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| Assistance and support FAQs  Lancefield bushfire recovery |

**Who do I contact for general recovery enquiries?**

If you require any support or assistance from the government, please contact DELWP's Community Liaison Officer on 5336 6674.

**What do I do if I have damage to fences?**

Following the Lancefield fire, the department will pay full restoration costs of boundary and internal fences damaged by bushfire or by machinery used by fire agencies to control the bushfire.

Community members are encouraged to register the damage to their fences at the Lancefield Relief and Recovery centre, which is located at Lancefield Mechanics Institute, and open between 10am and 4 pm any day this week. A DELWP insurance representative will be available at the Recovery Centre to talk with residents.

Refer to: *Victorian Government Repair of Fences Damaged by Bushfire and Fire Control Line Rehabilitation Policy*

<http://www.depi.vic.gov.au/fire-and-emergencies/recovery-after-an-emergency/fences-control-lines-and-essential-water-after-bushfire>

What do I do If I have property damage or losses other than fences?

If you have buildings and contents, farm or other insurance which may cover fire damage then you should consider contacting your insurer as soon as possible. Claiming under your own insurance policy is usually the quickest way of obtaining assistance and support in relation to property insurance.

The department will work with insurers where required, to ensure claims are dealt with in a timely manner.

You can speak with a DELWP insurance representative at the Relief and Recovery Centre in the Lancefield Mechanics institute. Alternatively, you can write to the department to register your enquiry. In your letter, please provide your name, contact details, how your property has been affected and what outcome you are seeking.

Please write to:

**Insurance Unit**

**Department of Environment, Land, Water and Planning**

**PO Box 500**

**East Melbourne, VIC 8002**

What about domestic water used during bushfire operations?

If water is taken from domestic tanks and stock or irrigation dams for fire fighting purposes, water will be replaced (up to the quantity taken) when requested by the landholder.

Community members are encouraged to register for water replacement at the Lancefield Relief and Recovery centre. The department will promptly acknowledge your enquiry and provide you with details of the next steps and what further information you need to provide

Refer to: *Victorian Government Essential Water Replacement Scheme: Policy for the Replacement of Essential Water Used During Bushfire Fighting Operations*

<http://www.depi.vic.gov.au/fire-and-emergencies/recovery-after-an-emergency/fences-control-lines-and-essential-water-after-bushfire>

What is the timing for resolving my query?

The department is committed to providing appropriate support in a timely manner. The time it takes to finalise an enquiry about support and assistance will vary for each case, depending on the nature of your enquiry. The independent investigation into the facts surrounding the planned burn and escape might also be a factor in the timing. The investigation team has been asked to commence its investigation in the week beginning 11 October 2015 and has been asked to provide its report to the Secretary within three weeks of commencement.

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