

Key information

The NSW and Australian governments 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. This allows property owners and small business owners to focus on rebuilding their homes and businesses.

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 the removal and disposal of debris, including potentially hazardous materials.

The Government clean-up is an **opt-in** program which means residents and business owners **must register** their properties to be included. **Register at www.service.nsw.gov.au or call 13 77 88.** Service NSW will then provide your registration data to Laing O'Rourke.

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 mid-2020. It may take longer to clean up isolated properties in remote areas.

Safety is the number one priority and, before any clearing work begins, hazardous materials, such as asbestos, need to be identified and contained. These hazards will likely have been identified during Building Impact Assessments. Learn more [here](http://www.emergency.nsw.gov.au/Documents/factsheets/building-impact-assessment-hazard-identification-signs.pdf) (www.emergency.nsw.gov.au/Documents/factsheets/building-impact-assessment-hazard-identification-signs.pdf).

Clearing work will begin after properties have been made safe. Work has already started in impacted communities across the State. Laing O'Rourke is communicating approximate clean-up dates to local stakeholders, including councils, property owners and communities on a rolling basis. While coronavirus introduces a new challenge to bushfire

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

recovery, we're determined to maintain momentum and keep delivering tangible support on the ground. Protections such as social distancing and controls on large gatherings mean we may have to adjust some of the ways we communicate and interact with bushfire impacted communities.

For the latest information on Laing O'Rourke's schedule visit their NSW Bushfire clean-up information hub or call [1800 007 539](tel:1800007539).

Clean-up work covered

The primary focus of the clean-up is on removing destroyed or damaged buildings and associated safety hazards and debris that could impede people rebuilding their homes or businesses (small businesses and primary producers). Destroyed or damaged buildings on a property that are 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 bushfire and hazardous trees near the destroyed or damaged 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 that are in the vicinity of 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.

Dangerous trees and fences near destroyed or damaged homes or commercial buildings that are impeding the safe clean-up or rebuilding of homes or businesses (small businesses and primary producers) will be included. Private sport facilities (including pools, tennis courts, etc), rural fencing or fences not in the vicinity of destroyed or damaged buildings, and natural waterways are not included in this program.

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 bushfire 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 into the clean-up program and reimburse Government.

Eligible works undertaken or underway on eligible properties by uninsured property owners will be reimbursed, if:

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

Owners of uninsured properties can contact **Service NSW on 13 77 88** to start this process.

Owners of insured properties can seek reimbursement of costs for eligible work undertaken outside the Laing O'Rourke program via their insurance companies. This also applies to insured property owners who have already done clean-up work without involving their insurance companies.

Contact your insurance company to start the reimbursement process.

Property access prior to demolition

You should not enter your property if asbestos has been identified or suspected.

More information about hazards can be found [here](https://www.emergency.nsw.gov.au/Documents/factsheets/safework-property-hazards-following-bushfire.pdf) (<https://www.emergency.nsw.gov.au/Documents/factsheets/safework-property-hazards-following-bushfire.pdf>)

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.

If you have already registered with Public Works Advisory or NSW Procurement's Bushfire-affected communities rebuild portal, Laing O'Rourke has your details and may request further information from you relating to clean-up work.

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 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**.