

POLICY



Date adopted: 13/11/2018
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Policy title: **MANAGEMENT OF WASTE DISPOSAL VOUCHERS**

Directorate: STRATEGY & SUSTAINABILITY

Branch: HEALTH, ENVIRONMENT & WASTE

Policy objective: To set the framework for the distribution and operation of a waste disposal voucher system.

Policy scope:
To establish the means by which waste disposal vouchers are produced, distributed and redeemed.

Definitions:
Not applicable.

Policy statement:
The following procedure is to be undertaken for this policy:

1. **Distribution**
 - (a) Vouchers will be distributed to domestic/residential ratepayers once annually as an insert with the July rates notice.
 - (b) Non-owner occupiers (ie. residents who rent) will not receive any vouchers directly from Council. They will need to contact their landlord to request the vouchers.
 - (c) Vouchers will not be distributed to:
 - (i) the owners of commercial and industrial properties and other non-residential land types
 - (ii) renting occupants of domestic/residential non-strata properties
 - (iii) ratepayers who do not pay any waste charges via the rates notice.
 - (d) Ratepayers who receive e-rates (BPayView) notices (and not actually have a paper notice sent) will be forwarded their entitlement of waste vouchers in separate correspondence.
 - (e) Ratepayers of non-strata titled, domestic/residential multi-dwelling properties will be invited via a statement on their voucher to claim an entitlement of additional waste vouchers of up to an equivalent of the number of individual living units contained on that property by contacting Council.

- (f) Persons who become ratepayers part-way through a financial year and do not receive the vouchers distributed annually in July are required to visit a Council customer service centre with proof of property ownership to be issued with vouchers. The Customer Service Officer will then mark the property record with a memo noting that vouchers have been issued in order to ensure that only four vouchers are issued per property per year.
- 2. Voucher entitlement**
- (a) Each waste voucher will entitle the bearer to dump one load of mixed general waste at any of Council's waste and recycling facilities up to a maximum of 750kg or 2 cubic metres. It will also be conditional upon the bearer presenting in a vehicle with a registered gross mass of less than 4.5 tonnes (ie. an average car, station wagon, utility or 4WD with or without a trailer). Vouchers do not entitle the bearer to dispose of asbestos or any other hazardous material.
- (b) All four of the vouchers will be distributed each year with the July rates notice, all of which will have an expiry date of 31 July the following year.
- (c) Vouchers presented after the expiry date will not be accepted.
- (d) Vouchers are not transferable. Commercial operators cannot use a voucher on behalf of a resident.
- (e) Each voucher can only be used for a single waste disposal transaction. Vouchers cannot be redeemed for cash or used for payment of other Council accounts.
- (f) If a voucher cannot be presented, the applicable waste disposal fee approved by Council will be applied.
- 3. Voucher replacement**
- (a) In the event that a ratepayer contacts Council claiming that they did not receive their vouchers, they (or their representative duly authorised in writing) will be advised to verify proof of property ownership in order to be issued with replacement vouchers either in person or by mail. The Customer Service Officer will then mark the property record with a memo noting that a replacement voucher has been issued in order to ensure that only four replacement vouchers are issued per property per year.
- (b) Waste vouchers will not be replaced if lost or destroyed.
- 4. General**
- (a) Vouchers will include a 'watermark' feature to minimise counterfeiting through scanning or photocopying.
- (b) No vouchers will be issued to community organisations or charities. These organisations, if eligible, may continue to access free waste disposal via the Community Services branch policy titled "Remissions to Community Organisations and Community Service Obligations".

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME
-	Legislation	<i>Local Government Act 2009</i>