



MOSSBURN

Community Response Plan



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

Updated May 2026

Mossburn 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 Mossburn 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

Mossburn is a small rural township in northern Southland, located approximately 60 kilometres north of Invercargill and positioned between the Northern Southland plains and the eastern foothills of Fiordland. The town sits near the upper reaches of the Oreti River and at the junction of State Highway 94, which connects Invercargill with Te Anau and Milford Sound. Mossburn is commonly known as the deer capital of New Zealand and functions as an important service centre for the surrounding high-country farming district.



The community has a strong rural identity, with sheep, beef, and deer farming forming the backbone of the local economy. Associated industries such as rural contracting, agricultural services, and processing facilities provide employment and support the wider farming catchment. Mossburn also benefits from passing tourism, as it is a key stop on the route to Fiordland National Park, and supports recreational activities including hunting, fishing, and access to nearby alpine and river environments.

Mossburn has a small and relatively stable population, made up of long-term residents, farming families, and seasonal workers. The town is characterised by close social connections,



active community and volunteer groups, and a high degree of self-reliance typical of inland rural settlements.

Identified potential vulnerable sub communities

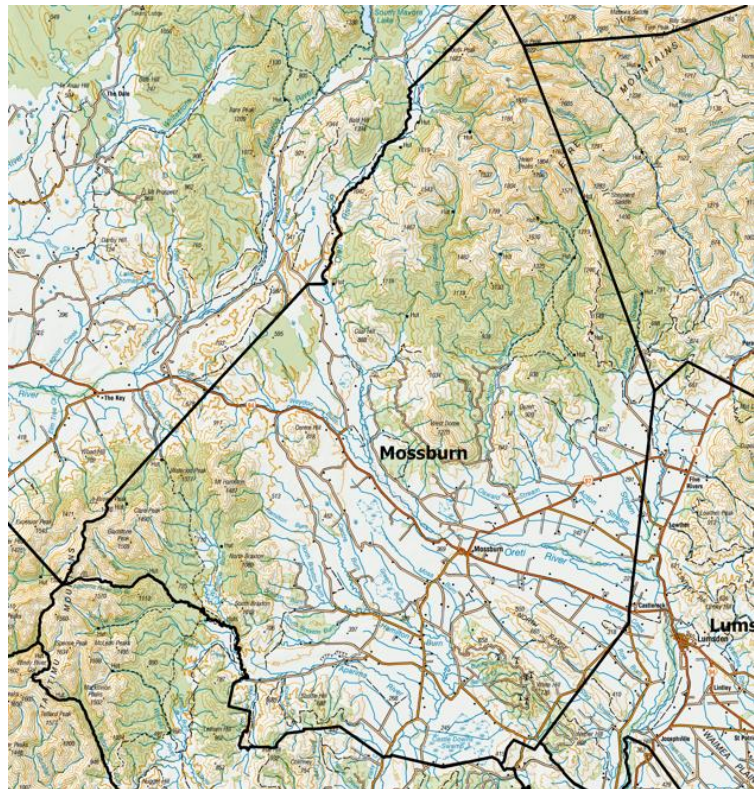
Emergencies affect all of us. Depending on the nature, extent and timing of an emergency, some people can be more affected than others. We need to ensure equity in response to improve assistance to all in the community. Groups who may need consideration include:

- Elderly
- Fisherman
- Tourists passing through
- Migrant employees
- High risk medical conditions/ disabilities
- Mossburn School
- Pre school
- Home-based childcare
- Camping grounds

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:

- Five Rivers
- West Dome
- Centre Hill
- Wreys Bush
- Lumsden



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:

- Mossburn Community Centre
- Mossburn Centre Hill Cemetery



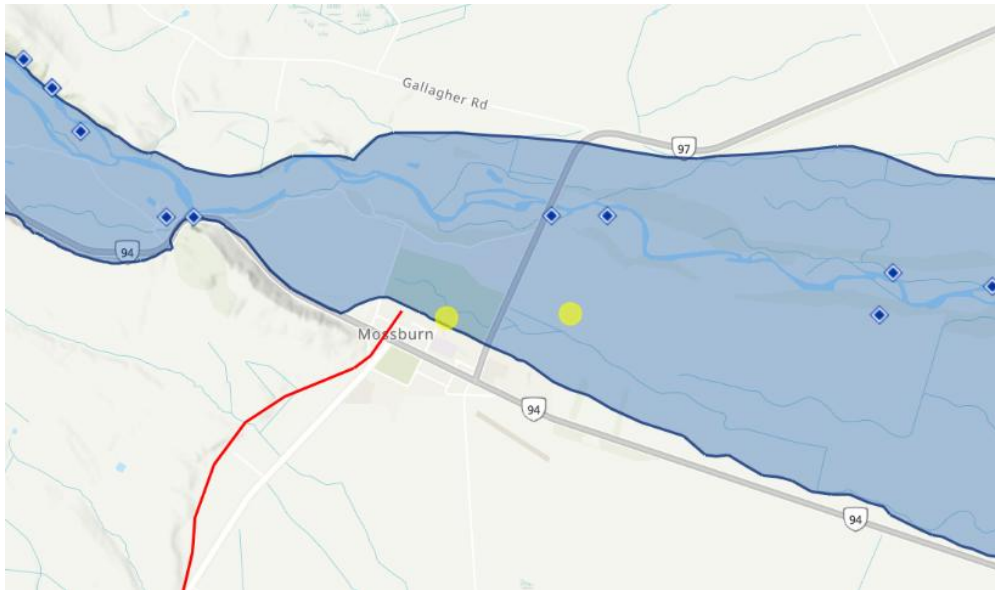
Mossburn Community Hazard and Risk Summary

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.

1. Flooding

- **Risk Level (Priority):** High
- **Description:** Mossburn is susceptible to riverine and surface flooding, particularly from the Oreti River and surrounding low-lying farmland. Intense rainfall events can lead to rapid runoff and ponding, with rural roads (such as Wreys Bush) and farmland often affected. Flooding risk may be exacerbated during prolonged rainfall or snowmelt events.
- **Impacts:** Property damage (especially rural properties), road closures (including State Highway 94), isolation, disruption to farming activities, trapped tourists, and potential evacuation.
- **Mitigation Strategies:**
 - Maintain drainage systems and culverts.
 - Clear debris from waterways and drains.
 - Elevate important infrastructure and equipment where possible.
 - Prepare for stock management and relocation.
 - Be prepared to evacuate if required.
- **Map Reference:** For detailed flood risk maps, refer to Environment Southland's hazard maps:
<https://experience.arcgis.com/experience/9e4fee97e31e47c3a32f6f152be51d34/>



2. Severe Weather (Snow, Wind, Heavy Rain)

- **Risk Level (Priority):** High
- **Description:** Mossburn experiences frequent severe weather due to its inland Southland location. Heavy snowfall, strong winds, and intense rainfall events can occur, particularly in winter and during alpine weather systems moving through Fiordland.
- **Impacts:** Power outages, road closures (especially SH94 to Te Anau), stock losses, communication disruptions, trapped tourists, and isolation.
- **Mitigation Strategies:**
 - Maintain emergency supplies (food, water, heating).
 - Secure loose outdoor items.
 - Ensure backup power options are available where possible.
 - Monitor weather forecasts and warnings.

3. Earthquake

- **Risk Level (Priority):** Medium
- **Description:** Mossburn is located within a seismically active region of the South Island, influenced by nearby fault systems (e.g., Alpine Fault). While large earthquakes are infrequent, they are possible.

- **Impacts:** Structural damage to buildings, road disruption, potential utility outages, isolation and risk of injury.
 - **Mitigation Strategies:**
 - Secure heavy furniture and appliances.
 - Develop household emergency plans.
 - Follow “Drop, Cover, Hold” during shaking.
 - Strengthen older buildings where feasible.
 - **Map Reference:** For New Zealand active faults map, refer to Earth Science NZ: <https://www.gns.cri.nz/data-and-resources/new-zealand-active-faults-map/>
-

4. Wildfire

- **Risk Level (Priority):** Medium
 - **Description:** Surrounding dry farmland, forestry, and vegetation create wildfire risk, particularly during hot, dry, and windy conditions in summer.
 - **Impacts:** Threat to rural properties, farmland, livestock, and infrastructure; potential evacuations; road closures.
 - **Mitigation Strategies:**
 - Maintain firebreaks and clear vegetation near structures.
 - Follow fire season restrictions and permits.
 - Keep firefighting equipment (e.g., water tanks, pumps) accessible.
 - Report fires immediately.
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5. Critical Infrastructure Failure

- **Risk Level (Priority):** Medium
- **Description:** Mossburn relies on key lifeline utilities including electricity, telecommunications, water supply, and transport routes (notably SH94). Severe weather or other hazards can disrupt these services.
- **Impacts:** Loss of power, water supply issues, communication outages, and transport isolation.
- **Mitigation Strategies:**

- Maintain emergency kits with water and supplies.
- Have backup power or heating options.
- Store sufficient fuel where required.
- Develop community support networks.

6. Biosecurity (Pests and Animal Disease)

- **Risk Level (Priority):** Medium
- **Description:** Mossburn’s rural setting and strong reliance on agriculture make it vulnerable to biosecurity threats such as invasive pests (e.g., wilding pines, weeds), and animal diseases (e.g., Mycoplasma bovis or Foot-and-Mouth Disease). These risks can spread through livestock movement, contaminated equipment, or natural pathways.
- **Impacts:** Economic losses to farmers, livestock illness or culling, reduced productivity, restrictions on stock movement, and long-term impacts on the rural economy and environment.
- **Mitigation Strategies:**
 - Follow on-farm biosecurity practices (clean gear, control access).
 - Keep accurate stock movement records.
 - Report unusual pest or animal health issues promptly.
 - Control invasive plant species and pests.
 - Support community awareness of biosecurity risks.

Hazard risk summary table

Hazard	Likelihood	Impact	Priority
Flooding	High	High	High
Severe Weather	High	High	High
Earthquake	Medium	High	Medium
Wildfire	Medium	Medium	Medium
Lifeline Utility Failure	Medium	Medium	Medium
Biosecurity	Medium	High	Medium

- **Likelihood:** Probability that the hazard will occur in or impact Mossburn.
- **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 Mossburn 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 Mossburn. It provides detailed flood risk maps for Mossburn, 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 Mossburn's ability to respond and recover.

- SDC water/ wastewater
- Fuel (NPD)
- Comms (Cell Towers)
- Fire Emergency New Zealand Station
- Cafes (Dome Café/ Bracken Hall)
- Bridges



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
FENZ - CFO	Lance Hellewell	021 237 5153	45 Devon Street, Mossburn 9792	lance.hellewell@fireandemergency.nz

Southland District Council

Organisation	Phone	Address	Other details
Mossburn Water Treatment Plant	0800 732 732	Cumberland Street, Mossburn 9792	
Community Partnership Leader – Kelly Tagg	0800 732 732	15 Forth Street, Invercargill 9810	kelly.tagg@southlanddc.govt.nz
Northern Community Board Chair – Greg Tither	027 203 2672	Based in Lumsden	

Medical and support agencies

Organisation	Phone	Address	Other details
Northern Southland Vets - Mossburn	03 248 6053 022 093 3799	43 Devon Street, Mossburn 9792	admin@nsvets.co.nz

Utility services and supplies

Organisation	Phone	Address	Other details
Airspread South	03 248 6386	5 Reid McCauley Road, Mossburn 9792	admin@airspreadsouth.com
Drill & Till Mossburn Ltd	027 346 5511	1316 Chewings Road, Mossburn 9792	
Farmlands Mossburn	03 248 4040	12 Bath Street, Mossburn 9792	mossburn.branch@farmlands.co.nz
Five Stag Limited	027 841 8445	Mount Hamilton Road, Mossburn 9792	info@fivestagltd.co.nz
Mossburn Motors	03 248 6166	26 Devon Street, Mossburn 9792	mossburnmotor@gmail.com
Northern Southland Transport	027 223 2375	16 Devon Street, Mossburn, 9792	tony.thompson@nsth.co.nz
O'Kanes Garage	027 439 3114	84 Devon Street, Mossburn 9747	okaneclan@xtra.co.nz

Macdonald Excavating	03 248 6015 027 434 4001	Essex Street, Mossburn 9793	alidig.nz@outlook.com
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Service stations, supermarkets and food establishments

Organisation	Phone	Address	Other details
Bracken Hall - Cafe, Gift Shop, Mini Market & NZ Post	03 248 6033	33 Devon Street, Mossburn 9792	nala@thedeepsouth.co.nz
Dome Cafe	03 248 6300	31 Devon Street, Mossburn 9792	domecafemossburn@gmail.com
Mossburn Railway Hotel	03 248 6399 021 224 0088	3 York Street, Mossburn 9792	info@wheelsandreels.co.nz

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

Organisation	Phone	Address	Other details
Mossburn (Pirates) Rugby	021 884 972	9 Holmes Street, Mossburn 9792	mossburnpirates@gmail.com
Mossburn Badminton		9 Holmes Street, Mossburn 9792	
Mossburn Community Pool	022 1756476	28 Surrey Street, Mossburn 9792	
Mossburn Connection Point	027 390 5634	54 Devon Street, Mossburn	
Mossburn Craft Group	027 816 1656	run from Mossburn Senior Citizens Rooms	gavandchris@hotmail.co.nz
Mossburn Playgroup	021 223 5421	9 Holmes Street, Mossburn 9792	mossburnplaygroup@gmail.com
Mossburn Presbyterian Church	03 248 6244	6 Holmes Street, Mossburn 9792	hillasfive@gmail.com
Mossburn School	022 307 4496	28 Surrey Street, Mossburn 9747	principal@mossburn.school.nz
Mossburn Senior Citizens	027 816 1656	54 Devon Street, Mossburn 9792	
Wild Animal Management Limited	027 491 8750	5665 Te Anau-Mossburn Highway, Mossburn 9792	rdw@xtra.co.nz
Mossburn Preschool	03 248 6478	Holmes Street, Mossburn 9792	

Additional resources

Organisation	Phone	Address	Other details
Mossburn Country Park	03 248 6444	333 Mossburn Five Rivers Road, Rd3, Mossburn 9793	info@mossburncountrypark.co.nz
Mossburn Golf Club	027 600 6728	60 Cumberland Street, Mossburn 9792	stevensonb15@gmail.com

Mossburn Squash Club	021 210 8143	9 Holmes Street, Mossburn 9792	
Mossburn Table Tennis	027 518 7420	9 Holmes Street, Mossburn 9792	
The Good Guise Company	027 225 6101	Holmes Street, Mossburn 9792	
Mossburn Community Centre	021 884 972	9 Holmes Street, Mossburn 9792	

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

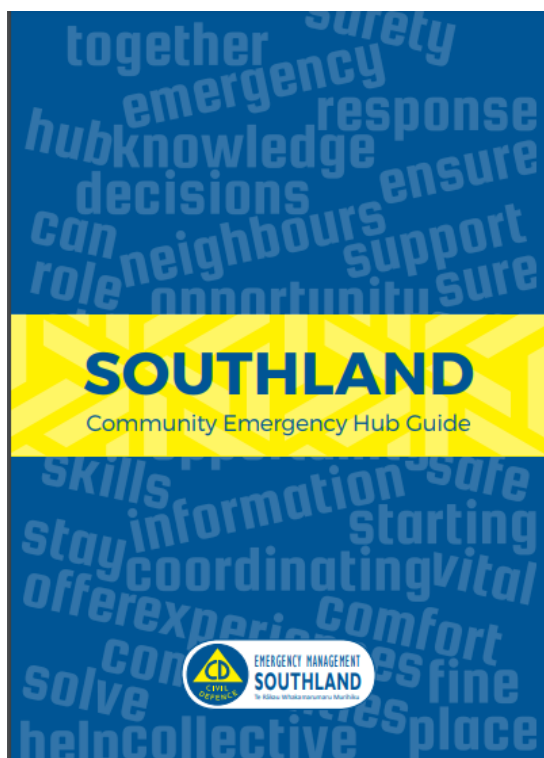
Name	Phone	Address	Key Holders
Main			
Mossburn Community Centre	021 884 972	9 Holmes Street, Mossburn 9792	Sonya Taylor – 021 884 972
Alternative			
Mossburn Railway Hotel	03 248 6399 021 224 0088	3 York Street, Mossburn 9792	Tom and Vicki Law – 03 248 6399
Farmlands Mossburn	03 248 4040	12 Bath Street, Mossburn 9792	Annie Mackintosh – 027 305 0329 Nikasha Naylor – 027 403 8006

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
Mossburn Community VHF Radio	Mossburn Fire Station	45 Devon Street, Mossburn 9792	Lance Hellewell - 021 237 5153 Mossburn FENZ Brigade members

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 Mossburn

Key Community Response Group members

Name	Phone	Email	Other details
Tanya McDowall			Mossburn School
Sonya Taylor			Mossburn Community Centre
Anne Mackintosh			Farmlands
Lance Hellewell			FENZ
David Stalker			FENZ
John Douglas			
Alister MacDonald			Generator locations
David Beattie			
Vanessa Te Whata			Accommodation (Shearing Quarters)
Bruce Taylor			
Craig Drummond			FENZ
Mike Brensell			FENZ
Grant Reid			FENZ
Damian Daly			FENZ
Rachel Naylor			FENZ
Travis Naylor			FENZ
Jenny Campbell			
Paula Turner			
Mike Ryan			
Ryan Carter			
Sharon Young / Graeme McGaughey			
Craig Stalker			
George Taylor			
Nick Hamilton			
Denis Heenan			

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
Mossburn Fire Station	45 Devon Street, Mossburn 9792	111		
Mahoe Farms	152 Hillas Road, Acton 9793		External Cabinet by Office	Available 24/7
Meridian Energy White Hill Wind Farm - Rapid No. 509	Felton Road, Barnhill 9792	03 435 0928		



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
Medical – Nurses/ St John	Nick Duthie		
	Paula Turner		
	Bridget Pears		
	Liz Thomas		
	Des Ryan		
	Josie Healy		
	Rochelle Neumann		
Vet	Michelle Taylor		
	Mandy Beattie		
	Craig Stalker (Vet)		
Generators	Alister MacDonald		
	John Douglas – Dairy		
	Graeme Keyse		
	Northern Southland Transport		16 Devon Street, Mossburn, 9792
	Denis Heenan - Dairy		
	Pete Turner		
Facilities with generator plug	Mossburn Community Centre		9 Holmes Street, Mossburn 9792
	Mossburn Fire Station		45 Devon Street, Mossburn 9792
VHF radio			
Starlink	Mossburn Community Centre		9 Holmes Street, Mossburn 9792

4x4 owner/driver			
Chainsaw owner/operator			
Microlights/planes/helicopters	Adam Taylor / ML		
	George Taylor / ML		
	Mike Ryan / Plane		
	John Healy / ML		
	Denis Heenan / Plane		
	Adam Taylor / ML		
	John Neumann / Heli		
Tip truck/diggers	Adam Taylor		
	Denis Heenan		
	Alister MacDonald		
	Wally McIntosh		
	Rex Carter		
	Pete Turner		
Jet boats	Ryan Healy		
	Adam Taylor		
	Fraser Anderson		
	Doc Findlay		
	Rex Carter		
	Matthew Taylor		
	George Taylor		
	Greg Turner		