

START

Is anyone's life in danger?

NO



Are you seeking emergency assistance during a severe weather event because:

- » There is damage to your roof or it is leaking significantly?
- » A tree has fallen and caused structural damage or is blocking access to your house?
- » Your house is flooded or about to flood?
- » Your house is damaged and in need of temporary repair that you cannot repair yourself?

— YES →

Call Triple Zero (000)

Contact SES

- » Call 132500; or
- » Lodge a request online at 132500.qld.gov.au; or
- » Lodge a request on our SES Assistance QLD App, available for both iOS and Android Devices.
- » A job number will be issued and your local SES group will contact you and respond as soon as possible. If you opt in for notifications, you will receive status updates. You can also view, modify or cancel your request anytime online.

— YES →

— NO →

Depending on your situation you should:

- » Contact your insurance provider to make a claim or arrange permanent repairs.
- » Contact a private contractor or repair the damage yourself if safe to do so.
- » Rental property - contact your real estate / building manager.