



Each year in Australia many lives are endangered and homes lost or damaged due to flooding. Flash flooding can occur in minutes while flooding from rivers and waterways can occur over days. To stay safe and protect your family and your property you need to have a household action plan and be ready to evacuate if your property is at risk of flooding.

If you have damage to your home from flood, call us on 1300 552 662 to lodge your claim. Alternatively submit a claim online at www.dsh.gov.au or email us at dsh@dva.gov.au.



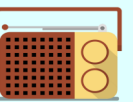
UNDERSTAND YOUR RISK - Your local council will be able to provide you with information about the level of flood risk for your property. Even though your home may not be at risk, you may still be impacted with areas often isolated due to roads being cut by floodwaters.



CREATE AN EMERGENCY PLAN - You can find a guide on the [Australian Red Cross](http://www.redcross.org.au) website to help you make an Emergency Plan. Make sure everyone knows the plan and whether you will stay or evacuate. Decide what the trigger will be to evacuate. Check your insurance policies and make plans for pets or livestock.



CHECK YOUR EMERGENCY AND EVACUATION KITS - Ensure your emergency kit is prepared and also have an evacuation kit packed for each member of the family. The evacuation kits will ensure you have what you need if you are staying at an evacuation centre or with friends or family.



STAY INFORMED - Monitor ABC local radio, SES or Bureau of Meteorology websites for flood and storm surge advice. Check neighbours know of any warnings and are prepared.



WHEN AN EVACUATION WARNING IS ISSUED - Prepare to evacuate. Staying inside a house, even one you think is high enough may be dangerous. It is safest to move to a location away from the area at risk of flooding before floodwater arrives. Never drive, ride or walk through floodwater.



MOVE VEHICLES TO HIGHER GROUND - Move vehicles, outdoor equipment, bins, chemicals and poisons to higher ground.



PREPARE YOUR PROPERTY FOR FLOOD - Use sandbags, placed correctly at possible water entry points, they can help reduce the water entry in low-level flood events. Put sandbags in the toilet bowl and over all laundry and bathroom drain holes to prevent sewage back-flow.



TURN OFF SERVICES - Turn off gas, electricity and water. Raise furniture, clothing and valuables onto beds, tables and into roof spaces if possible. Empty freezers and fridges and leave their doors open.



PETS AND ANIMALS - If you have pets and animals, you won't be able to take them to an evacuation centre. Decide where and when you'll relocate them, ensure their tags and registrations are up to date so they can be identified. Pack extra food, water and bedding for them.



EVACUATION - If you need to evacuate, follow your emergency plan. Make sure you have your evacuation kits, lock your home and take the recommended evacuation routes for your area. Don't drive in water of unknown depth or current. Advise friends and family.