

# 132 500

## Key points



- The SES has a new state-wide emergency callout telephone number. 132 500 is for members of the public who require SES assistance in a flood or storm emergency, anywhere in Victoria.
- 132 500 is now the only number for the public to call for SES flood or storm emergency assistance. 132 500 replaces a range of callout numbers including local SES Unit numbers, and the general callout number in the Melbourne and Geelong metro areas.
- Calls to 132 500 from landline phones are automatically diverted to the local SES Unit or an emergency communications centre, where a trained call-taker will note the details and dispatch the local SES Unit to the incident.
- People phoning from near the Victorian border, or from a mobile phone, may be required to identify the State they are calling from before their call is directed to the local SES Unit or an emergency communications centre.
- As there are often a large number of calls for assistance during severe storms and floods, the SES Unit may phone you to discuss the nature of your incident to help prioritise workload.
- The SES volunteer teams will provide temporary emergency assistance to help people protect themselves or protect their property from further damage. They assist in such circumstances as: trees down on a building, damaged roofs, rising flood water, general building damage, trees down and blocking access, and any storm damage that may be a threat to life or property.
- The role of the SES volunteer team is to make the scene safe. It is up to the property owner to arrange for the removal of debris and permanent repairs.
- 132 500 is the cost of a local call in Victoria (mobiles may be higher).
- 132 500 is for SES flood and storm emergency assistance only. Phone triple zero (000) for police, fire or ambulance in a life-threatening emergency.
- SES Units can still be contacted with general queries on their non-emergency number.
- SES office numbers for administrative enquires remain unchanged.
- For more information visit [www.ses.vic.gov.au](http://www.ses.vic.gov.au) Please note you cannot log a call for assistance via the web site.