

# Aide-Mémoire

**Health New Zealand**  
Te Whatu Ora

## Greenlane Clinical Centre power outage update

<b>Due to MO:</b>	6 March 2025	<b>Reference</b>	HNZ00081425
<b>To:</b>	Hon Simeon Brown, Minister of Health		
<b>From:</b>	Mark Shepherd, Deputy Chief Executive Northern Region		
<b>Copy to:</b>	n/a		
<b>Security level:</b>	In Confidence	<b>Priority</b>	Urgent
<b>Consulted</b>	[note: this is for external agencies or departments, not internal. If no external consults completed, write n/a].		

Contact for further discussion (if required)			
Name	Position	Phone	1st contact
Sue Waters	Incident Controller for this incident; Chief Allied Health Scientific and Technical Officer	s 9(2)(a)	x
Mark Shepherd	Deputy Chief Executive, Northern Region		

## Purpose

1. The purpose of this briefing is to provide an update on the Greenlane Clinical Centre power outage, and provides more detail on the impact to planned care and outpatient appointments today, Thursday 6 March 2025.

## Background

2. At 2100 on Wednesday 5 March 2025, there was a waterpipe fracture at the Greenlane Greenlane Clinical Centre (Building 4).
3. The water leak travelled through the riser which tripped circuit boards and turned off power to parts of the main building. The water leak has since been fixed. This incident is not linked to the minor capital requests or s 9(2)(f)(iv)
4. Teams have been on-site to repair and restore power where they can. Some floors remain without fully restored power.
5. An Incident Management Team (IMT) was stood up at 0332 and the first briefing was held at 0530. Directorate representatives attended on teams at 0530. The DCE and Health NZ Interim CE were notified, along with the Minister's Office.
6. Contingencies are in place to ensure minimal disruptions to patients, whānau and staff.
7. There has been an impact to planned care and outpatient appointments at Greenlane Clinical Centre today (Thursday 6 March). A summary of these are outlined below.
8. At this stage, the current planned care deferrals and cancellations at GCC are:

### Surgical

- a) Otorhinolaryngology (ORL) – s 9(2)(a)
- b) Orthopaedics – s 9(2)(a)
- c) General Gynaecology – s 9(2)(a)
- d) Paediatric ORL – 10
- e) Ophthalmology – 19
- f) Urology – s 9(2)(a)
- g) Hospital Specialist Dentistry – 6

### Diagnostics:

- h) CT & USS (CT and ultrasound) – 20

### Outpatient Clinic Appts: 86

9. Acute eye cases <sup>s 9(2)(a)</sup> of these patient cases have been diverted to ACH.
10. Communications have been sent to all staff and impacted patients have been contacted. The HNZ media team has responded to media queries regarding this situation.

11. A Medinz notice has been scheduled to be sent primary and community care services, and this is scheduled to be distributed at approximately 12pm today.

### **Next steps**

12. The team is working as quickly as possible to restore the power supply and clinical services to Greenlane building 4.
13. The Facilities team and contractors are scheduled to support remediation work for the next 48 hours, where we will need to rebuild the circuit boards with the overall goal to return to fully restored electrical service by the weekend, to support business as usual activity as soon as possible.
14. An Incident Response team has been stood up at Auckland City Hospital and the GCC site and is coordinating with clinical services and security on-site.
15. The team is working at pace to ensure planned care is up and running in line with planned volumes, as soon as possible. The approach for planned care for tomorrow will be confirmed later this afternoon. Surgical Support Services are working as per normal.
16. The team will ensure the Minister's Office is updated later this afternoon.