

# POLICY



**Date adopted:** 26/06/2019  
**File no:** 1136461-1  
**Minute number:** 133/2019

**Policy title:** REFUND OF, OR EXEMPTION FROM WASTE SERVICE FEES & CHARGES

**Directorate:** STRATEGY & SUSTAINABILITY

**Branch:** HEALTH, ENVIRONMENT & WASTE

**Policy objective:** To detail the basis for refund (in part or full) of, or exemption from waste service fees and charges.

**Policy scope:**

This policy applies to requests to refund or exempt (in part or full) waste service fees and charges for waste disposal, public weighbridge service, dead animal collection and special event (casual) waste services.

**Definitions:**

Not applicable.

**Policy statement:**

1. The Director of Strategy & Sustainability, Health, Environment & Waste Manager and the Waste & Recycling Program Leader are authorised to approve a refund of, or exemption from the requirement for payment of the prescribed fee or charge in part or full.
2. Applications for refunds of, or exemptions from waste service fees and charges must be made in writing and must be accompanied by as much documentary evidence as possible to support the application.
3. When considering whether to grant a refund or exemption, regard shall be given for:
  - (a) whether the fee or charge was correctly applied; and/or
  - (b) whether the service was fully and correctly provided; and/or
  - (c) any other factors relevant to the transaction.
4. The following limits apply to granting refunds or exemptions:
  - (a) Director Strategy & Sustainability - over \$5,000
  - (b) Manager Health Environment & Waste - up to \$5,000
  - (c) Waste & Recycling Program Leader - up to \$500
5. In accordance with the *Limitation of Actions Act 1974*, waste service refunds will only be provided in relation to fees or charges paid during the six (6) years prior to the application being made.

**Related policies/legislation/other documents:**

DOC ID	DOCUMENT TYPE	DOCUMENT NAME