

132 500

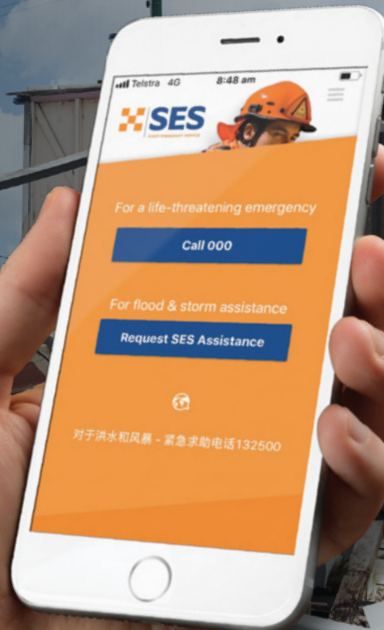
FLOOD STORM EMERGENCY

132 500 is the number to call if you need the assistance of the State Emergency Service (SES) in non-life threatening emergency situations, during floods and storms.

For life threatening emergencies, call 000 (Triple Zero).

SES volunteers carry out temporary repairs to help people protect themselves and their property from further damage in circumstances, such as:

- » Damaged walls, windows and roofs
- » Trees down blocking access
- » Rising flood water
- » Storm damage posing a threat to life or property.



NEED EMERGENCY HELP IN FLOODS AND STORMS?

To request assistance from the SES, you can:

- » Call **132 500**; or
- » Lodge a request at **132500.qld.gov.au**; or
- » Lodge a request on our **SES Assistance QLD App**, available for both iOS and Android devices.

INFORMATION TO HAVE READY WHEN CALLING 132 500

- » Do you, or someone else, need assistance?
- » Exact address of the incident.
- » Contact number for yourself or the resident.
- » Property information, including number of storeys, roof type — tiles, metal, fibro.
- » Any hazards present — power lines, dogs, solar panels, fibro/asbestos roofing.

WHAT TO DO AFTER LOGGING A CALL WITH 132 500

- » Record and keep handy, the reference number provided.
- » Keep your phone close by so the SES can easily contact you about your request.
- » Stay away from any fallen trees and/or power lines.
- » Follow any safety recommendations you are given by the SES.

The SES attends requests for assistance in priority base order, based on the information provided. If you no longer require emergency assistance, call 132 500 quoting your reference number to cancel the request. This helps free up emergency crews.

FURTHER INFORMATION

For more on the SES, and how to prepare your home for severe weather, visit **www.ses.qld.gov.au**.

OTHER HELPFUL CONTACTS

Energy Providers

Ennergex » 13 19 62 » Emergency
» 13 62 62 » Outages
» energex.com.au

Ergon Energy » 13 16 70 » Emergency
» 13 22 96 » Faults
» ergon.com.au

Essential Energy » 13 20 80
» essentialenergy.com.au

Animal Welfare

RSPCA » 1300 ANIMAL (264 625)

Community Recovery

QLD Hotline » 1800 173 349