

SES moves to 132 500



The Victoria State Emergency Service (SES) has a new telephone number for members of the public to call if they require emergency flood and storm assistance.

132 500 is now the number to call from anywhere in Victoria, 24 hours a day, for emergency assistance if you or your property is affected by a flood or storm. SES volunteers (recognisable in their orange overalls) are trained to provide temporary emergency assistance to help people protect themselves and protect their property from further damage. They assist with such incidents as a tree down on a building, damaged roofs, rising floodwater, 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 the property owner's responsibility to arrange for the removal of debris and permanent repairs to their property.

When you phone 132 500 from a landline phone your call will automatically be directed to the closest SES Unit, or an emergency communications centre, where a trained call-taker will dispatch your local SES Unit to the incident. Callers phoning from mobile phones or near the Victorian border may be asked to identify the State they are calling from before their call is directed to the Unit or an emergency communications centre.

132 500 replaces a range of callout numbers including local SES Unit numbers, regional headquarters and the general callout number in the Melbourne and Geelong metro areas. It is the same cost as a local call in Victoria, although calls from mobiles may be higher.

There is no cost for SES assistance and all our volunteers are trained to national standards. The SES is a community-based organisation meaning that the volunteers are locals with local knowledge and are aware of the critical rescue requirements of your area.

132 500 is for flood or storm emergency calls only. Triple zero (000) is for fire, police or ambulance and should be used in a life-threatening emergency. Write these numbers down and update your emergency services contacts list. You can still contact your SES Unit with general queries on their non-emergency office number.

SES Units are always on the look out for new volunteers so check out the SES website, or contact your nearest SES regional office, if you would like more information.

If you would like to learn more about 132 500, and the Victoria SES, please visit www.ses.vic.gov.au