Frequently Asked Questions

## 2022 free tree giveaway

NSW GOVERNMENT

The NSW Department of Planning and Environment has partnered with IndigiGrow to provide 9,000 trees to thousands of eligible households across Greater Sydney.

#### Why is the NSW Government giving away free trees?

The free tree giveaway program is part of the Premier's Priority of 'Greening our City', which aims to plant one million trees in Greater Sydney by the end of 2022.

Planting one million trees will create greener, cooler and more beautiful places to live. To reach the one million trees target we need everyone to play a part and plant trees in their own backyards.

#### Am I eligible for free trees?

You are eligible if you:

- have an address in one of the 33 local government areas in Greater Sydney
- have not applied for free trees in 2022.

#### Which local government areas are eligible?

The 33 participating Greater Sydney local government areas are:

Bayside	Blacktown	Blue Mountains
Burwood	Camden	Campbelltown
Canada Bay	Canterbury-Bankstown	Cumberland
Fairfield	Georges River	Hawkesbury
Hornsby	Hunters Hill	Inner West
Ku-Ring-Gai	Lane Cove	Liverpool
Mosman	North Sydney	Northern Beaches
Parramatta	Penrith	Randwick
Ryde	Strathfield	Sutherland
Sydney	The Hills	Waverly
Willoughby	Wollondilly	Woollahra.

#### Are there any limits on the free tree giveaway?

Yes. There is a limit of only one order per household in 2022 (this may be subject to change).

#### What trees can I order?

Over the course of the 2022 giveaway, you will be able to choose from a variety of trees - until stocks last. Households should check <u>IndigiGrow's website</u> when trees are added to the giveaway to see what trees are on offer.

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## This June, we are giving away a variety of edible and non-edible native trees until stocks last. How do I order my free tree?

Free trees can be claimed via the department's website at: <u>www.dpie.nsw.gov.au/free-tree</u>.

You can log in with your MyServiceNSW details or create a new <u>Planning Portal account</u>. Follow the instructions to select your tree(s) and submit your application.

# What do I do if I get the message 'your property is not eligible for a free tree', but I live in one of the 33 Greater Sydney local government areas?

An error may have been made when entering your address. Do not type out your entire address. Start by typing your street name and select your address once it appears. Noting that the address field auto updates while you continue to type.

You must select your address from the drop-down list, otherwise you will get the message 'Your property is not eligible for a free tree'.

#### Who do I contact if I am having trouble with my free tree application?

If you are having any issues with your application, contact the free tree team via email at <u>Admin\_FreeTrees@dpie.nsw.gov.au</u>

#### I have claimed a free tree successfully. What happens next?

Look out for a confirmation email from <u>freetrees.indigigrow@gmail.com</u> which will include an activation letter containing information about the collection process.

Your order must be collected at IndigiGrow (La Perouse Public School, Yarra Road, La Perouse) within 14 days of contact. All cancelled orders are donated to a charity, not-for-profit organisation or local school.

#### What if I haven't heard from IndigiGrow?

If you haven't heard from IndigiGrow yet, it means your order is still being processed.

IndigiGrow will email you when your order is ready to be picked up. Please keep an eye out for an email by <u>freetrees.indigigrow@gmail.com</u>

#### I have already claimed a free tree. Can I order another?

If you have already claimed a tree in 2022: No, you cannot apply for a free tree again at this time.

If you claimed a tree in 2020 and/or 2021: Yes, we hope your tree(s) are thriving and we are keen to support you again in 2022.

#### Where can I pick up my tree(s) from?

Trees must be collected from the IndigiGrow at La Perouse Public School, Yarra Road, La Perouse.

#### What if I miss out on free tree(s)?

If you miss out, you can <u>register your interest on the department's website</u>. People who register will be notified on the day the giveaway reopens.

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We also encourage everyone to plant trees outside of the giveaway. More trees mean more shade, more privacy and cleaner air. You can <u>register the trees you plant on our website</u>.

#### Do I need to register my free tree(s)?

No. We are running the giveaway to support our priority to plant one million trees by the end of 2022, we will register the tree(s) on your behalf.

For all other trees you plant outside the giveaway, register them at: <u>dpie.nsw.gov.au/register-your-</u> <u>tree</u> to make them count.

#### Where can I find planting tips and resources to care for my tree(s)?

If you need help caring for your tree(s), or even for selecting new ones to plant, you can:

- visit our <u>tree care tips page</u> and watch videos with expert Peter Dawe from the Royal Botanic Garden's Youth Community Greening.
- join our <u>Everyone Plant One campaign</u> and find out more about the benefits of trees and get some planting tips.