

132 500

For emergency help in flood, storm and tsunami



IN LIFE-THREATENING EMERGENCIES CALL TRIPLE ZERO (000)

Due to flood or storm is anyone trapped or injured?

YES

Call **Triple Zero (000)**.

NO

Has a fallen tree blocked access? (i.e. front door/driveway/road)

OR

Is a tree threatening to fall on your property or driveway?

OR

Is your property flooded or in danger of flooding?

OR

Is your roof damaged or leaking?

OR

Is there damage to your property that you cannot fix yourself?

NO

Contact your insurance company or a private contractor to assess and complete the job, or repair it yourself if safe to do so.

YES

Call the NSW SES on 132 500

Your request for assistance will be logged by our operations centre who will give you a reference number. Your request will then be forwarded onto the nearest SES unit for action.

NSW SES Volunteers undertake temporary emergency measures to make your home and the situation safe. It is important that you contact either your insurance company or a private contractor to make permanent repairs to damage resulting from a flood or storm or to remove any remaining debris.

**When to call
the NSW SES**



132 500

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**IN LIFE-THREATENING EMERGENCIES
CALL TRIPLE ZERO (000)**

The **NSW SES** experiences many calls during floods and storms.

Assisting people in our communities who are overwhelmed by damage and impacts of natural disasters as quickly as possible is important to all **NSW SES** volunteers.

What to do after logging a call with us:

- Make sure you keep your phone close by so we can easily contact you about your request for assistance.
- Stay away from any fallen trees and/or power lines that may have been brought down in the storm.
- Follow any safety recommendations you are given by the **NSW SES**.
- **NSW SES** attends to request for assistance in a priority based order. A life threatening emergency will always be given immediate priority.
- If you no longer require emergency assistance, call us on **132 500** quoting your reference number to cancel the request. This helps free up our emergency crews if you no longer need us.

For great tips on how you can Get Ready this Storm Season, or to find out more information about the NSW SES, head to our website at www.ses.nsw.gov.au