



## **After the Fire Guide**

### **Securing the Site**

After a fire, it is the owner's responsibility to secure the site. Make sure outside doors can be locked and that any openings are covered against weather and entry. If you need professional assistance to board up the premises, contact a general contractor in your area.

If you are the occupier, contact your landlord or real estate agent and inform them of the fire.

The Rural Fire Brigade will help secure the premises until responsibility can be handed over to the owner/occupier or insurance company where possible.

### **DO NOT LEAVE THE SITE UNSECURED**

### **Assistance following the fire**

If you are in need of temporary housing, advice or other assistance, contact the Distance Welfare Unit of the Department of Community Services, The Salvation Army, Red Cross or the NSW Police Service.

The RFS Fire Control Centre will contact local council, gas and fuel, and the electricity authority to disconnect services as required. If any services have been disconnected, it is the owner's responsibility to have the service checked and re-connected by a licensed tradesperson.

### **DO NOT ATTEMPT TO RE-CONNECT SERVICES YOURSELF**

### **Insurance Claims**

Contact your insurance company's claims manager as soon as possible and advise of loss or damage. To expedite the claim, compile an inventory of items damaged by fire.

- Do not throw away damaged goods until the loss assessor has completed the assessment.
- Food, beverages and medicines exposed to heat and smoke should be discarded.

For more information on bushfire safety and home fire safety, visit the Rural Fire Service website at [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au) or call the RFS Education Line on 1 800 654 443 (Monday to Friday, 9am-5pm).



- Refrigerators and freezers left unopened will hold their temperature for a short time. Do not re-freeze thawed items.
- Keep receipts for any money you spend in relation to the fire loss to verify your claim to the insurance company.

**If you are not insured**, your recovery will depend upon your own resources and assistance. Contact your local office of The Department of Community Services for more information.

## **Leaving your Home**

If you consider it unsafe to occupy your home after the fire, you should:

- Notify the local police.
- Check with your insurance company whether you can claim temporary housing expenses or obtain an advance on your eventual settlement.

Try to locate the following to take with you:

- Identification.
- Vital medicines, if not fire affected.
- Eyeglasses, hearing aids, prosthetic devices, or personal aids.
- Valuables such as credit cards, cheque books, insurance policies, savings accounts books, money, jewellery and other valuable assets.

Notify your new address or contact point to:

- Friends, family and neighbours.
- Insurance company.
- Employer.
- Children's school.
- Post Office, delivery services, e.g. newspaper.
- Utility companies, e.g. phone, electricity and local council.

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