

# Media Release



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## Reminder to call 132-500 for SES help

ACT State Emergency Service (ACTSES) Chief Officer Tony Graham has today reinforced the phone number 132-500 to call, when Canberra's need assistance from the ACTSES.

“During this week's wet and windy weather across the ACT region, around 25 per cent of the 214 requests for assistance were received through the ACTSES office and not on the 132-500 number,” ACTSES Chief Officer Tony Graham said.

“This puts some calls at risk of not being answered immediately out of the usual office hours or when ACTSES staff are not at their desk,” he said.

“It is important to know when requiring storm or flood assistance, that the 132-500 telephone number will get you in contact with the ACTSES right away, any time of the day or night, every day of the year.

“No matter how big or small an issue maybe for Canberra residents, the 132-500 telephone number is the number to call to get help from the ACTSES.

Mr Graham also stressed to the community not to be confused when needing to report an emergency.

“If Canberra residents need to report a life-threatening emergency, then the Emergency Triple Zero (000) telephone number should be dialed,” ACTSES Chief Officer Tony Graham said.

“Otherwise, the 132-500 number will get you in contact with ACTSES volunteers who are always at the ready to respond to incidents across the city during the onset of major weather events,” he said.

“I am always amazed at the level of commitment shown by the ACTSES volunteers during such extreme conditions. They often work in inclement weather, ensuring properties are made safe by climbing onto roofs assisting in the temporary repairs of leaking roofs and trimming branches or potential hazards.

“Following the recent wet weather, I would also like to encourage residents to maintain their property and limit the impact of potential hazards that may eventuate in future weather events.”

Details on how to maintain areas around the home can be found online at the ACT ESA website [www.esa.act.gov.au](http://www.esa.act.gov.au).