



Storm



Your Storm Action Plan

1. Understand Your Risk
2. Create your emergency plan
3. Prepare your emergency kit
4. Stay Informed
5. Carry out regular home maintenance
6. Secure loose items around your home
7. Protect vehicles
8. Bring children and pets inside
9. Leave early if flooding is likely
10. Driving during a storm

Have you been affected by Storm? 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 or email us at dsh@dva.gov.au.

Are you prepared for storm?

Before - Trim trees, maintain your roof every 5 to 7 years, check home for timber rot, check fixings on shade sails and carports,



check for leaks in roof and guttering, secure loose items, put car under cover.

During - Stay indoors, keep away from windows and close curtains and blinds,



disconnect appliances, listen to radio. If driving - stop and stay in vehicle, put hazard lights on and avoid trees, power lines and drains.

After - Listen to radio, stay



inside until all clear, check for damage, don't use wet appliances, avoid using generators inside, avoid fallen power lines and don't enter floodwater.

We are here to help you. If your home is unsafe to



live in due to storm damage, DSH Insurance will pay reasonable temporary accommodation costs for up to 12 months.

We may also be able to assist with 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

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

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](#)

Understand Severe Weather Warnings

Severe Weather Warnings are provided for potentially hazardous or dangerous weather that is not solely related to severe thunderstorms, tropical cyclones or bushfires. They are issued whenever severe weather is occurring in an area or is expected to develop or move into an area.

SEVERE WEATHER WARNINGS
Sustained gale force winds 63km/h or more
Wind gusts 90 km/h or more (or 100km /h or more in Tasmania)
Very heavy rain that may lead to flash flooding
Abnormally high tides (or storm tides) expected to exceed highest astronomical tide
Unusually large surf expected to cause dangerous conditions on the coast
Widespread blizzards in Alpine areas

Severe Thunderstorm Warnings are provided to warn communities of the threat of dangerous thunderstorms. They are issued when a severe thunderstorm is occurring or likely to occur

SEVERE THUNDERSTORM WARNINGS
Large hail (2cm in diameter or larger)
Damaging or destructive wind gusts (generally wind gusts exceeding 90km/h)
Heavy rainfall which may cause flash flooding
Tornadoes



Australian Government
Department of Veterans' Affairs