

From: [Jeff Neems](#)
To: [Webteam: Social Media](#)
Cc: [Media: Libby OBrien](#); [Krysia Nowak](#)
Subject: RE: Web alert - Tongariro death
Date: Saturday, 22 March 2025 6:20:04 pm

Super service, thanks Bren.

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā
 Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai
 E: jneems@doc.govt.nz

9(2)(a)

Monckton Trust Building
 Rostrevor St
 Hamilton

From: Webteam

Sent: Saturday, 22 March 2025 6:19 pm

To: Jeff Neems ; Social Media ; Webteam

Cc: Media ; Libby OBrien ; Krysia Nowak

Subject: RE: Web alert - Tongariro death

The MR is up.

<https://dxcpod.doc.govt.nz/news/media-releases/2025-media-releases/panui-rahui-tongariro-alpine-crossing/>

Just sorting the alert

Bren Elks

Senior Web Communications Advisor

9(2)(a) | belks@doc.govt.nz | doc.govt.nz

Department of Conservation | Te Papa Atawhai
 Conservation House Wellington | Whare Kaupapa Atawhai

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, 22 March 2025 6:04 pm

To: Social Media <socialmedia@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak
 <knowak@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Importance: High

Hi team,

Tongariro Ops Manager Libby O'Brien has verbally approved the text attached r.e rahui at Tongariro Alpine Crossing. This is the same text usually used for these situations, with two minor edits.

Can we please have this added to the website under the news section, with an accompany abbreviated version for a web alert on the TAC page.

Social media team (Zafirah) I think it would be respectful to use the text in full for relevant social posts.

Pics of the maunga should suffice to illustrate this news.

I'll distribute to CNI and national media once up online.

Jeff

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā
Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai
E: jneems@doc.govt.nz

9(2)(a)

Monckton Trust Building
Rostrevor St
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From: Social Media <socialmedia@doc.govt.nz>

Sent: Saturday, 22 March 2025 5:47 pm

To: Webteam <HOWebTeam@doc.govt.nz>; Jeff Neems <jneems@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Re: Web alert - Tongariro death

Hi team,

On standby too. Couple of comments on our TAC ads about it already which I've hidden.

Zafirah

From: Webteam <HOWebTeam@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:43:06 PM

To: Jeff Neems <jneems@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Re: Web alert - Tongariro death

Evening Jeff

I'm on stand by

Get [Outlook for Android](#)

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:27:54 PM

To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

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Hi team,

FYI there's been a body discovered in Tongariro.

Local on-call ranger checking with iwi - likely we will need a web alert and social media posts once details are confirmed.

I'll be in touch.

Jeff

Jeff Neems

DOC Media and Communications Team

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jneems@doc.govt.nz

From: [Jeff Neems](#)
To: [Webteam: Social Media](#)
Cc: [Media; Libby OBrien; Krysia Nowak](#)
Subject: RE: Web alert - Tongariro death
Date: Saturday, 22 March 2025 6:27:38 pm

Thanks all. Appreciate the responsiveness and quick support.

JN

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā
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 Conservation House Wellington | Whare Kaupapa Atawhai

From: Jeff Neems <jneems@doc.govt.nz>

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To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

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Thanks for spotting!

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I'll be in touch.

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DOC Media and Communications Team

9(2)(a)

jneems@doc.govt.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Social Media](#)
To: [Webteam](#); [Social Media](#); [Jeff Neems](#)
Cc: [Media](#); [Libby OBrien](#); [Krysia Nowak](#)
Subject: RE: Web alert - Tongariro death
Date: Saturday, 22 March 2025 6:34:51 pm

Thanks, Bren.

Post has gone out on Facebook and Instagram. Will keep an eye on the comments for both.

Noho ora mai,

Zafirah (she/her)

Social Media Advisor | Kaitohu Papāho

From: Webteam

Sent: Saturday, 22 March 2025 6:32 pm

To: Social Media ; Webteam ; Jeff Neems

Cc: Media ; Libby OBrien ; Krysia Nowak

Subject: RE: Web alert - Tongariro death

Updated on web

Bren Elks

Senior Web Communications Advisor

9(2)(a) | belks@doc.govt.nz | doc.govt.nz

Department of Conservation | Te Papa Atawhai

Conservation House Wellington | Whare Kaupapa Atawhai

From: Social Media <socialmedia@doc.govt.nz>

Sent: Saturday, 22 March 2025 6:28 pm

To: Webteam <HOWebTeam@doc.govt.nz>; Jeff Neems <jneems@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak <knowak@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Hi team,

Working on socials now.

This line has a typo: "With the support of the Department of Conservation and New Zealand Police and a rāhui has been placed on the Tongariro Alpine Crossing for three days from today Saturday 22 March 2024. It will be lifted at 6 am on Wednesday 26 March."

Noho ora mai,

Zafirah (she/her)

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Jeff Neems

DOC Media and Communications Team

9(2)(a)

jneems@doc.govt.nz

From: [Jeff Neems](#)
To: [Jeff Neems](#)
Subject: Media Release - Rahui Tongariro Alpine Crossing
Date: Saturday, 22 March 2025 6:27:38 pm
Attachments: [image002.png](#)
[Media Release - Rahui Tongariro Alpine Crossing.doc](#)
[image001.png](#)

Media release

22 March 2025

Pānui: Rāhui, Tongariro Alpine Crossing

He rāhui

He āitua! He āitua!

Ka papaki te tai o te atarau, ka huri aku kamo ki te tihi o Tongariro ki nga hihi o te ra e piata mai ana. Aue taukuri e!

It is with great sadness that Ngāti Hikairo ki Tongariro acknowledge a recent death in Tongariro National Park.

With the support of the Department of Conservation and New Zealand Police and a rāhui has been placed on the Tongariro Alpine Crossing for three days from today Saturday 22 March 2025. It will be lifted at 6 am on Wednesday 26 March.

To show respect, all hikers in the area are asked to consider using alternative tracks during the rāhui.

A rāhui (physical and spiritual protection mechanism) sets a temporary prohibition around the rāhui area and limits access for that period in order to acknowledge the death and to express sympathy to the whānau of the deceased.

It provides time for tapu (sacredness) to dissipate following the death allowing time for healing and recovery of the natural elements at place as well as the people; in particular the grieving whānau.

Transport operators for the Tongariro Alpine Crossing have been made aware of the rāhui.

–Ends–

Contacts

media@doc.govt.nz

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā

Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai

E: jneems@doc.govt.nz

M: 9(2)(a)

Monckton Trust Building

Rostrevor St

Hamilton



Department of
Conservation
Te Papa Atawhai

Media release

22 March 2025

Pānui: Rāhui, Tongariro Alpine Crossing

He rāhui

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Transport operators for the Tongariro Alpine Crossing have been made aware of the rāhui.

-Ends-

Contacts

media@doc.govt.nz

Out of Scope

From: Libby OBrien <liobrien@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:53:42 PM

To: Jeff Neems <jneems@doc.govt.nz>

Cc: Social Media <socialmedia@doc.govt.nz>; Media <Media@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>

Subject: Re: Tongariro rahui notification

Kia ora Jeff

Thanks so much for your help with this.

As discussed, could we please remove Ngati Tuwharetoa and also NZ Land Search and Rescue as well.

Otherwise it is good to go! Thank you!

Libby

Get [Outlook for Android](#)

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:49:54 PM

To: Libby OBrien <liobrien@doc.govt.nz>

Cc: Social Media <socialmedia@doc.govt.nz>; Media <Media@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>

Subject: Tongariro rahui notification

Hi Libby,

Thanks for your call.

See link below, as discussed. Web and social media teams standing by.

<https://www.doc.govt.nz/news/media-releases/2024-media-releases/panui-rahui-tongariro-alpine-crossing/>

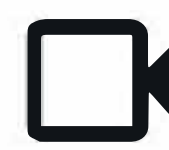
Let me know what needs to be altered from. What is in the link.

Jeff

Jeff Neems
DOC Media and Communications Team
9(2)(a)
jneems@doc.govt.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

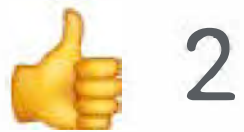
←  **Tongariro DLT**
Anna Atchley, Dan Van Der Lu...



Item 6



9:46 am



2

Kia ora team, unfortunately there has been a fatality on thr TAC. Details I have is a 50 year old German visitor, was with his nephew 9(2)(a) are on site. Deceased will be choppered to Taupo with 9(2)(a)

Rahui will be three days for the crossing. I've got the SOP so will kick things off and will call team members individually.

2:11 pm ✓✓



Karakia has been done 9(2)(a) will support with comms etc. (Thanks 9(2)(a)) Does anyone know where the rahui signs are so we can get them at both ends?

2:25 pm ✓✓

**Dan Van Der Lubbe**

I have a memory of seeing some in the ohakune workshop.

2:27 pm

T

Taryn H

There are some Rahui signs I'm pretty sure at whakapapa workshop too

2:27 pm

Rahui will be on the TAC until 6am Wednesday morning, 26 March. Confirmed with Hikairo.



Message



←  Tongariro DLT
Anna Atchley, Dan Van Der Lu...



100

2:27 pm

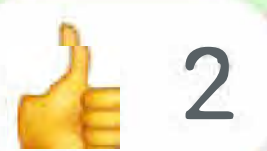
Rahui will be on the TAC until 6am Wednesday morning, 26 March. Confirmed with Hikairo.

Mark, 9(2)(a) has police comms getting in touch with us to coordinate comms. The deceased whanau have been informed so we will be able to get these out soon.

I've spoken to Jeremy Gadd who will give heads up to 9(2)(a) and contractors work will need to be paused until Wednesday. Manaaki Rangers will stay on site to inform manuhiri over the next few days. Zoe and Sam are heading out to put rahui signage up at both ends now.

Taryn and I will ensure hut rangers get comms too.

3:14 pm ✓✓



2

Hi team, comms have gone out. I just want to say a massive thanks to everyone for jumping in on a Saturday to help. Also thanks must go to Zoe and Sam who grabbed the signs and popped them on the track, as well as talking to manuhiri at mangatepopo hut. I think everything we need to do is now done but if I've missed anything please let me know. Super impressed by this team and



Message



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4:26 pm ✓✓



24 March 2025



Message





Josh Kilminster ...



Saturday, 22 March

5:22 pm

Hi Josh - Jeff from the DOC media team here. Please email any updates r.e rahui to media@doc.govt.nz

Read

We might be able to reuse this text if it's the same iwi....

Read
5:34 pm

<https://www.doc.govt.nz/news/media-releases/2024-media-releases/panui-rahui-tongariro-alpine-crossing/>

Thanks mate, I've messaged iwi rep and operations manager. Will let you know when I here.

5:37 pm

Read
5:37 pm

Thanks Josh. <https://www.stuff.co.nz/nz-news/360624929/tongariro-crossing-closed-four-days-after-man-dies>





Taryn, Sam



22 MAR AT 6:05 PM

Taryn

Thanks guys for putting those signs out today and going to the hut! Legends!

Do you know If there are any more rahui signs around ?

1 more

Taryn

Oh yup do you know If we normally put any at Taranaki falls for NC walkers?

idk i have put one at the ditch turn off b4, i presume nc walkers got an email ?



22 MAR AT 6:29 PM

Taryn

Hmm I honestly have no idea 🤔
I just wonderin' if it's worth putting some ↓ at side out too? Would you be keen for



Message



From: [Libby OBrien](#)
To: [Krysia Nowak](#)
Cc: [Jeff Neems](#); [Jared Perry](#); [Mark Judd](#)
Subject: RE: Web alert - Tongariro death
Date: Monday, 24 March 2025 12:38:09 pm
Attachments: [PDF Rāhui SOP – Tongariro District Office – DOC-7757965.docx](#)

Hey mate

Sounds great – the one we were using is attached.

Jared is probably the best person for you to talk to, in conjunction with mark. I'm happy to be a part of conversations if need be but this was my first one, so I'm not too clear on what we might need to tweak.

Nga mihi

Libby

From: Krysia Nowak
Sent: Monday, 24 March 2025 8:34 am
To: Libby OBrien
Cc: Jeff Neems
Subject: RE: Web alert - Tongariro death

Hey mate,

Keen to review how the SOP for rāhui worked for ops – Anna and I worked on it last year, but good to check in and make sure it's fit for purpose. Rāhui are usually called on weekends so needs to be pretty clear for duty rangers and comms team.

Any thoughts? Or who should I chat to?

Ngā mihi

Krysia Nowak ([she/her](#))

Kaitohutohu Pāpāho me te Whakapā | Media & Communications Advisor

Central and Eastern North Island

Phone: 9(2)(a) [REDACTED]

Te Papa Atawhai | Department of Conservation

From: Libby OBrien <liobrien@doc.govt.nz>
Sent: Saturday, 22 March 2025 6:21 pm
To: Jeff Neems <jneems@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>
Cc: Media <Media@doc.govt.nz>; Krysia Nowak <knowak@doc.govt.nz>
Subject: Re: Web alert - Tongariro death

Thanks so much everyone.

Libby

Get [Outlook for Android](#)

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Sent: Saturday, March 22, 2025 6:20:00 PM
To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>
Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak <knowak@doc.govt.nz>
Subject: RE: Web alert - Tongariro death

Super service, thanks Bren.

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā

Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai

E: jneems@doc.govt.nz

M: 9(2)(a)

Monckton Trust Building

Rostrevor St

Hamilton

From: Webteam <HOWebTeam@doc.govt.nz>

Sent: Saturday, 22 March 2025 6:19 pm

To: Jeff Neems <jneems@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>;

Webteam <HOWebTeam@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak

<knowak@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

The MR is up.

<https://dxcprod.doc.govt.nz/news/media-releases/2025-media-releases/panui-rahui-tongariro-alpine-crossing/>

Just sorting the alert

Bren Elks

Senior Web Communications Advisor

9(2)(a) | belks@doc.govt.nz | doc.govt.nz

Department of Conservation | Te Papa Atawhai

Conservation House Wellington | Whare Kaupapa Atawhai

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, 22 March 2025 6:04 pm

To: Social Media <socialmedia@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak

<knowak@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Importance: High

Hi team,

Tongariro Ops Manager Libby O'Brien has verbally approved the text attached r.e rahui at Tongariro Alpine Crossing. This is the same text usually used for these situations, with two minor edits.

Can we please have this added to the website under the news section, with an accompany abbreviated version for a web alert on the TAC page.

Social media team (Zafirah) I think it would be respectful to use the text in full for relevant social posts.

Pics of the maunga should suffice to illustrate this news.

I'll distribute to CNI and national media once up online.

Jeff

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā

Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai

E: jneems@doc.govt.nz

M: 9(2)(a)

Monckton Trust Building
Rostrevor St
Hamilton

From: Social Media <socialmedia@doc.govt.nz>

Sent: Saturday, 22 March 2025 5:47 pm

To: Webteam <HOWebTeam@doc.govt.nz>; Jeff Neems <jneems@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Re: Web alert - Tongariro death

Hi team,

On standby too. Couple of comments on our TAC ads about it already which I've hidden.

Zafirah

From: Webteam <HOWebTeam@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:43:06 PM

To: Jeff Neems <jneems@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Re: Web alert - Tongariro death

Evening Jeff

I'm on stand by

Get [Outlook for Android](#)

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, March 22, 2025 5:27:54 PM

To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Web alert - Tongariro death

Hi team,

FYI there's been a body discovered in Tongariro.

Local on-call ranger checking with iwi - likely we will need a web alert and social media posts once details are confirmed.

I'll be in touch.

Jeff

Jeff Neems

DOC Media and Communications Team

9(2)(a)

jneems@doc.govt.nz

Rāhui SOP – Tongariro District Office

Purpose

To ensure consistent and clear messaging to the public around deaths and rāhui in Tongariro National Park.

Communications approach

- All media and social media embargoed until police have either:
 - Announced the death; or
 - Given permission for our comms to go out.
- All queries about the nature of the death, identity etc. go to police.
- Proactive: social media post & web alert in support of rāhui

Responsible for this SOP – Community team

Media spokesperson – Operations Manager or Director, Operations

Final approval – Operations Manager or Director, Operations

Communications objectives

- To disseminate public information efficiently, rapidly and accurately
- To support one credible single source of truth and mitigate risk of speculation
- To ensure information is consistent with New Zealand Police and iwi
- To ensure management decision and actions are communicated to internal DOC staff and understood

Procedure

Step 1

- Work with Operations Manager Tongariro to confirm
 - That a rāhui will be declared, and by whom
 - The area affected
 - The duration: start and end time and date
 - Who will be responsible for all further signoffs
 - Who will be acting on behalf of the Department as Police Liaison for confirmation of all comms.
 - Determine media spokesperson and final approval
- Email initial (confidential) update to
 - Knowak@doc.govt.nz (Media and Communications advisor –CNI)

- Media@doc.govt.nz
- Dcoutts@doc.govt.nz (Director – CNI)
- Relevant Kaitohu Matua
 - Kball@doc.govt.nz (Kaitohu Matua Ngāti Rangi)
 - Tiwakau@doc.govt.nz (Kaitohu Matua Tūwharetoa)
- Work with iwi/police to draft an announcement for media (templates in Appendix 1)
 - Approval: Operations Manager, iwi/hapū, comms advisor
 - Let Operations Manager & partners know that this will be used to communicate internally, to concessionaires and businesses, and on social media platforms.
 - Once approved this forms the basis of any other comms.
- Confirm format of release with Operations Manager DOC and iwi involved. E.g. media or social media

Step 2

- Check with Police Liason that we have permission to share the rāhui (it is the function of police to announce deaths).
- Notify staff of the rāhui: draft an email using Template 1 to Tongariro District mailing list.
- Notify concessionaires, businesses, and information centres using Template 1 to appropriate operators based on location of event. [Tongariro Contacts](#)
- Email Webteam HOWebTeam@doc.govt.nz with Template 2 to upload alert to the appropriate pages on the website (if no specific page for the area, use the Tongariro National Park page).
- Post template to social media

Step 3

- Monitor social media; use FAQ to guide responses as needed
- **If Tongariro Alpine Crossing:**
 - Deploy Rāhui signs at Mangatepōpō and Ketetahi Road ends, the Ditch Track entrance on the Taranaki Falls Track and just past Oturere Hut – ensure the start and end dates are specified on the signs with whiteboard marker
- **If any other track:**
 - Print the media release on A3, laminate it and affix at all track entrances. Ensure text includes the statement: ‘Please respect this important cultural practice by not using this track.’

- Any media queries to media@doc.govt.nz

Appendix 1: Templates

Template 1: social media, email, internal

It is with great sadness that we acknowledge a death on/in [location]. [iwi] have placed a rāhui over [location] from [date]. The rāhui will be lifted at [HH am/pm DD Month YYYY].

To show respect, all visitors are asked to consider alternative tracks/refrain from accessing this area (pick one) during this time.

The pānui from [iwi] is below, [and may be seen at their Facebook page.]

Template 2: web alert

It is with great sadness that we acknowledge a death on/in [location]. [iwi] have placed a rāhui over [location] from [date]. The rāhui will be lifted at [HH am/pm DD Month YYYY].

To show respect, all visitors are asked to consider alternative tracks/refrain from accessing this area (pick one) during this time.

For more information see the [iwi] Facebook page.

Appendix 2: FAQ/ reactive Q&A

What is a rāhui?

A rāhui (physical and spiritual protection mechanism) sets a temporary prohibition around the rāhui area and limits access for that period in order to acknowledge the death and to express our sympathy to the whānau of the deceased.

It provides time for tapu (sacredness) to dissipate following the death allowing time for healing and recovery of the natural elements at place as well as the people; in particular the grieving whānau.

Is it legal to prevent access to a National Park due to a rāhui?

The Department of Conservation is not preventing access to any part of Tongariro National Park, however we do ask that people respect the rāhui by avoiding the area for this short period.

Can I get a refund for a hut booking if I don't go due to a rāhui?

The Department of Conservation will provide a 100% refund for hut bookings for those who choose cancel due to the rāhui. This applies to huts in the rāhui area, and for the duration of the rāhui.

Where can I find more information?

You can view the original rāhui pānui from iwi *here* or follow Department of Conservation Tongariro on Facebook. If you have further questions contact the Visitor Centre:

Tongariro National Park Visitor Centre

Phone	+64 7 892 3729
Email	tongarirovc@doc.govt.nz
Address	Whakapapa Village State Highway 48 Mount Ruapehu 3083
Hours	8 am – 4.30 pm daily (Closed Christmas Day)

All media queries to media@doc.govt.nz

Specific to Tongariro Alpine Crossing

1. Over what area does the rāhui apply?

The rāhui is in place over the entirety of the Tongariro Alpine Crossing (TAC) within Tongariro National Park. DOC strongly recommends that the rāhui is respected by people not undertaking the TAC and/or the section of the Northern Circuit that involves the TAC.

2. I'm booked at a Tongariro Northern Circuit hut – can I still go?

The rāhui is in place over the entirety of the TAC which is a section of the TNC. We ask that you consider an alternative track for the duration of the rāhui. However Waihohonu and Oturere Huts are not on the TAC and you can still access these from Whakapapa Village and the Desert Road. Please return the same way you entered as opposed to walking the TAC section of the circuit.

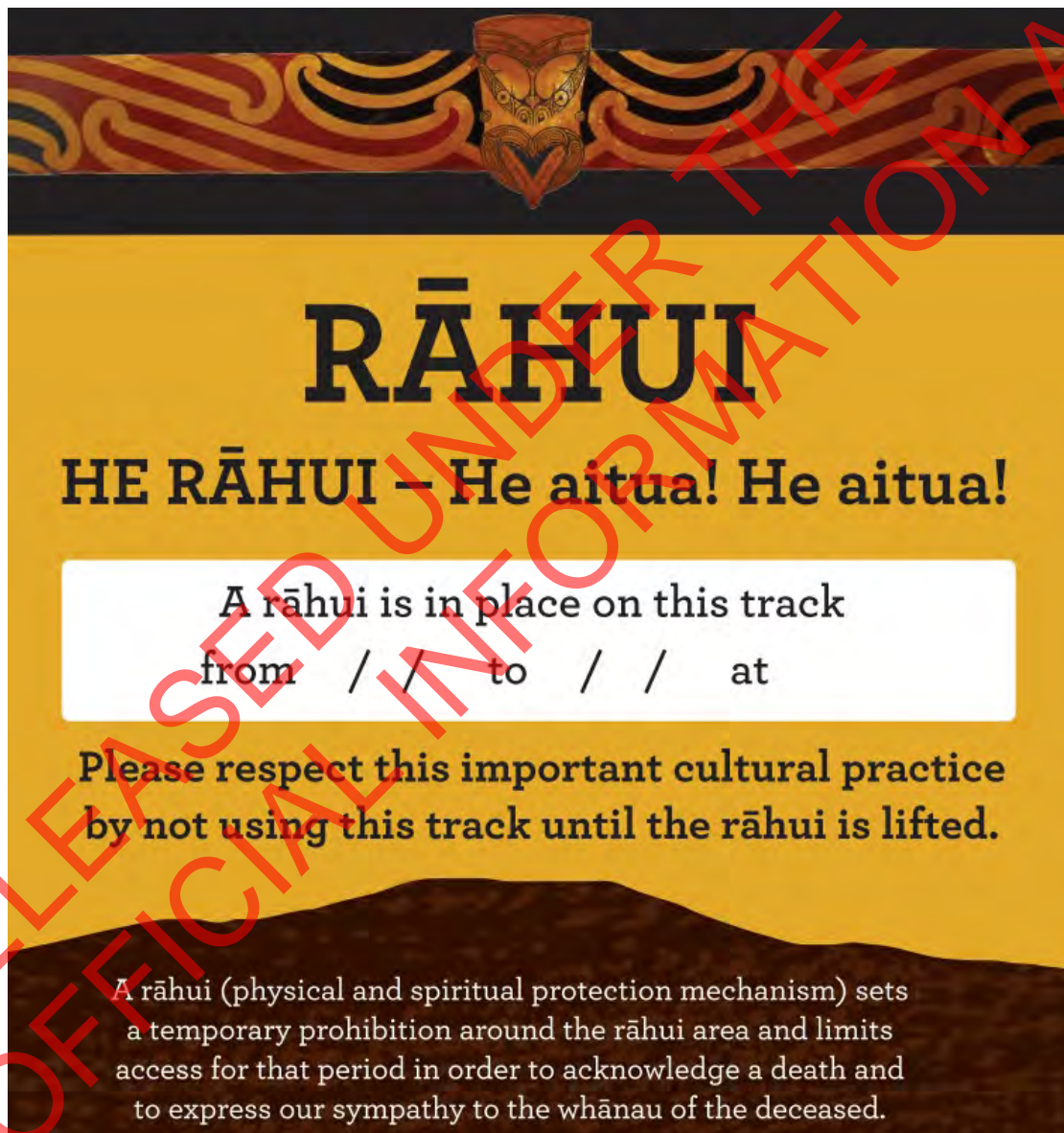
Specific to operational ski areas

3. Is * ski area still operating?**

Please check *** channels for updates on their operating status.

We urge people to respect the rāhui by staying away from the area, but recognise it is up to each person to decide how they respond.

Appendix 3: TAC rāhui sign



From: Libby OBrien
 To: Krysia Nowak; Jared Perry; Mark Judd
 Subject: RE: Web alert - Tongariro death
 Date: Wednesday, 26 March 2025 9:42:41 am
 Attachments: image001.png
 image002.png
 image003.jpg

Thanks Krysia, I'm happy that we manage any review with DLT.

It's good to get your feedback that there might have been a couple of gaps for Jeff. I know we might have missed a step to inform DOC Media straight away but we got that sorted pretty easily.

Mark, I wonder if we tee up a quick review of how things went and we can include Krysia?

Libby

From: Krysia Nowak
 Sent: Wednesday, 26 March 2025 9:37 am
 To: Jared Perry ; Mark Judd ; Libby OBrien
 Subject: RE: Web alert - Tongariro death
 Mōrena koutou,

Thanks for the context, Jared. This is an interesting one, it does happen relatively often (enough that there's an SOP as Libby mentioned: <https://doccm.doc.govt.nz/cwxv4/wcc/faces/wccdoc?dDocName=DOC-7757965>), and usually on a weekend. It might be worth DLT having a discussion of the SOP and who might be responsible for the actions if it falls on a weekend. You also mentioned where the signs are stored – could this be added to the SOP?

May be useful:

- this SOP is also linked in the comms team Key Message bank for whoever is on media duty (Jeff didn't know to look for it this time)
- the social media team now has the link to the SOP as well so they can see the Q&A (helps with monitoring and response)
- the social media team can post on and monitor the DOC Tongariro FB page, so perhaps part of the SOP might include asking them to do both posts

Ngā mihi

Krysia Nowak ([she/her](#))

Kaitohutohu Pāpāho me te Whakapā | Media & Communications Advisor

Central and Eastern North Island

Phone: 9(2)(a)

Te Papa Atawhai | Department of Conservation

From: Jared Perry <japerry@doc.govt.nz>
 Sent: Tuesday, 25 March 2025 10:57 am
 To: Krysia Nowak <knowak@doc.govt.nz>; Mark Judd <mjudd@doc.govt.nz>
 Subject: RE: Web alert - Tongariro death
 Kia ora Krysia

Our duty ranger only covers Volcanic response, so had no involvement in this at all.

For rāhui sign deployment and some extra info Libby rang me, typically we used to have TAC rangers working on the weekends and they could often assist with these however that doesn't seem to be the case currently, instead a couple of staff living in the village were able to get tasked with putting signs out, and I was able to assist on the phone where the signs got deployed and where they were stored etc.

Here is a snippet of our old duty role when they used to do things other than volcanic response for a while there, it outlines how the signs get deployed with the exception of Oturere since still don't have a sign there currently, but do have a hut warden to verbally tell people.

Rāhui response (death or event on PCL managed by the Tongariro District)

Step 1:

- If you are notified of a death or other event that may require a rāhui to be placed, confirm that the Operations Manager Tongariro is aware of this and understands a rāhui will be declared by the iwi or hapū with mana whenua for the site
- Provide support to the Operations Manager Tongariro and the Community Team if required
 - Confirm rāhui area, the duration (start time/date, finish time/date)
 - Confirm the iwi or hapū activating the rāhui
 - Confirm Community Team has been engaged to draft media release for rāhui and ensure it is approved by iwi or hapū, and Operations Manager. If possible, include Police.
- Other considerations need to be posting the approved media release on media release page on DOC's website (via the Webteam howebleam@doc.govt.nz), notification of concessionaires, businesses, and information centres with interest in the site, an alert is required on the track's web page of DOC's website with the detail.
 - You may be required to support the deployment of signage at Tongariro Alpine Crossing: rāhui signs at Mangatepōpō and Ketetahi Road ends, the Ditch Track entrance on the Taranaki Falls Track and just past Oturere Hut – ensure the start and end dates are specified on the signs with whiteboard marker.
 - If on any other track: print the media release on A3, laminate it and affix at all track entrances. Ensure text includes the statement: 'Please respect this important cultural practice by not using this track.'

Don't have any other context to give you other than that for the duty side of things sorry

Ngā mihi

Jared Perry

Project Lead Heritage & Visitors/ Volcanic Public Safety Ranger

Ohakune Base

9(2)(a)

www.doc.govt.nz



From: Krysia Nowak <knowak@doc.govt.nz>

Sent: Monday, 24 March 2025 1:54 pm

To: Jared Perry <japerry@doc.govt.nz>; Mark Judd <mjudd@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Kia ora kōrua,

Keen to hear how this played out on the weekend – did the duty ranger know what to do? Did everyone know where the SOP was?

Ngā mihi

Krysia Nowak ([she/her](#))

Kaitohutohu Pāpāho me te Whakapā | Media & Communications Advisor

Central and Eastern North Island

Phone: 9(2)(a)

Te Papa Atawhai | Department of Conservation

From: Libby OBrien <liobrien@doc.govt.nz>

Sent: Monday, 24 March 2025 12:38 pm

To: Krysia Nowak <knowak@doc.govt.nz>

Cc: Jeff Neems <jneems@doc.govt.nz>; Jared Perry <japerry@doc.govt.nz>; Mark Judd <mjudd@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Hey mate

Sounds great – the one we were using is attached.

Jared is probably the best person for you to talk to, in conjunction with mark. I'm happy to be a part of conversations if need be but this was my first one, so I'm not too clear on what we might need to tweak.

Nga mihi

Libby

From: Krysia Nowak <knowak@doc.govt.nz>

Sent: Monday, 24 March 2025 8:34 am

To: Libby OBrien <liobrien@doc.govt.nz>

Cc: Jeff Neems <jneems@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Hey mate,

Keen to review how the SOP for rāhui worked for ops – Anna and I worked on it last year, but good to check in and make sure it's fit for purpose. Rāhui are usually called on weekends so needs to be pretty clear for duty rangers and comms team.

Any thoughts? Or who should I chat to?

Ngā mihi

Krysia Nowak ([she/her](#))

Kaitohutohu Pāpāho me te Whakapā | Media & Communications Advisor

Central and Eastern North Island

Phone: 9(2)(a)

Te Papa Atawhai | Department of Conservation

From: Libby OBrien <liobrien@doc.govt.nz>

Sent: Saturday, 22 March 2025 6:21 pm

To: Jeff Neems <jneems@doc.govt.nz>; Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Krysia Nowak <knowak@doc.govt.nz>

Subject: Re: Web alert - Tongariro death

Thanks so much everyone.

Libby

Get [Outlook for Android](#)

From: Jeff Neems <jneems@doc.govt.nz>

Sent: Saturday, March 22, 2025 6:20:00 PM

To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>; Libby OBrien <liobrien@doc.govt.nz>; Krysia Nowak <knowak@doc.govt.nz>

Subject: RE: Web alert - Tongariro death

Super service, thanks Bren.

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Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā

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Just sorting the alert

Bren Elks

Senior Web Communications Advisor

9(2)(a) | belks@doc.govt.nz | doc.govt.nz

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Conservation House Wellington | Whare Kaupapa Atawhai

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Subject: RE: Web alert - Tongariro death

Importance: High

Hi team,

Tongariro Ops Manager Libby O'Brien has verbally approved the text attached re rahui at Tongariro Alpine Crossing. This is the same text usually used for these situations, with two minor edits.

Can we please have this added to the website under the news section, with an accompany abbreviated version for a web alert on the TAC page.

Social media team (Zafirah) I think it would be respectful to use the text in full for relevant social posts.

Pics of the maunga should suffice to illustrate this news.

I'll distribute to CNI and national media once up online.

Jeff

Jeff Neems

Senior Media and Communications Advisor | Kaitohutohu Matua Pāpāho me te Whakapā

Department of Conservation | Te Papa Atawhai Department of Conservation | Te Papa Atawhai

E: jneems@doc.govt.nz

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Subject: Re: Web alert - Tongariro death

Hi team,

On standby too. Couple of comments on our TAC ads about it already which I've hidden.

Zafirah

From: Webteam <HOWebTeam@doc.govt.nz>

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Subject: Re: Web alert - Tongariro death

Evening Jeff

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To: Webteam <HOWebTeam@doc.govt.nz>; Social Media <socialmedia@doc.govt.nz>

Cc: Media <Media@doc.govt.nz>

Subject: Web alert - Tongariro death

Hi team,

FYI there's been a body discovered in Tongariro.

Local on-call ranger checking with iwi - likely we will need a web alert and social media posts once details are confirmed.

I'll be in touch.

Jeff

Jeff Neems

DOC Media and Communications Team

9(2)(a)

jneems@doc.govt.nz

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OFFICIAL INFORMATION ACT