

# Connecting Communities to Builders Program Factsheet



## Connecting flood impacted residents to builders and tradespeople

In October 2022, Victoria experienced significant flooding that caused power outages, road closures, and damaged 10s of thousands of homes. As part of the State Government's commitment to supporting recovery and rebuild, we're linking homeowners to available builders and trades to help with the rebuilding process

### Rebuilding after a disaster.

We know rebuilding after a disaster can be challenging. That's why the Victorian Government has launched the *Connecting Community to Builders Program* (the Program). The Program helps connect flood impacted residents to tradespeople to help speed up their rebuilding and recovery. To find out more about the Program, see below a list of frequently asked questions regarding the program.

#### What is the 'Connecting Community to Builders' program?

The Program links people whose homes were damaged in the October 2022 Victorian floods with fully registered and accredited tradespeople to help with the rebuilding process.

#### How much does it cost?

The Program of linking community to builders and tradespeople is a free service.

#### How do I know if I'm eligible?

You are eligible for the Program if your principal place of residence was impacted by the October 2022 Victorian floods.

#### How do I register for the Program?

To register, all you need to do is:

- Go to <https://www.planning.vic.gov.au/guides-and-resources/guides/all-guides/reconstruction-after-storm-or-flood/connecting-community-to-builders-program>
- Follow the prompts to register for the program.
- Request a builder, a plumber, or both
- Submit your request.

- We will then email you a list of approved builders and tradespeople in your area willing and able to take on work.
- You then deal directly with the builder or tradesperson of your choosing and the service that's right for you.

#### How does it work?

Once you've registered for the Program, you'll be provided with a list of available builders and tradespeople in your area available to take on work.

#### How long will it take for a list of businesses to be sent through?

Your application will be assessed against the program's eligibility requirements and an outcome will be provided to you within approximately three business days.

This will allow our program coordinators the time required to correspond and confirm the list of registered builders available to potentially take on the project.

#### Will I have a choice of builder or tradesperson?

Yes. You are free to engage the builder or tradesperson of your choosing.


#### How do I know I'm getting a qualified Victorian Building Practitioner?

To make sure you're getting the best possible tradespeople, we've only enlisted fully registered and accredited tradespeople from Housing Industry Association Limited Victoria, Master Builders Association of Victoria, and Master Plumbers Victoria

#### Do I need a planning and/or building permit?

If you are undertaking any building work on your property, you'll need to find out whether your project requires a planning permit, a building permit, or both.

These permits are required by law and are designed to protect you.



It's a good idea to always speak with your local council if you're considering building work on your property to confirm whether a building permit or planning permit is required.

### **What's 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.

The 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.

You may need to engage a town planner to determine if you require a planning permit for your building project. In the first instance, contact your local council.

### **What's 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 carried out 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 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. Your works will continue for as long as you and your tradespeople have contracted them to.

### **What other supports are available?**

For further information on what supports are available, head to <https://www.planning.vic.gov.au/policy-and-strategy/reconstruction-after-storm-or-flood>.

Or go 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, you can email [rebuilding.program@delwp.vic.gov.au](mailto:rebuilding.program@delwp.vic.gov.au)

## **Need more information?**

Find out more about the government's initiatives at [dtp.vic.gov.au](http://dtp.vic.gov.au)



Department  
of Transport  
and Planning