

Mine subsidence claims process in active mining areas



1 Pre-Mining Inspections

PMI records the condition of a home prior to mining occurring and facilitates a straightforward claims process should it be impacted by subsidence.



2 Property damage

Property impacted by mine subsidence from underground coal mining.



3 Lodge a claim

Claim for compensation lodged through Subsidence Advisory's website.



6 Continuing subsidence

Subsidence Advisory assesses subsidence data and places claim on hold if subsidence is ongoing. This ensures that all damage is assessed, and compensated repairs are carried out without risk of further impacts. Emergency Support is provided during ongoing subsidence periods.



5 Preliminary assessment

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



4 Claim management and support

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



7 Expert assessment

Once subsidence has ceased, an independent assessor is engaged by Subsidence Advisory to carry out a comprehensive assessment of claim. If damage is found to be attributable to mine subsidence, a cost estimate for repairs is prepared.



8 Claim determination

Mine Proprietors are required to compensate claims in accordance with the independent claim assessment.



9 Claimant notified

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



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 & serviceability issues should be immediately reported to our 24 Hour Emergency Hotline on **1800 248 083**. Subsidence Advisory will co-ordinate a response.