



# Flood



## Your Flood Action Plan

1. Understand your Risk
2. Create your flood emergency plan
3. Check your emergency and evacuation kits
4. Stay Informed

### If an Evacuation Order is issued:

1. Move vehicles to higher ground
2. Prepare your property for flood
3. Turn off services
4. Secure pets and animals
5. Evacuate

## Useful contacts

- \* Call 000 in a life-threatening situation.
- \* Your local State Emergency Service (SES) 132 500
- \* [DSH Insurance](#) - for claims call 1300 552 662
- \* [Queensland SES](#)
- \* [New South Wales SES](#)
- \* [Western Australia SES](#)
- \* [Northern Territory SES](#)
- \* [Victoria SES](#)
- \* [ACT SES](#)
- \* [Tasmania SES](#)
- \* [BOM](#)



**Have you been affected by Flood?** Most people lodge their claim by phone. Call us on **1300 552 662** to submit your claim as soon as you know there is damage. Claims lodged by phone are processed faster on average. Alternatively, to claim online visit [www.dsh.gov.au](http://www.dsh.gov.au) or email us at [dsh@dva.gov.au](mailto:dsh@dva.gov.au).

## Are you prepared for flood?

**Before** - Sandbag doors and cover internal drains, secure loose objects, raise contents off ground, turn off services, empty fridge & freezer, don't use portable generators inside.



**Tips** — Clean with disinfectant, leave doors and windows open to prevent mould, remove items that pose a health risk, boil tap water, dispose of contaminated food or water, put wet photos and documents in freezer to slow damage



We may also be able to assist with an emergency assistance payment if you have your contents insured with us.

Please be aware that access to the area may be restricted so it may take some time for your claim to be assessed. While we process your claim, we encourage you to seek additional help at Open Arms: [www.openarms.gov.au](http://www.openarms.gov.au).

**After** - Listen to radio, don't return home until advised safe, avoid fallen powerlines and travelling through floodwaters, have gas, electricity and appliances checked, boil tap water before use, throw away food and medications that may be contaminated



### We are here to help you.



If your home is unsafe to live in due to flood damage,

DSH Insurance will pay reasonable temporary accommodation costs for up to 12 months.

Experiencing a natural disaster can be traumatic. Open Arms provide free and confidential counselling services for current and ex-serving ADF members and their families and can be contacted on 1800 011 046.

## Understand Flood Classifications

At each flood warning river height station, the severity of flooding is described as minor, moderate or major according to the effects caused in the local area or in the nearby downstream areas.

FLOOD WARNING LEVELS		EFFECTS	
<b>MAJOR</b>	9	Towns and houses affected	<ul style="list-style-type: none"> <li>• Extensive areas inundated.</li> <li>• Rail lines and roads closed, utility services affected.</li> <li>• Communities and properties isolated.</li> <li>• Many buildings affected above floor level.</li> <li>• Evacuation of flood affected areas may be required.</li> </ul>
	8		
	7		
	6		
<b>MODERATE</b>	5	Crops and Grazing	<ul style="list-style-type: none"> <li>• Substantial inundation,</li> <li>• Some buildings may have water entry above floor level.</li> <li>• Some roads may be closed.</li> <li>• Evacuation of flood affected areas may be required.</li> <li>• Stock will need to be moved.</li> </ul>
	4		
<b>MINOR</b>	3		<ul style="list-style-type: none"> <li>• Low-lying areas next to watercourses are inundated.</li> <li>• Minor roads may be closed and low-level bridges submerged.</li> <li>• Buildings may be affected below floor level and bicycle and pedestrian paths inundated.</li> <li>• Stock and equipment may need to be moved.</li> </ul>
	2		
<b>BELOW MINOR</b>	1	First Report Height	