



When should I call NTES in a flood or storm?

DURING SEVERE WEATHER THE DEMAND OF NTES VOLUNTEERS IS HUGE. A LARGE VOLUME OF CALLS MAY MEAN THAT JOBS NEED TO BE PRIORITISED. THIS CARD CONTAINS A QUICK SELF-ASSESSMENT THAT EVERYONE CAN USE TO HELP NTES VOLUNTEERS ASSIST THOSE THAT ARE MOST IN NEED.



IS ANYONE'S LIFE IN DANGER?

YES



CALL TRIPLE ZERO (000)

NO



ARE YOU SEEKING EMERGENCY HELP IN A FLOOD OR STORM BECAUSE:

YES



CALL NTES ON 132 500

- Your request for assistance will be logged by our 24/7 call centre.
- NTES may then contact you for further details.

- A tree has fallen and caused damage to your home or vehicle?
- There is damage to your roof or it is leaking significantly?
- A tree or large branch has fallen and is preventing you from entering or leaving your home?
- Your property is flooded or about to flood?

NO



DEPENDING ON YOUR SITUATION YOU SHOULD:

- Contact your insurer to make a claim or arrange permanent repairs.
- Contact a professional tradesperson to repair damage or remove debris.
- If you are able and it is safe to do so, repair the damage yourself.

The NT Emergency Service is an emergency agency and may undertake emergency temporary repairs. For minor leaks, superficial damage, the removal of debris and cutting down of trees that are still standing, please contact a professional tradesperson.

TO FIND OUT HOW TO PREPARE FOR SEVERE WEATHER
visit www.emergency.nt.gov.au