Show us how you prepare for storm season by entering our **Stay Ahead of the Storm Challenge (https://www.ses.nsw.gov.au/stormchallenge)**, with some great prizes up for grabs!

Contact the NSW SES



Call Triple Zero (000)

In a life-threatening emergency



Call NSW SES 132 500

For assistance during a flood, storm or tsunami



Call 138 737 / 138 SES

For administrative or general enquiries

Mon - Fri between 8.30am - 4.30pm

Skip to navigation

Call 1800 201 000

For volunteering information

Access the **Volunteer page (/volunteer)** to learn more

When to call NSW SES

During an emergency, is anyone trapped or injured?

If yes, call **Triple Zero (000)**. If you answered no, assess your situation by answering the below questions.

If you answer yes to any of the below questions, call the NSW SES on 132 500.

Your request for assistance will be logged by our operations centre who will give you a reference number. Your request will then be forward onto the nearest SES unit for action.

- Has a fallen tree blocked access? i.e. front door/driveway/road
- Is a tree threatening to fall on your property or driveway?
- Is your roof damaged or leaking?
- Is there damage to your property that you cannot fix yourself?

If you answered no to the above questions,

please contact your insurance company or a private contractor to assess and complete the job, or repair it yourself if safe to do so.

Skip to navigation

When to call 132 500 DL Flyer (/sites/default/files/document/2025-when-to-call-dl-digital-accessible.pdf)



Watch this short video if you are unsure of when and why to call the NSW SES on 132 500.

Sharon from our State Operations Centre explains when to call the NSW SES and when it's best to contact another agency.

What to do after logging a call with us

Assisting people in our communities who are overwhelmed by damage and impacts of national disasters as quickly as possible is important to all NSW SES volunteers.

- Make sure you keep your phone close by so we can easily contact you about your request for assistance.

Skip to navigation

- Stay away from any fallen trees and/or powerlines that may have been brought down in the storm.
- Follow any safety recommendations you are given by the NSW SES.
- NSW SES attends to request for assistance in a priority based order. A life threatening emergency will always be given immediate priority.
- NSW SES volunteers undertake temporary emergency measures to make your home and the situation safe. It is important that you contact either your insurance company or a private contractor ot make permanent repairs to damage resulting from a flood or storm or to remove any remaining debris.
- If you no longer require emergency assistance, call us on **132 500** quoting your reference number to cancel the request. This helps free up our emergency crews if you no longer need us.

Send us a message

This contact form is not monitored for storm and flood emergencies. All requests for assistance must be made by calling 132 500, where your call will be logged by our Operations Centre and a reference number issued.

Full name *

Email address *

What's the nature of your enquiry? *

- Select -

Enter your message *

Skip to navigation

Your message must contain a minimum of 40 words to ensure we can properly address your enquiry

Submit



Contact NSW SES by mail

PO BOX 6126
Wollongong NSW 2500



NSW SES Headquarters

NSW SES State Headquarters can be contacted on (02) 4251 6111 for general enquiries.



National Relay Service

If you are deaf, or have a hearing or speech impairment, contact us through the **National Relay Service** and request NSW SES.

Skip to navigation

Translation services

Translation services are available for individuals with limited English proficiency who require an interpreter.

Useful pages



Get to know NSW SES's zones and units

We've divided NSW into seven zones, with dedicated units to provide responsive services →



News and events

Stay up to date with the latest from the NSW SES.

→

Skip to navigation



Make a donation

We are a community-based, not-for-profit organisation. Donations are gratefully appreciated and important in supporting our incredible volunteers.

Volunteer Association

The NSW State Emergency Service Volunteers Association was established in 1998 to represent and support the volunteer members of the NSW State Emergency Service.

To find out more about the Volunteers Association **visit Volunteers Association (NSW SES VA)**

Skip to navigation

Follow us on social media



Facebook **(https://www.facebook.com/NSW.SES)**



X **(https://x.com/nswses)**



YouTube **(https://www.youtube.com/c/nswses)**



Instagram **(https://www.instagram.com/nswses)**



LinkedIn **(https://www.linkedin.com/company/nswses)**



Flickr **(https://www.flickr.com/photos/126834835@N06/)**