



SES 132 500 **FLOOD & STORM EMERGENCY**

Contact SES 132 500 from anywhere in Queensland for non-life threatening flood and storm emergency assistance during severe weather events.

Demand on Queensland SES during a severe weather event is huge and can lead to long wait times when calling 132 500 for assistance.

Don't want to wait on hold:

- » Scan the QR code
- » Download the app
- » Be prepared for storm season



qfes.qld.gov.au/132500



WHEN SHOULD YOU CALL SES 132 500 ?

START

Is anyone's life in danger?

— **YES** →

Call Triple Zero (000)

NO



Are you seeking emergency assistance during a flood, storm or cyclone because:

- » There is damage to your roof or it is leaking significantly?
- » A tree has fallen and caused structural damage or is blocking access to your house?
- » Your house is flooded or about to flood?
- » Your house is damaged and in need of temporary repair that you cannot repair yourself?

— **YES** →

Contact SES 132 500

- » Call 132 500 or use the SES Assistance QLD App.
- » Your request for assistance will be logged with a job number and your local SES group will contact you and respond as soon as possible.

— **NO** →

Depending on your situation you should:

- » Contact your insurance provider to make a claim or arrange permanent repairs.
- » Contact a private contractor, or repair the damage yourself if safe to do so.