

Key information

The NSW Government and the Commonwealth are jointly covering the clean-up cost of insured and uninsured residential and eligible commercial (small business and primary production) properties destroyed in the NSW bushfires since 1 July 2019.

The NSW Government has appointed Laing O'Rourke to manage the NSW bushfire recovery clean-up, working with Public Works Advisory (PWA). Local contractors and local suppliers will be engaged, where possible, to deliver clean-up services in communities.

Delivering these services means impacted property owners will not have to pay for debris, including potentially hazardous materials, to be removed and disposed of.

The government-supported clean-up is an **opt in** program which means residents and business owners **must register** their properties before they can be included in the clean-up program.

Impacted property owners who would like their property cleared need to register at www.service.nsw.gov.au or call 13 77 88. For property owners who are unable to register through Service NSW, Laing O'Rourke will be able to assist with the registration process directly when they are on the ground in your location. Property owners who registered with PWA last year will have their details passed on to Laing O'Rourke and won't have to re-register with Service NSW.

Clean-up timeline

We expect **most residential properties will be largely cleared by 30 June 2020**. It may take longer to clean up isolated properties in remote areas and regions where there is still active fire.

Safety is the number one priority and before any clearing work begins, we need to ensure hazardous materials, such as asbestos, are identified and contained. Clearing work will begin after properties have been made safe. Work will start at the same time on the North Coast, South Coast, Snowy Monaro, Snowy Valleys and other impacted communities across the State.

Key steps

Step 1: Register at Service NSW or call 13 77 88

Step 2: Laing O'Rourke will contact registered property owners to discuss damage and assess eligibility

Step 3: Laing O'Rourke will meet property owners on site

Step 4: Owners will approve scope of works

Step 5: Clean-up of agreed work starts

Step 6: Owners confirm completion of agreed scope of works

Laing O'Rourke will be communicating approximate clean-up dates to local stakeholders including councils, property owners and communities on a rolling basis.

We encourage owners of destroyed properties to **register for the clean-up with Service NSW on 13 77 88** as soon as possible. Service NSW will then provide your registration data to Laing O'Rourke.

Clean-up work covered

Destroyed or damaged buildings on a property that are the primary residences or places of business, and any associated debris, will be safely cleaned up and removed. As necessary, work may include:

- removal of known hazardous materials, including asbestos
- removal of materials destroyed by bush fire and hazardous trees near the destroyed or damaged primary residence or place of business
- removal of damaged driveways that could impact on the safety of the clean-up
- with consent of building owners, removal of concrete slab foundations.

Contractors will clear outbuildings which are near primary residences or business operations and have been damaged or destroyed by bushfire.

Site assessors will take a 'common-sense' approach to marking outbuildings for clean-up to ensure no nearby bushfire debris remains when it could pose a safety risk, especially to clean-up or rebuild operations.

Eligible works undertaken on eligible properties by uninsured property owners before Laing O'Rourke was appointed to manage the clean-up will be reimbursed, if:

- a licensed contractor was used
- invoices and waste disposal docketts are provided
- costs are assessed as reasonable.

Public Works Advisory will manage this specific component of the bushfire clean-up program and the process for this will shortly be made available on the Service NSW website. The NSW Government is also working with insurance providers to confirm how the reimbursement of clean-up costs for work already undertaken on insured properties will be applied.

Eligibility

You are eligible if you are an owner of an insured and uninsured properties in NSW used for **residential, small business or primary production** purposes that were destroyed by bush fire after 1 July 2019 are eligible to receive bush fire recovery clean-up assistance. This clean-up assistance is in addition to the small business and primary producer grants.

Definitions of a small business and primary producer used for bushfire grant applications also apply for this program.

Impacted property owners are advised to register with **Service NSW on 13 77 88** as soon as possible. Laing O'Rourke will contact registered property owners to discuss damage and assess eligibility.

Clean-up costs for all large and corporate businesses will be met by owners or their insurer. Insurers can choose to opt-in to the clean-up program and reimburse Government. Where insurance companies have commenced clean-up works for eligible properties, Government will cover the reasonable cost of work already underway or completed. Contact Insurance Council of Australia for details 1800 734 621.

Property access prior to demolition

Due to occupational health and safety concerns, owners will not be able to access the property during the clean-up process to remove items.

When Laing O'Rourke contacts property owners about access, they will discuss how uncovered personal items are to be managed, as well as which structures will be retained and which will be removed. This will be documented in property access agreements for the owner's records.

Local subcontractor engagement

Qualified local contractors and suppliers will be engaged, where possible, to deliver clean-up services to ensure the clean-up operation maximises local knowledge and expertise and assists local economic recovery.

Local subcontractors who have already contacted Public Works Advisory, Service NSW or NSW Procurement, are already prequalified on a relevant State Government scheme, or have registered on the NSW Government bushfire supplier portal, will have their details provided to Laing O'Rourke. If you have not registered your details and would like to work with Laing O'Rourke on the NSW bushfire clean-up project, register directly on Laing O'Rourke's [supplier platform](#).

Unlicensed tradespeople

Beware of unlicensed tradespeople offering cheap, quick, cash-only repairs. Only licensed tradespeople can carry out any residential building work valued at more than \$5000 and all specialist work, including asbestos removal, regardless of value. Public Works Advisory and Laing O'Rourke staff will pre-arrange any household visits and will not turn up unannounced or demand payment.

Check the licence of a NSW tradesperson, at <http://bit.ly/NSWLicenceCheck>.

Key contact details

Service NSW – register for the bushfire recovery clean-up program online or call **13 77 88**.