# FAQ October free tree giveaway

The NSW Department of Planning and Environment has partnered with Bunnings Warehouse this October to provide a free magnolia tree to 2,000 eligible households throughout 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:

- live 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 the department's website when trees are added to the giveaway to see what trees are on offer.

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This October, we are giving away:

Little Gem Magnolia (*Magnolia grandiflora)*.

## How do I order my free tree?

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

You can log in with your MyServiceNSW details or create a new Planning Portal account. 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?

You may have made an error 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 Admin_FreeTrees@dpie.nsw.gov.au

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

Bunnings will contact you in the coming weeks following your order.

Look out for an email from the Bunnings Free tree team (freetrees@bunnings.com.au), which will include an activation letter containing information about the collection process.

Once you receive this email Bunnings will call, text or email to let you know your tree(s) are ready to be collected.

Please have a copy of the activation letter with you when you go in store (preferably on your mobile device). The letter will include FT and COS numbers which will help ensure your trees can be collected quickly.

Your order must be collected within 7 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 Bunnings?

If you haven't heard from Bunnings yet, it means your tree(s) are at a growers nursery and/or on their way to your nominated Bunnings store for ease of collection.

When your tree(s) are ready for you to pick up Bunnings will either call text or email you.

## 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 from?

Trees can be collected from your local Bunnings store. After you've submitted your application, Bunnings will let you know when your trees are ready to be picked up.

| | | |
|---|---|---|
| Alexandria Warehouse | Ashfield Warehouse | Balgowlah Warehouse |
| Bankstown Warehouse | Belrose Warehouse | Blacktown Warehouse |
| Bonnyrigg Warehouse | Campbelltown Warehouse | Caringbah Warehouse |
| Castle Hill Warehouse | Chatswood Warehouse | Crossroads Warehouse |
| Dural Warehouse | Eastgardens Warehouse | Gladesville Warehouse |
| Greenacre Warehouse | Gregory Hills Warehouse | Hoxton Park Warehouse |
| Katoomba Store | Kingsgrove Warehouse | Kirrawee Warehouse |
| Leppington Warehouse | Lidcombe Warehouse | Marsden Park Warehouse |
| McGraths Hill Warehouse | Minchinbury Warehouse | Narellan Warehouse |
| Narrabeen Store | North Penrith Warehouse | Northmead Warehouse |
| Padstow Warehouse | Penrith Warehouse | Pymble Warehouse |
| Rockdale Warehouse | Rouse Hill Warehouse | Rydalmere Warehouse |
| Seven Hills Warehouse | Smithfield NSW Warehouse | Thornleigh Warehouse |
| Valley Heights Store | Villawood Warehouse | Warringah Mall Store |

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

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

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

## 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: dpie.nsw.gov.au/register-your-tree 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 tree care tips page and watch videos with expert Peter Dawe from the Royal Botanic Garden's Youth Community Greening.
- join our Everyone Plant One campaign and find out more about the benefits of trees and get some planting tips.