

IF A STORM HAS DAMAGED YOUR HOME



Storms and floods disrupt households and it is possible power, water, sewerage and gas services may not be working. There could also be road, airport or port closures and telephone lines maybe down.

You may find after a storm or flood you need emergency accommodation, welfare support services, money, food or water.

IF YOU ARE INSURED

- Call your insurance company immediately as most companies provide 24 hour service
- They may be able to provide you with temporary accommodation, food and cash for immediate hardship
- Ensure your home is secure before you leave as you are responsible for the security of your home
- Do not attempt any repairs unless qualified as this may put you or your family at risk or cause further damage that may not be covered by your insurer
- If you have any insurance queries, contact the Insurance Council of Australia on **1300 728 228**

IF YOU ARE NOT INSURED

And your family and friends cannot assist, contact The Department of Communities Crisis Care on **1800 032 965** for assistance with emergency accommodation, clothing, food and other essentials.

If your home has been badly damaged and you need help, call the SES on **132 500**

LOSS OF POWER

- Call Western Power on **131 351**
- Call Horizon Power on **132 351** if you live in a regional area. (If you are unsure refer to your last bill)

CLEANING UP

- Start cleaning up around your home - stack loose material such as branches and debris away from water meters, valves and telephone lines
- Call your local government to get advice about the removal of green waste and other materials such as asbestos fencing

For advice about what to do before, during and after a storm, visit: www.dfes.wa.gov.au



Government of Western Australia
Department of Fire & Emergency Services

