

Mine subsidence claims process in non-active mining areas



Damaged property ?

Has your property been impacted by mine subsidence from underground coal mining?



1 Lodge a claim

Claim for compensation lodged through Subsidence Advisory NSW's website.



2 Claim management & support

Subsidence Advisory NSW assigns a dedicated Case Advisor to manage the claim from start to finish and provide support to property owners.



3 Preliminary assessment

Preliminary assessment determines whether a property is in an area impacted by mining.



6 Claimant notified

Subsidence Advisory NSW forwards claim determination, compensation amount (if applicable) and expert reports to property owner for acceptance.



5 Claim determination

Claim is compensated in accordance with the claim assessment.



4 Expert assessment

Subsidence Advisory NSW will carry out a comprehensive assessment of the claim. Where necessary, an independent specialist may also be engaged. If damage is found to be due to mine subsidence, a cost estimate for repairs is prepared.



Review rights

Property owners have access to an independent review by the Secretary of the Department of Customer Service or their delegate. Secretary determinations can be appealed to the Land and Environment Court.



Emergency support

All mine subsidence safety and serviceability issues should be immediately reported to our **24 Hour Emergency Hotline** on **1800 248 083**. Subsidence Advisory NSW will coordinate a response.