



Preparing for a flood

1 

Create your
safety plan

2 

Prepare your
property

3 

Know your
insurance cover

This season, a higher risk of widespread and prolonged flooding is expected in flood-prone areas. Here's what to do before, during and after a flood to reduce the impact on your home or business.



For your safety

- › Evaluate your flood risk. Find out if your premises has ever been flooded, and find out from your local council or state emergency service if you are in a flood-prone area.
- › Gather important and valuable items and documents that you can take with you should you need to evacuate the premises. Place them in waterproof bags.
- › Prepare an emergency pack containing tinned food, a tin-opener, water, a first-aid kit, blankets, warm clothing, spare batteries, matches, a battery-powered radio and gloves.
- › Keep yourself and your family or colleagues safe by ensuring that everyone is familiar with your evacuation plan and knows where first-aid and emergency kits are.
- › Make sure that operational and other data is backed up, and that stock and other key items can be moved if needed.
- › Speak to your broker or insurance provider to review your insurance. Make sure you know what your insurance covers, and that the sum you are insured for covers the replacement value of the items you wish to insure.
- › Be sure to check if your policy covers you for flood, or if flood cover is available to you.

As flood threatens

- › Contact **000** or your local SES in any emergency.
- › Use a battery-powered radio to monitor your local radio station for updates on the flood, weather, power supply, emergency warnings and evacuation alerts.
- › Switch off utilities: electricity, gas and water.
- › Disconnect electrical appliances. Move key household, business and electrical items to a higher place.”
- › Monitor and follow the advice of emergency officials.

After a flood

- › If there is any danger, contact **000** or your local SES.
- › Return to your premises only when authorities indicate that it is safe. Avoid fallen power lines and damaged trees.
- › Water can become contaminated after a flood. Do not drink water straight from a tap until authorities declare it safe. Until then, boil the water before drinking it. Do not enter floodwaters unless authorities say it is safe.
- › Never drive your vehicle through flood water, even if it looks shallow.
- › Once the danger has passed, take photos of damaged or destroyed items before disposing of them to assist in any insurance claims.
- › Speak to your broker or insurance provider to lodge your claim, or make a claim online at <https://www.allianz.com.au/claims.html> or call **1300 858 649**.

We're here to help

Severe weather events can take an emotional toll on us. If you need help, speak to your broker or insurance provider to lodge your claim, or make a claim online <https://www.allianz.com.au/claims.html> or call **1300 858 649**.

References: A waiting period may apply to cyclone, flood, grassfire or bushfire claims. Please refer to your PDS, KFS, policy schedule, and Certificate of Insurance for full details, terms and conditions and to check whether this applies to you.

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