

Connecting Community to Builders Program

Factsheet

Connecting flood impacted homeowners to builders, plumbers and tradespeople

In October 2022, Victoria experienced significant flooding that caused power outages, road closures, and damaged tens of thousands of homes. As part of the Victorian State Government's commitment to supporting recovery and rebuild, we are linking homeowners to available tradespeople to help with the rebuilding process.

Rebuilding after a disaster

Rebuilding after a disaster can be challenging. The *Connecting Community to Builders Program* (the Program) helps connect flood impacted homeowners to registered and available tradespeople to assist with their rebuilding and recovery needs.

What is the 'Connecting Community to Builders' program?

The Program, in partnership with industry, links people whose homes were damaged in the October 2022 Victorian floods with registered and licensed tradespeople to help with the rebuilding process.

How much does the Program cost?

The Program linking community to tradespeople is a free service. The homeowner is responsible for any costs related to works carried out by any trades engaged by the homeowner through the Program.

How do I know if I am eligible?

You are eligible to participate in the Program if your property, and/or investment property, were damaged by the October 2022 Victorian floods.

How do I register for the Program?

To register, all you need to do is scan the QR code or go to:
<https://www.planning.vic.gov.au/guides-and-resources/guides/all-guides/connecting-community-to-builders-program>



1. Follow the prompts to register for the program
2. Complete the registration form with your request for a builder, a plumber, or both
3. Submit your request

How does the Program work?

Once you have registered, you will be provided with a list of registered and available tradespeople based on your repair and/or rebuild needs. You then deal directly with

the tradesperson of your choice and the service that is right for you. These tradespeople will be based in your area, or willing to travel to your area to undertake work.

How long will it take to receive tradespeople details?

You will receive a list of tradespeople within approximately seven business days of registering.

This allows our program coordinators time to correspond and confirm the list of trades who may be available to help with your project.

Will I have a choice of tradesperson?

Yes. You are free to engage the tradesperson/s of your choosing from the list provided.

We encourage exercising your own due diligence when engaging any building practitioners by:

1. Researching reviews (i.e. Google, Trust Pilot).
2. Performing a 'Practitioner Search' and 'Disciplinary Search' on the [Victorian Building Authority \(VBA\)](https://www.vba.vic.gov.au) website to verify registration and check for any disciplinary actions.

Our Industry Partners conduct similar checks to ensure their members are registered and licensed, as required by law, to provide you with added peace of mind.

How do I know I am getting a qualified Victorian Building Practitioner?

To make sure you are getting the best possible tradespeople, we have enlisted registered and licensed tradespeople from our industry partners - Housing Industry Association Limited Victoria (HIA), Master Builders Association of Victoria (MBAV), and Master Plumbers Victoria (MPV).

What if I don't know what trades I need, or what works I require?

Many people are uncertain about what repair work is needed. Tradespeople contacted through this Program can provide expert advice on exactly what you need to repair or rebuild your home.

Some of the rebuild or repair works you may require could include:

- Full or partial rebuild or repair
- Full or partial property demolition
- Site cut or soil/structure repairs
- Sub-flooring, including stumps/footings joist and bearers
- Structural works or renovations (timber and/or steel structures)
- Roof tiling, Colourbond sheeting

- Framing
- Brickwork, blockwork, and/or weatherboarding
- Waterproofing
- Plastering
- Painting
- Windows and glazing
- Fittings, fixtures, floor coverings, and appliances
- External fixtures and landscaping
- General plumbing services, drainage, gas servicing, mechanical services (cooling or heating), and roofing or guttering plumbing services.

It is best to seek expert advice, so we recommend contacting tradespeople registered with the Program to find out exactly what you need.

Do I need a planning and/or building permit?

If you are undertaking any building work on your property, you will need to find out whether your project requires a planning permit, a building permit, or both. These permits are usually required by law and are designed to protect you.

Talk to your local council if you are considering any building work on your property to confirm whether a building permit and/or planning permit is required.

What is a planning permit?

Planning permits give permission to develop or use land in a particular way. You may require a planning permit for a new home, extension, renovation, or an additional dwelling on the land.

Your local council is responsible for issuing a planning permit. If you need a planning permit, it must be issued from your local council before you can obtain a building permit.

What is a building permit?

Building permits are documents certifying that a proposed building complies with the relevant building regulations. A building permit is a written approval by a private or municipal building surveyor. It allows the building work to be undertaken according to the approved plans, specifications, and other relevant documentation.

Having a building permit provides you with protection by ensuring:

- the building practitioners working on your project are registered and carry the required insurance
- adequate documentation is prepared so the construction can be conducted correctly and according to building legislation
- key stages of the work are independently inspected.
- your building is suitable for occupation

For further information see the Victorian Building Authority (VBA) website:

<https://www.vba.vic.gov.au/surveyors/building-permits>.

When will the Program end?

The Program ends 30 June 2025.

What if my works are not finished by the Program end date?

It is only program registrations that ends by 30 June 2025. Any works will continue for as long as you and your tradespeople have contracted them for.

What other flood recovery supports are available?

For further information on what recovery supports are available, head to <https://www.vic.gov.au/emergency-recovery-victoria>

How do I know my personal details will be safe?

All personal details are kept in strict accordance with Victorian Government privacy laws. To help manage and protect your information, there are security policies, standards and guidelines which establish and promote security governance arrangements. We also take reasonable steps to destroy or permanently de-identify information that is no longer needed for any purpose, or as otherwise required by the Public Records Act, or other relevant law. For further information, go to <https://dtp.vic.gov.au/privacy/privacy-policy>

Who can I contact for more information?



For more information about the Program, scan the QR code, or email rebuilding.program@transport.vic.gov.au

The Connecting Community to Builders program is delivered in partnership with Industry:



Need more information?

Find out more about the government's initiatives at dtp.vic.gov.au



Department
of Transport
and Planning