

## Entitlements overview

### GENERAL ENTITLEMENTS

Residential households that pay a Domestic Waste Management Charge through their property rates are entitled to two bulky waste services in a rolling 12-month period. This can be either two kerbside collections, two drop-off vouchers, or one of each option. The drop-off voucher includes standard and asbestos service options.

These service entitlements reset annually on the anniversary of the first booking request for the property address. Entitlements will not roll over into the following 12-month period. Any entitlements not used in the property's 12-month period will be forfeited.

If both entitlements are used in the 12-month period, residents can book and pay for additional kerbside collections, subject to availability. Fees apply for additional kerbside collections and must be paid by credit card at the time of booking.

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### MULTIPLE OCCUPANCY ENTITLEMENTS

The owner of the multiple occupancy pays one Domestic Waste Management Charge for the whole complex. The owner is therefore entitled to book two bulky waste services or drop-off vouchers per rolling 12-month period. They can also opt to use those entitlements to book a service for any of the dwellings in the complex.

The owner of the multiple occupancy pays one Domestic Waste Management Charge for the whole complex and is entitled to book two bulky waste services or drop-off vouchers per rolling 12-month period or can opt to use those entitlements to book a service for any of the dwellings in the complex.

Residents of the dwellings in multiple occupancy complexes wanting to book a bulky waste collection can book and pay the additional service fee by credit card. Fees apply.

### KERBSIDE COLLECTIONS

A kerbside collection booking entitles the resident to present up to 2m<sup>3</sup> of household bulky waste and is subject to the following conditions:

- Only the person(s) residing at the property, either tenant or owner-occupier, can book a kerbside bulky waste collection.
- Each kerbside collection must be no more than 2m<sup>3</sup> in size (2m x 1m x 1m, like a small box trailer load).
- Two bookings can be combined to allow for larger kerbside collections. Two booked collections allow for a total of 4m<sup>3</sup> (4m x 1m x 1m) of material to be presented for collection.
- Items must not obstruct footpaths, walkways or disrupt pedestrian traffic, and must be clear from essential services and parked vehicles.
- Items are to be secured to prevent trip hazards, breakage, and spillage and mustn't have nails protruding from any item.
- Items for collection must be placed at the kerbside or in an agreed location the day before the booked collection day and no sooner. This helps to avoid others illegally placing materials on the pile and keeps our streets both safe and tidy.
- Presenting bulky waste items at the kerbside without booking a bulky waste collection is not permitted. Individuals can face up to \$4,000 in illegal dumping fines.
- Bulky waste collections will occur from 5.30am on the date of the booking unless otherwise advised by Council.
- All changes to the collection date or booked waste types must be made no later than 48 hours prior to the booking date. Changes to the booking date or waste types can be managed through the online portal or by calling Council on 02 4921 0333.

- Cancellations must be made at least 48 hours before the booked collection day. Any cancellations made within 48 hours will result in the service entitlement being forfeited from the household's annual entitlements. Cancellations made 48 hours prior to the booking date will have their service reinstated and available to use within the 12-month rolling period.
- When booking a kerbside collection, you must select the type(s) of waste you will place out for collection.
- Different trucks are sent to collect each waste type (e.g. mattresses, e-waste, green waste and other bulky waste). If you do not tick the box for the correct waste type, the required truck will not be sent, and those item(s) will not be collected. You will be required to remove the remaining items from the kerb within seven days and make alternative arrangements for disposal.
- Mattresses, bulky waste items, green waste and e-waste must be placed in four separate piles at the kerbside.

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### ACCEPTABLE ITEMS

- Furniture e.g. Lounges, chairs, tables.
  - Dryers, washing machines and dishwashers. Doors from stoves, washing machines and fridges are to be removed before placing at the kerbside to ensure children and animals do not trap themselves inside.
  - Appliances and electronics e.g. toaster, blender, heater and batteries, light bulbs, power cords.
  - Toys and sporting goods.
  - Scrap metal including barbecues.
  - Mattresses (included in the 2m x 1m x 1m total volume limit).
  - Flooring such as carpet and rugs.
  - Green waste (must be bundled and tied with natural string (not plastic). Maximum size for branches accepted as green waste is 1.5m in length and 15cm in diameter.
  - Items smaller than a standard toaster should be placed out in unwanted bins/crates/boxes or neatly stacked for collection. Crates and tubs placed out cannot be returned.
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### UNACCEPTABLE ITEMS

- Heavy items over 80kg.
- Items longer than 1.5m including carpet, metal sheets and bars.
- Liquid or commercial waste.
- Tyres and motor oils, car batteries, car bodies, large engine blocks.
- Sheet glass, mirrors, windows, glass tables.
- Vinyl and linoleum.
- Fibreglass items including fibreglass sheets, batts and surfboards.
- Building materials, including asbestos, fibro sheeting, insulation, bricks, rubble, concrete, kitchen cabinets, bathroom vanities.
- Hazardous waste pesticides, smoke detectors, fire extinguishers, gas bottles, chemicals, paints, batteries of any type. Visit [Council's A-Z waste and recycling guide](#) to find out how you can recycle or dispose of these items.
- E-waste items still containing lithium-ion batteries. All lithium-ion batteries from devices like vacuums and handheld power tools, laptops and tablets must be removed from these devices before they are placed out for collection. These batteries are volatile and must be disposed of separately. Visit [Council's A-Z waste and recycling guide](#) to find out how you can recycle or dispose of these items.
- Domestic recycling items (aluminium cans, glass bottles etc), domestic or perishable garbage.
- Bean bags or other items containing polystyrene beads. Put these in a strong plastic bag, expel the air and seal. Place the bag in your general waste garbage bin.

Any unacceptable items presented may result in individual penalties or fines.

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## SERVICE EXCEPTIONS

If your property receives a service exception notice, it is your responsibility to remove the waste **legally** from the kerb. The property occupier is to remove the items from the kerb within seven days and make alternative arrangements for the disposal of these goods.

Types of service exceptions include, but are not limited to:

- your collection contained unacceptable items.
- your green waste did not meet collection conditions.
- your waste exceeded the size limit.
- the type of waste put out for collection was not selected as a waste type in your booking, so the required truck was not sent to collect it.

Failure to comply with these terms and conditions may result in fines of up to \$4000 for individuals or up to \$8000 for corporations.

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## DROP-OFF VOUCHERS

A drop-off voucher entitles the user to drop off up to 250kg of household bulky waste at the Awaba Waste Management Facility.

Drop-off vouchers are subject to the following conditions:

- A drop-off voucher can only be used by, or on behalf of, a resident who lives at the address to which the voucher is issued. Proof of occupancy, such as a current driver's licence, must be presented when redeeming the voucher. A **recent** utility bill, rates notice, pensioner concession card (Australian), current rental agreement, health care card or vehicle registration may be used as proof of occupancy providing the **mailing address** on the document matches the property address showing on the voucher.
- The drop-off voucher and proof of occupancy must be presented upon entry to the Awaba Waste Management Facility.
- A drop-off voucher may be used in conjunction with up to one additional drop-off voucher issued to the same property address. Both vouchers will need to be booked and either downloaded or printed ready to present at the Awaba Waste Management Facility weighbridge at the time of disposal.
- Drop-off vouchers are unique and can only be used once.

- Drop-off vouchers are valid for 12 months from the date of booking. In the event of a cancellation, the reinstatement of entitlements only extends back to the original commencement of services within that 12-month rolling period.
  - Drop-off vouchers are not transferable from one property address to another or redeemable for cash.
  - Drop-off vouchers are valid for waste generated from residential properties only. [See what items are accepted.](#)
  - Drop-off vouchers will be emailed to you upon booking. If you do not have an email address, and have booked through Council's Customer Service Centre, it will be posted to the property address for which it is booked.
  - The load size limit per voucher is 250kg or the equivalent of a box trailer 1.8m x 1.2m (6x4) loaded up to 1m high. For residents using two drop-off vouchers in one visit the load size limit is 500kg. [View examples](#) of how to estimate the volume of your waste.
  - Loads above the 250kg weight limit will be charged at the applicable rate and can be paid with cash or card at the Awaba Waste Management Facility weighbridge at the time of disposal.
  - Drop-off voucher holders must obey the terms and conditions of site entry, including always wearing fully enclosed footwear.
  - Drop-off voucher holders will be expected to sort their waste into the appropriate containers on site, as instructed by staff.
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## ASBESTOS ONLY VOUCHERS

An asbestos only voucher entitles the user to drop off up to 100kg of asbestos waste at the Awaba Waste Management Facility. No other types of bulk waste may be brought in with an asbestos load.

Asbestos only vouchers are subject to the following conditions:

- Asbestos only voucher holders must pre-book asbestos waste to be dropped off as per the instructions stipulated on the voucher and must abide by the disposal guidelines outlined when making a booking.
- Prior to the disposal of asbestos, a minimum of 24 hours' notice must be given to the supervisor of the Awaba Waste Management Facility by calling 02 4921 0778. Find out more about the [booking and disposal guidelines for asbestos](#).
- Only one asbestos voucher can be booked and presented at a time. Mixed loads containing asbestos material will not be accepted.
- An asbestos only voucher can only be used by, or on behalf of, a resident that lives at the address to which the voucher is issued. Proof of occupancy, such as a current driver's licence, must be presented when redeeming the voucher. A recent utility bill, rates notice, pensioner concession card (Australian), current rental agreement, health care card or vehicle registration may be used as proof of occupancy providing the mailing address on the document matches the property address showing on the voucher.
- The voucher and proof of occupancy must be presented upon entry to the Awaba Waste Management Facility.
- Asbestos vouchers are unique and can only be used once.
- Loads above the weight or size limit of the asbestos voucher can be paid for using cash or card at the Awaba Waste Management Facility weighbridge at the time of disposal.
- Asbestos vouchers are not transferable from one property address to another or redeemable for cash. Drop-off vouchers are valid for 12 months from the date of ordering. If the service is cancelled, the voucher will be reinstated and valid until the next 12 month rolling period.
- Asbestos only vouchers will be emailed to you upon booking. If you do not have an email address, and have booked through Council's Customer Service Centre, it will be posted directly to the property for which it is booked.
- Asbestos vouchers are valid for waste generated from residential properties only - not commercial waste.
- Asbestos voucher holders must obey the [conditions of site entry](#), including always wearing fully enclosed footwear.