



Cleaning Up After a Disaster

Immediate aftermath

- Safety is the priority - don't do anything that puts anyone at risk.
- Only return to a property or vehicle when emergency services give the go ahead.
- If water has entered the property, don't turn on the electricity until it has been inspected by an electrician.
- Contact your insurance company as soon as possible to lodge a claim and seek guidance on the claims process.
- Do not drive a vehicle if it has suffered water damage.

Yes, you can clean up, but check out these tips first.

Before you start your cleanup, document the damage with photos and videos to support an insurance claim.

- Take photos before removing any water damaged or soaked items that may pose a health risk.
- Make a list of damaged items, including the brand, model and serial number if you can.
- Don't throw away items that could be repaired unless they pose a health risk.
- Speak to your insurer before you authorise any building work.

During and in the aftermath of a catastrophe, your safety and wellbeing is paramount and there are resources available to support you. Visit QR Code for more information.

Support services

