

# Emergency Assistance Contact Details

City of Canterbury Bankstown residents who have been affected by a natural disaster (for example storm, flood or bushfire) can contact the following agencies for assistance with recovery.

## DAMAGE TO PROPERTY

**Tenant:** Call the Owner/Agent of your property

**Owner Occupier:** Call your Insurance Company

**Tenant of Government Housing:**

Call Department of Communities & Justice (Housing) on **1800 422 322**.

**Insurance support:**

**Insurance Council of Australia**  
1800 734 621  
[www.insurancecouncil.com.au](http://www.insurancecouncil.com.au)

**Insurance Law Service**  
1300 663 464  
[www.insurancelaw.org.au](http://www.insurancelaw.org.au)

## WELFARE ASSISTANCE

This service is provided by Department of Communities & Justice.

**Disaster Welfare Assistance Line**  
1800 018 444

**Link2home Homelessness**  
1800 152 152

## PERSONAL SUPPORT SERVICES

**Lifeline**  
13 11 14

**Kids Helpline**  
1800 511 800

**Beyond Blue**  
1300 224 363

**Relationships Australia**  
1300 364 277

## HEALTH ADVICE

This service is provided by Health Direct Australia. This is a Federal and State Government funded service organisation.

Call Health advice hotline (24 hours a day) on **1800 022 222**.

**Health during a disaster**

NSW Food Authority (food safety) [www.foodsafety.nsw.gov.au](http://www.foodsafety.nsw.gov.au)

NSW Health (minimise injury, sickness or infection) [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

## UTILITY SERVICE ASSISTANCE

**Telstra**  
13 22 03

**Sydney Water**  
13 20 90

**Gas (Jemena)**  
13 19 09

**Ausgrid**  
13 13 88

# NSW SES Recovery Information

For more information on:

- Flooding
- Cleaning up after a flood
- What you can do to help
- Recovery information for residents returning to their property after a flood
- Disaster Assistance
- Red Cross Cleaning up after a disaster

Visit [www.ses.nsw.gov.au/disastertabs-header/flood](http://www.ses.nsw.gov.au/disastertabs-header/flood) or follow NSW SES on Facebook @NSW.SES

## FLOODING IN BUILDINGS

Make sure people and pets are kept away from any damaged areas and contact a qualified person for a structural assessment. Consider staying with friends or relatives until assessment is complete. Ensure mains power is off, if appliances and/or power points have been exposed to floodwater then call an electrician. Sanitise or dispose of personal items and dispose of food exposed to floodwater.

## PERSONAL SAFETY

Wear suitable protective clothing including boots, gloves and eye protection while cleaning up. Be wary of snakes, spiders and rats that may have taken refuge in or near homes.

## SAFETY AROUND FLOOD WATERS

You are advised to take care around flood water, not only for safety but also to avoid potential contamination from untreated sewage which has entered creeks and rivers.

Avoid flood waters which may become contaminated with untreated sewage and other dangerous material.

## FOOD SAFETY

Discard all food which has been in contact with floodwater. Wear protective clothing including boots and gloves when cleaning up and only use cleaned and sanitised utensils and personal items.

## AVOID MOSQUITOES

Rain and flooding in a flood area may lead to an increase in numbers of mosquitoes, which can

carry mosquito-borne diseases. Infection with mosquito-borne diseases may cause illness ranging from mild to very serious. The best protection against mosquitos (and the diseases they carry) is to wear long, loose protective clothing and wear a personal repellent that contains DEET or picaridin at all time, even during the day. To help control mosquito populations, drain all standing water left outdoors in open containers, such as flower pots, tyres, pet dishes, or buckets.

For more information visit [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

## ELECTRICAL SAFETY

**CAUTION:** All electrical wiring in buildings that has been partially or fully covered by flood water must be checked by a qualified electrician or electrical inspector before being put into service again. Any loose wires should be considered "live" and a definite hazard.

You should be very cautious when re-entering flood affected premises fitted with solar panels. Solar panels can continue to generate electricity during daylight hours regardless of whether or not the electrical supply from the state grid has been turned off. If you are unsure about the state of a solar panel installation, contact the installer or get the advice of a licensed electrician. Do not turn on the equipment without checking first.

## GAS SAFETY

If water levels were high enough to cover the gas meter, call the local gas provider to check the meter and regulator before using a gas system. Flood waters may have shifted the home or caused other stresses to the gas piping.

**CAUTION:** If you smell gas, or if there is evidence of a gas leak, don't enter the building. Notify the local Gas Authority.

## PSYCHOLOGICAL HEALTH

For those directly involved in a natural disaster the long-term effects of flooding on psychological health may perhaps be even more important than illness or injury. For most people the emotional trauma continues long after the water has receded. Making repairs, cleaning up, and dealing with insurance claims can be stressful. If there is a lack of support during the recovery process, stress levels may increase further.