



Insurance Council  
of Australia



# Cleaning Up After a Disaster

Contact your insurance company as soon as possible to lodge a claim and seek guidance on the claims process.

## Immediate Aftermath

- **Many things can pose risks to your health after disasters.** Disasters are dangerous and your safety should always be your first priority. Property can be replaced, people can't.
- **Do not return to your property until emergency services instruct you to.**

## Cleaning Up

- **Document your damage as soon as possible to support your insurance claim – photos are the best method.**

**Once you have documented damage, you can begin cleaning up.**

- **If you suspect your property has sustained structural damage, leave it immediately and contact the SES.**
- **If water has entered the property, don't turn on the electricity** until it has been inspected by an electrician.
- Take photos before and make a list of damaged items, including the brand, model and serial number if you can when disposing of damaged items.
- 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.
- **Do not drive a vehicle if it has suffered water damage.**

**For further support services please scan the QR code below.**



*The information above is intended to provide general information and guidance. You should exercise your own independent skill and care when choosing to take any of the actions referred to above.*