

How to use the Guide



To make the best use of the guide, you will need:

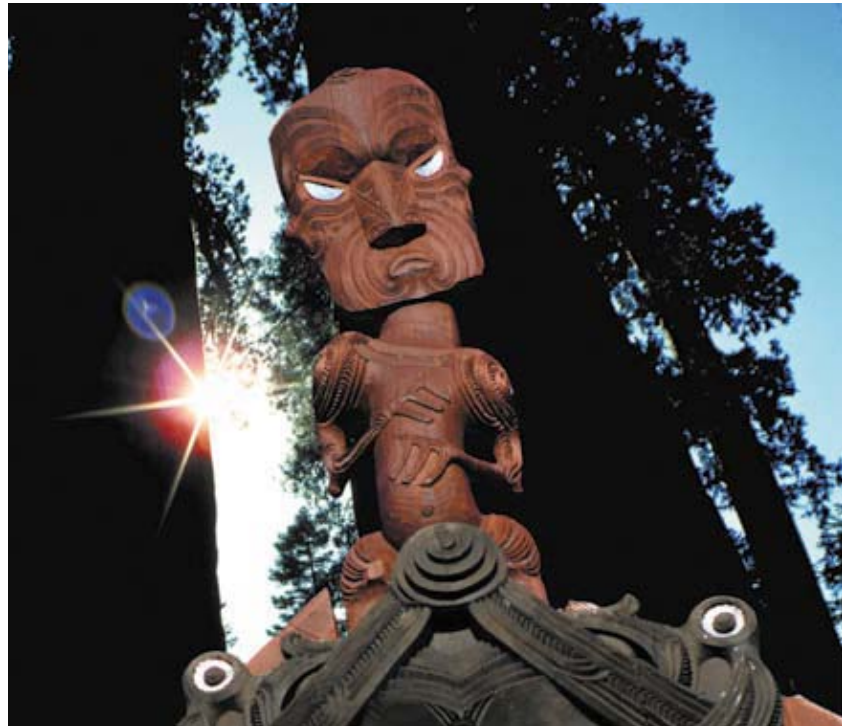
- A map of Rotorua District - enclosed in the pack
- The internet - available at the Library
- Telephone Directories

These are available online, or for reference at the library.

Use the Bay of Plenty Yellow™ book or online (yellow.co.nz) to find businesses by category. You'll also find great offers and savings in the coupon section at the front of the book.

When you know who you're looking for and need contact details, turn to the Bay of Plenty White pages® book or online (whitepages.co.nz). Find people and businesses, emergency services, Government services and medical services.

You can also find contact details for local people, businesses and community groups in the Rotorua Local directory™.



Ihenga - Maori discoverer of Lake Rotorua

Emergency Services

For all emergencies when life or property is in danger, DIAL 111

How to dial 111

1. Check for dial tone
2. If you are using a work phone you may first have to dial a number (e.g. 1) for an outside line, then dial 111
3. Remember to speak clearly and slowly
4. There may be a delay before you hear the phone ringing
5. Do Not Hang Up
6. The operator will ask you what service you require, FIRE, POLICE or AMBULANCE
7. Give your:
 - Name
 - What the emergency is about
 - Address of where to send help

Accidents and Medical Emergencies

- DIAL 111 for an ambulance
- Don't move patients unless they are in danger
- Listen to the directions of the 111 staff, they will tell you what to do

If there is a Fire

- Shout FIRE! FIRE! FIRE! Get Out Stay Out
- DIAL 111

A Police Emergency is

- When someone is the victim of a crime
- When there is danger
- When the offender is present and the crime is serious

Poison or Chemical Emergency

DIAL FREEPHONE 0800 764 766

Lifeline/Youthline

DIAL 07 348 0567 for a confidential 24-hour support service, for anyone needing a listening ear.