

## FLOOD: Quick Reference Guide

### Immediately after a flood

NSW SES will advise communities when it is safe for any evacuated residents and businesses to return to a flood affected area. Before entering homes or structures you need to be aware of any remaining risks.

**Never enter floodwater** - it's the main cause of death in floods

Here is some advice based on common questions that arise following a flood.

#### A: Is it safe to return to my area?

Emergency services advise residents when it is safe to return to an area.



**YES**

There may still be some risks on the way to your house and inside your house that you need to be aware of.

**NO**

Consider staying with friends or relatives. Contact the Disaster Assistance Welfare Hotline to see if you are eligible for assistance. Temporary accommodation may be available in some areas.

#### B: Was my house flooded?

Floodwater can damage the structure of your house and affect electrical circuits. Personal items and food exposed to floodwater can be a health risk.



**YES**

Make sure people and pets are kept away from any damaged areas and contact a qualified person for a structural assessment. Consider staying with friends or relatives until assessment is complete. Do not turn on power if appliances and/or power points have been exposed to floodwater. Call an electrician. Sanitise or dispose of personal items and dispose of food exposed to floodwater.

**NO**

Go to C

#### C: Is my electricity and/or gas still turned on?

Household electricity can often be unavailable as a result of electrical faults.



**YES**

Contact a licensed electrician and/or gas plumber to check if it is safe to turn electricity and/or gas back on.

**NO**

Locate your Home Emergency Kit. Contact your provider to see how long you will be without your electricity and/or gas.

# YOUR NEXT STEPS TOWARDS RECOVERY

## D: Do I know where my pets are?

*Pets often go missing in disasters.*



**YES**

Keep them away from any damaged or unsafe areas. Make sure they cannot wander from your home

**NO**

Check with your neighbours. Collect your pet's details and/or photo. Call the Council, local vets or RSPCA.

## E: Do I own my home?

*Different ownership arrangements often mean different people may be responsible for coordinating permanent repairs.*



**YES**

Go to F

**NO**

Contact your real estate or Landlord. Document damage to property and photograph it.

## F: Is my home and/or contents insured?

*Insurers often have a claims process that you need to follow to maximise your chance of a successful claim.*



**YES**

Locate your insurance papers. Call your insurance provider. Document and photograph damage. Follow instructions from insurance provider regarding repairs and disposal of any rubbish or debris.

**NO**

Contact the Disaster Assistance Welfare Hotline to see if you are eligible for assistance. Contact a licensed tradesperson. Dispose of any rubbish or debris.

## My local contacts

| Name   | Number  |
|--|---------|
| Police, Fire, Ambulance (life threatening emergencies) | 000     |
| Roads Information                                      | 132 701 |
| Council  |         |
| Insurance  |         |
| NSW SES  | 132 500 |
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