

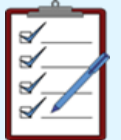


Storms happen anywhere and any time of the year in Australia. High winds damage roofs and fences and bring down trees and power lines. Hail causes severe damage to property and injury to people. Heavy rainfall can cause damage and loss of life from flooding. To stay safe and protect your family and your property during storms you need to have a household action plan.

If you have storm damage to your home call us on 1300 552 662 to lodge your claim. Alternatively submit a claim online at [www.dsh.gov.au](http://www.dsh.gov.au) or email us at [dsh@dva.gov.au](mailto:dsh@dva.gov.au).



**UNDERSTAND YOUR RISK** - Your local council will be able to provide information about the level of risk for your property for flash flooding. Your home may not be at risk of flooding but access roads may be blocked and you may have no power or phone.



**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.



**PREPARE AN EMERGENCY KIT** - Prepare an emergency kit in case you lose power or need to leave home in an emergency. Your emergency kit should contain essentials you will need to help you survive in a disaster. Keep it in an easily accessible location along with a copy of your Emergency Plan.



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



**CARRY OUT REGULAR MAINTENANCE AROUND YOUR HOME** - Trim trees or large branches that may fall and damage your property in a storm, clean gutters, downpipes and drains to prevent blockages, check your roof regularly and fix any broken or missing tiles.



**SECURE LOOSE ITEMS AROUND YOUR PROPERTY** - Check your yard and balcony and secure large items that could blow around in strong winds - trampolines, garden furniture, rubbish bins. Bring smaller items indoors.



**PROTECT VEHICLES** - Park vehicles under solid shelter away from trees, power lines and drains or cover with firmly tied tarpaulins/blankets.



**BRING CHILDREN AND PETS INDOORS** - Stay inside and keep away from windows, close curtains and blinds. Unplug and avoid using electrical equipment connected to mains power, landline phones or modems.



**WHEN FLASH FLOODING IS LIKELY** - If your home is likely to be affected, leaving early is the best action to take but only if it is safe to do so. If you are trapped by rising floodwaters go to the highest part of the building and call 000 if you need rescue. Advise friends and family if you are leaving.



**DRIVING DURING A STORM** - If driving during a severe storm, put your hazard lights on and pull over to the side of the road. Keep clear of drains, culverts, waterways, trees and power lines. Listen to local radio for information, updates and advice.