage to property and potential evacuation.
- **Mitigation Strategies:**
 - Maintain drainage systems.
 - Elevate important items in flood-prone areas.
 - Prepare sandbags or barriers.
 - Have an Emergency Plan which includes household emergency kit and supplies.
 - Be prepared to evacuate.
- **Map Reference:** For flood risk maps, refer to Environment Southland's hazard portal: <https://experience.arcgis.com/experience/9e4fee97e31e47c3a32f6f152be51d34/page/Property-Search>



2. Landslide & Slope Instability

- **Risk Level (Priority):** Medium
 - **Description:** The steep slopes around Lake Manapōuri have been identified as having “high to very high landslide susceptibility”. Heavy rainfall, earthquake shaking, or soil saturation could trigger shallow or deeper slopes failures, threatening roads, tracks, and properties built on or below slopes.
 - **Impacts:** Road blockages, isolation, damage to property, disruption to power and communications, risk to life and injury, increased lake hazards such as tsunامي.
 - **Mitigation Strategies:**
 - Stay alert during heavy rain or earthquakes.
 - Report cracks, slumping or new movement.
 - Avoid parking or storing gear at the base of steep banks.
 - Know alternative routes.
 - Have an Emergency Plan which includes household emergency kit and supplies.
 - Support vegetation on slopes.
-

3. Earthquake

- **Risk Level (Priority):** Medium
- **Description:** The wider Fiordland / Southland region including Manapōuri is susceptible to seismic activity, both the Alpine Fault and local faults can have major impact on the community. A strong earthquake could damage buildings, roads, bridges, utilities (water, power), and local infrastructure. Liquefaction or ground instability is a concern where soils are saturated or unstable, especially near waterways or lake edges. This may affect building foundations, roads, and bridges. Earthquakes may also trigger landslides on steep slopes, compounding risk.
- **Impacts:** Building damage, power outages, road disruptions, food network disruption, lack of resources and potential landslides.
- **Mitigation Strategies:**
 - Secure heavy furniture and appliances.
 - Have an Emergency Plan which includes household emergency kit and supplies.
 - Be self-sufficient and able to cope without outside assistance.

- Practice "Drop, Cover, Hold" drills.
 - **Map Reference:** For New Zealand's active faults map, refer to GNS Science: <https://www.gns.cri.nz/data-and-resources/new-zealand-active-faults-map/>
-

4. Critical Infrastructure Failure (E.G. Transport, power and communications access)

- **Risk Level (Priority):** Medium
 - **Description:** Key roads and bridges (especially those crossing rivers feeding into or out of the lake) are critical lifelines. Flooding, landslides or earthquake damage may wash out or block bridges and roads, isolating parts of the community or preventing emergency access. High rainfall, high winds and slips can cause road blockages from fallen trees, erosion or surface damage, posing risks for residents, visitors, and emergency services. During a major event power, phone, and other services may fail.
 - **Impacts:** Roads becoming blocked or damaged, bridge failure or closure, phone and internet outages, communication delays, isolation or unable to return, Unable to phone out to get help or advice.
 - **Mitigation Strategies:**
 - Be self-sufficient and able to cope without outside assistance.
 - Have an Emergency Plan which includes household emergency kit and supplies.
 - Cell phones may still work however have an alternative communication method. E.G. VHF Radios and operators.
 - Know the alternative roads or travel routes.
 - Keep vehicles fuelled.
-

5. Severe Weather

- **Risk Level (Priority):** High
- **Description:** Fiordland & Southland weather patterns occasionally bring extreme rainfall, strong winds, and heavy snow — all of which can trigger floods, slips, road hazards, and isolation. Storms may also damage trees and infrastructure and worsen risk of landslides or flooding.
- **Impacts:** Power outages, flooding, fallen trees, transportation disruption with road closures, disruption to essential services and damage to homes and farms.

- **Mitigation Strategies:**
 - Regularly inspect and maintain roofs, gutters and structures.
 - Trim trees near power lines.
 - Prepare alternative heating and lighting sources.
 - Stockpile essential supplies.
 - Stay informed through weather alerts.
 - Avoid non-essential travel during severe conditions.
-

6. Tsunami

- **Risk Level (Priority):** Medium
 - **Description:** A significant slope failure or rockslide into Lake Manapōuri could displace water and generate a local “lake tsunami” (seiche), causing sudden waves and lake surges. Such a wave could inundate lakeshore areas, wharves, boat ramps, and homes close to the water.
 - **Impacts:** Sudden, fast-moving waves, Flooding at lower Murrell Ave. and along Waiau St. along river side, damage to wharves, boat ramps, jetties and marina structures, boats being swamped, swept away or damaged, erosion on lake edge, debris washed inland.
 - **Mitigation Strategies:**
 - Stay away from the lake edge during or after earthquakes.
 - Avoid the shoreline during heavy rain.
 - Know the natural warning signs and move uphill and away from the lake.
 - Have an Emergency Plan which includes household emergency kit and supplies.
 - Assist displaced people and if needed make emergency shelter and food available where possible.
-

Compound and Cascading Hazards

Because many hazards overlap (E.G. heavy rain → flooding + landslide; earthquake → slope failure + liquefaction + lake surge), a single event can trigger a cascade of hazards. For example, an earthquake may destabilize slopes, cause landslides into the lake, generate waves, damage roads and isolate the community — while also damaging utilities.

Hazard risk summary table

Hazard	Likelihood	Impact	Priority
Flooding	High	High	High
Landslide & Slope Instability	Medium	High	Medium
Earthquake	Medium	High	Medium
Critical Infrastructure Failure	Medium	High	Medium
Severe Weather	High	High	High
Tsunami	Low	High	Medium

- **Likelihood:** Probability that the hazard will occur in or impact Manapōuri.
- **Impact:** The scale of consequences the hazard would have on the community (people, infrastructure, economy, environment).
- **Note:** This assessment has been based on qualitative judgment and local context to guide how likelihood and impact are rated. For example, flooding is “High” likelihood in Manapōuri due to known historical events, even if flood defences are present.

Maps and diagrams (Useful links)

- **Environment Southland Hazard Summaries:** Comprehensive summaries of various hazards affecting towns in Southland, including Manapōuri. It provides detailed flood risk maps for Manapōuri, illustrating areas susceptible to flooding: <https://maps.es.govt.nz>
- **Seismic Hazard Maps:** The New Zealand National Seismic Hazard Model offers maps indicating earthquake probabilities across regions: <https://www.gns.cri.nz>
- **Natural Hazards Portal:** The Natural Hazards Portal allows exploration of various hazard risks and historical claims data: <https://www.naturalhazardsportal.govt.nz>

Identified local critical infrastructure/ vulnerabilities



Critical infrastructure refers to essential facilities and systems that support the functioning and wellbeing of the community. Damage to or disruption of these assets during an emergency could significantly impact Manapōuri's ability to respond and recover.

- Manapōuri Water Treatment Plant – View Street
- Allied Fuel Stop Manapōuri - Waiau Street
- Cell phone towers – Freestone Hill.
- Local power supply – Lines.
- Te Anau Airport Manapōuri - Aviation Drive.
- Food supply – E.G. The Church Manapōuri, Waiau Street Café, Manapōuri Store & Cathedral Café.
- Refuse/Rubbish - Hillside Road recycle and rubbish.



Key Identified Local Resources

The resources listed in this plan are key examples intended to support community preparedness and response. While they represent a broad range of services and support networks, they are not a comprehensive list. Communities are encouraged to identify and connect with additional local organisations, cultural groups, and informal networks that play vital roles in resilience and wellbeing.

Key Local Emergency Service contacts - For urgent matters please dial 111

Organisation	Name	Phone	Address	Other details
Police – Te Anau		03 249 7600	196 Milford Rd, Te Anau 9600	
FENZ – CFO	Ray Haanen	03 249 6830 027 221 4503	45 Hillside Manapōuri Road, Manapōuri 9679	ray.haanen@fireandemergency.nz
St John – Group Operations Manager – Southland West	Kat Andrew	027 291 5462	25 Luxmore Drive, Te Anau 9600	katrina.andrew@stjohn.org.nz
ES Harbourmaster	Lyndon Cleaver	03 211 5115	Cnr North Rd & Price Street, Waikiwi, Invercargill 9810	

Southland District Council

Organisation	Phone	Address	Other details
Manapōuri Waste Water Treatment Plant	0800 732 732	65 View Street, Manapōuri 9679	sdcc@southlanddc.govt.nz
Community Partnership Leader – Stella O'Connor	0800 732 732	15 Forth Street, Invercargill 9810	stella.oconnor@southlanddc.govt.nz
Fiordland Community Board local – Julie Burgess	021 354 410	3 Waiau Street, Manapōuri 9679	julieburgess63@yahoo.co.nz

Medical and support agencies

Organisation	Phone	Address	Other details

Utility services and supplies

Organisation	Phone	Address	Other details
Manapōuri Diggers Ltd	021 721 591		

Service stations, supermarkets and food establishments

Organisation	Phone	Address	Other details
The Church Manapōuri	03 249 6903	23 Waiau Street, Manapōuri 9679	ssManapōuri@gmail.com
Manapōuri Motors 2018 LTD	03 249 6644	31 Waiau Street, Manapōuri 9679	Manapōurimotors@xtra.co.nz
Waiau Street Café	03 249 6934	64 Waiau Street, Pearl Harbour, Manapōuri 9679	
Manapōuri Store & Cathedral Cafe	03 249 6619	29 Waiau Street, Manapōuri 9679	

Education providers, rest home, marae, faith and community organisations

Organisation	Phone	Address	Other details
Manapōuri Art Group	021 186 7732		awhatleynz@gmail.com
Manapōuri Boat Club	021 149 2465	125 View Street, Manapōuri 9643	Manapōuriboatclub@gmail.com
Marakura Yacht Club	03 249 7450	96 Manapōuri-Te Anau Highway, Te Anau	secretary@marakura.org
Manapōuri Community Hall		11 Hall Road, Manapōuri 9679	

Additional resources

Organisation	Phone	Address	Other details
Design & Make Architects	03 422 4289	1085D Manapōuri Hillside Rd, Te Anau 9679	admin@designmake.co.nz
Home Creek Nursery	03 249 6680	295 Hillside-Manapōuri Road, Te Anau 9679	plants@homecreeknursery.co.nz
Kepler Mountain View Alpacas	027 354 5960	130 Hillside-Manapōuri Road, Manapōuri 9679	bookings@kmv.co.nz
Manapōuri Community Pool	021 168 7186	17 Hall Road, Manapōuri 9679	Manapōuripool@gmail.com
Manapōuri Holiday Park	027 214 3999	86 Cathedral Drive, Manapōuri 9643	hello@Manapōuripark.com
Manapōuri Lakeview Motor Inn	0800 89 62 62	68 Cathedral Drive, Manapōuri 9679	reservations@Manapōuri.com
Manapōuri NZMCA Park		170 Hillside-Manapōuri Road, Manapōuri 9679	Manapōurirvpark@gmail.com
Adventure Manapōuri River Taxi	0800 456 457	77 Manapōuri – Te Anau Highway, Manapōuri 9679	info@adventureManapōuri.co.nz

RealNZ: Pearl Harbour	03 249 6602	64 Waiau Street, Pearl Harbour, Manapōuri 9679	
The Two Wee Bookshops	03 249 6664	1 Home Street, Manapōuri 9679	twoweebookshops@gmail.com
Time Traders	022 426 2266	23 Waiau Street, Manapōuri 9643	timetraders2020@gmail.com

Community Emergency Hubs

Community Emergency Hubs provide pre-identified places where the community can gather in the event of an emergency. Not all hubs will be suitable during an emergency, and it is up to the community to decide at the time. It is possible that a new venue will need to be found, but the concept of a location where the community can gather is vital during a response as people seek immediate support, shelter, comfort and information.

Each pre-determined location will be provided with an Emergency Community Hub Guide and be able to access advice from Emergency Management Southland if they require further information or support. Contact information for the hubs will be available on the following page.

Community Emergency Hub key holders

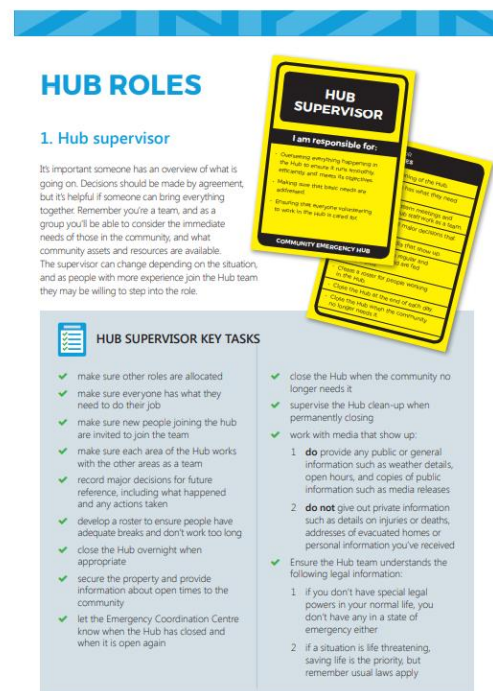
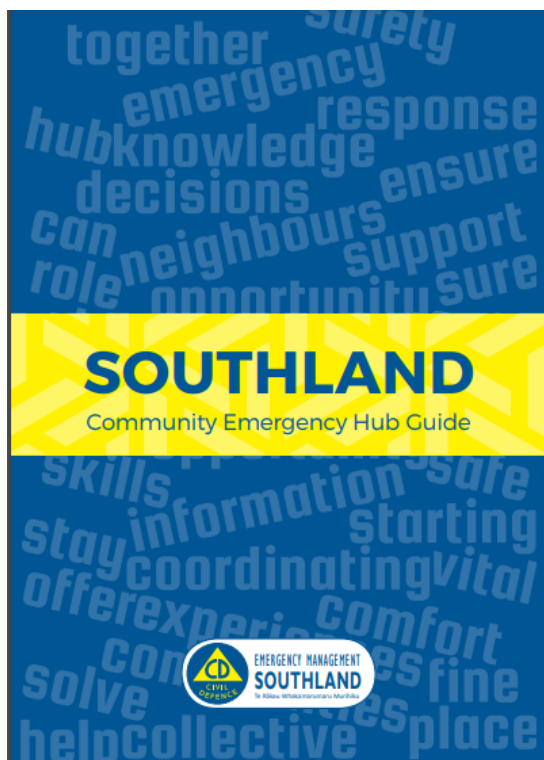
Name	Phone	Address	Key Holders
Main			
Manapōuri Community Hall	022 190 2071	11 Hall Road, Manapōuri 9679	• Laura Harwood – 021 080 19150 • Julie Burgess - 021 354 410 • Angie Campbell – 021 168 7186 • Manapōuri Store & Cathedral Café (Annette) • Manapōuri Motors 2018 Ltd (Grant and Ange) • Lockbox code – Contact any of the above.

Basic items for a Community Emergency Hub

When opening a Community Emergency Hub, it's essential to bring basic items to support coordination, communication, and community-led response. These items are critical to help the community self-organise, share information, and meet urgent needs during a disaster when emergency services may be delayed. These items may include:

- Water
- Tea, coffee, milk
- Food
- Toilet paper
- First aid kits
- Blankets
- Torches
- Lighters
- BBQ/ LPG bottle
- Games
- Lighting
- Generators/ fuel
- Anything else that you feel is appropriate

Refer to *Southland Community Emergency Hub Guide* for more information on the set up and running of a Community Emergency Hub during an emergency response.



Community VHF Radio

A community VHF radio (Very High Frequency radio) is a key tool for communication during emergencies, especially when other forms of communication, like mobile phones or landlines, are unavailable due to network failures or power outages. This can be a communities only way to communicate with the Emergency Coordination Centre (ECC) if telecommunications have been disrupted due to an emergency event. Training to become familiar can be provided. Instructions on how the VHF radio are attached to the radio.

Name	Place	Address	Key Holders
Manapōuri Community VHF Radio	Manapōuri Fire Station	45 Hillside Manapōuri Road, Manapōuri 9679	Ray Haanen - 027 221 4503 Any member of the Manapōuri Fire Brigade

Community Response Group Contact Lists

Emergency Management Southland

Name	Phone	Email	Other details
EMS Duty Advisor	03 211 5411 0800 76 88 45	ems@cdsouthland.nz	24/7 monitoring and on call for all enquiries
Emergency Management Advisor	021 300 272	oliver.todd@cdsouthland.nz	Oliver Todd - Liaison with the community of Manapōuri

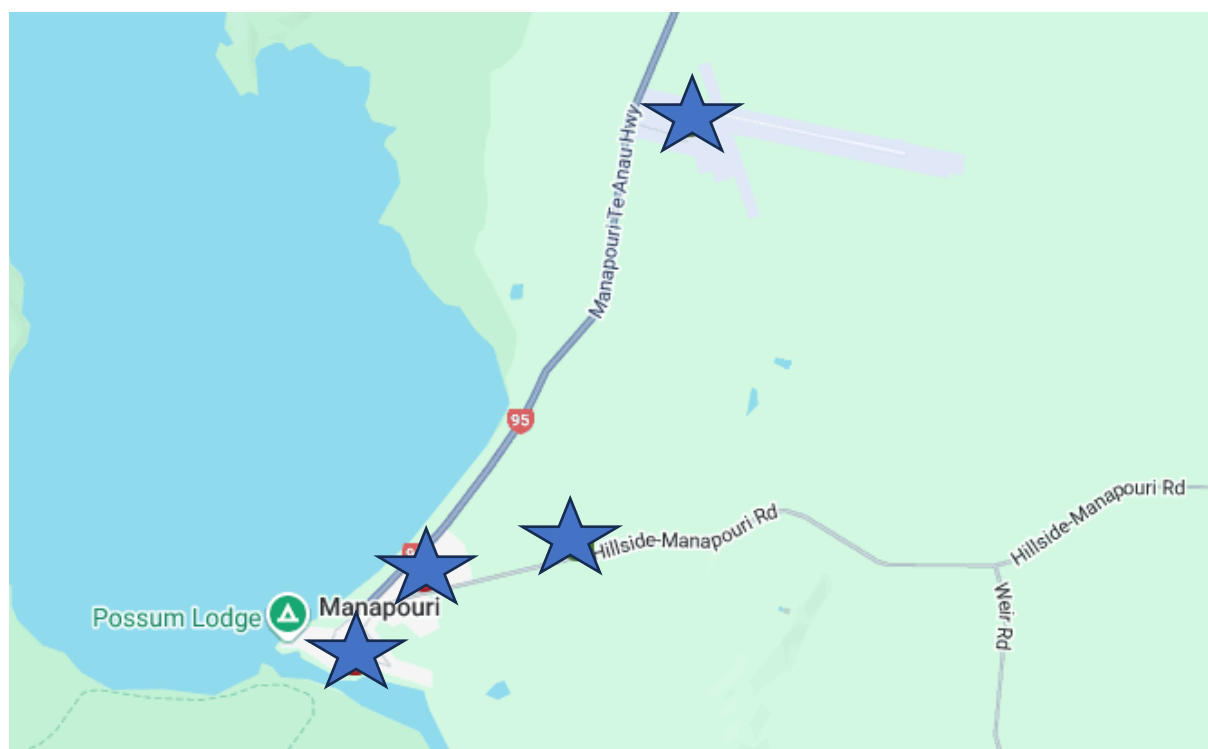
Key Community Response Group members

Name	Phone	Email	Other details
Julie Burgess			
Alistair Burgess			
Avis Peters			
Dave Kelly			
Jacky Holmes			
Lesley Schwamm			
Paula and Aaron Nicholson			
Robin Peters			
Pam Smith			
Tony Andrew			
Katrina Andrew			
Lila Roy			
Shirley Smith			
Sheena Pottinger			
Steven Pearce			
Alastair McMurray			
Ray Haanen			
Annette Taylor			
Angie Campbell			
Grant and Ange Newton			
Laura Harwood			

Appendix 1 – AED Locations

The table below lists the Automated External Defibrillators (AEDs) available within the community, including their locations and access arrangements as of December 2025. Refer to the website for updated locations: <https://aedlocations.co.nz>

Organisation	Address	Phone	Location	Opening Hours
AED Location RealNZ: Pearl Harbour	64 Waiau Street, Manapōuri 9679		Doutful Sound Manapōuri Visitor Centre	Mon-Fri: 9am-5pm Sat: Closed Sun: Closed
AED Location Manapōuri Motorhome & Caravan Park	170 Hillside- Manapōuri Road, Manapōuri 9679		AED by rear door - Electric bike charging area.	Available 24/7
AED Location Fire Station	45 Hillside- Manapōuri Road, Manapōuri 9679	111		Not specified. The AED may not be available at certain times.
Te Anau Airport Manapōuri	77 Aviation Drive, Manapōuri 9679	027 477 1280 Not answered 24/7	Secure Cabinet front door of the terminal building	Available 24/7



Appendix 2 - Local Skills and Resources

The following table outlines the range of skills, qualifications, and practical resources held by individuals within the community. This includes professional expertise, volunteer experience, equipment, and other capabilities that may support response and recovery activities.

The table is not exhaustive, but it provides a useful snapshot of the people and assets available locally.

Skill/Resource	Name	Contact Details	Address
Medic	Katrina Andrew		
Trained First Aider	Lance Shaw		
	Shirley Smith		
	Cliff Barnes		
	Mark and Angie Campbell		
	Diana Keith		
	Tony Andrew		
VHF radio	Lance Shaw		
	Lex Mouat		
Starlink	Gaven Burgess (Te Anau Helicopters)		
4x4 owner/driver	Dave Kelly		
	Alister Burgess		
Chainsaw owner/operator	Jimmy Calder		
	Dave Kelly		
	Alistair Burgess		
Water/food supplies	The Church Manapōuri		
	Waiau Street Café		
	Manapōuri Store & Cathedral Cafe		
Tip truck diggers	Dave Kelly		

Appendix 3 - Individuals Needing Support During Emergencies

The table below identifies community members who may require additional assistance during an emergency. This includes people with mobility or health needs, those living alone who may find it hard and others who may be more vulnerable to disruption.

Name	Address	Phone	Assistance Needed