

Waste disposal vouchers

Frequently asked questions (FAQ)

How to use

How does it work?	<p>The voucher system entitles the owner of a residential property within the Bundaberg Regional Council area to two Waste Disposal Vouchers which are issued annually in July. Waste vouchers are barcoded against the residential property address.</p> <p>Landlords and property managers are encouraged to pass vouchers on to their tenants.</p>
How to use the vouchers	<p>Present your single use voucher (print or electronic copy) at the waste facility gatehouse where a staff member will assess your load and scan the voucher.</p> <p>Vouchers are for domestic residential use only and not to be used as tender/ payment for commercial businesses.</p>
Where can I use the vouchers?	<p>The vouchers can be presented at any of the region's waste disposal facilities during opening hours. Visit Council's website for operating times.</p>
How long are the vouchers valid for?	<p>Waste Vouchers are issued annually with the rates notice in July. They expire 31 August the following year.</p>
Unused vouchers	<p>Expired vouchers cannot be redeemed or used as any another form of payment for Council services.</p>
Lost vouchers or not received	<p>Misplaced or lost vouchers - please contact Council.</p> <p>Not received - please make sure to check all flyers, inserts, attachments included with your rates notice. If not found, please contact Council.</p>

Disposal

What can be disposed of?	<p>The vouchers are valid for the disposal of self-hauled domestic mixed waste or domestic green waste (maximum 500kg per visit) at any of Bundaberg Regional Council's waste facilities.</p> <p>Charges will apply for commercial waste disposal.</p>
Standard domestic load	<p>One voucher per sedan, station wagon, van, utility or trailer.</p>
Waste types not included	<p>Vouchers cannot be used for the disposal of tyres, mattresses, asbestos, regulated waste, or commercial waste. These items will continue to incur a cost for disposal as per the Waste Disposal Fees.</p>
Recyclable items in loads	<p>Recyclable items will be requested to be separated from the waste as this minimises what is sent to landfill and maximises recycling.</p>



Remember:
It's rubbish if you don't recycle

FAQ cont.

Vouchers	
Owners	Residents who have a lawful liveable approved residential dwelling on their property are issued waste disposal vouchers.
Tenant	Landlords and property managers are encouraged to pass vouchers on to their tenants. Providing vouchers to tenants is at the discretion of the property owner/ agent. Bundaberg Regional Council will not be involved in voucher distribution to the tenant. This needs to be discussed with the property owner/landlord.
Commercial	Commercial operators are excluded and will not be permitted to use the vouchers. All relevant commercial charges will apply.

Properties	
Multiple properties Multiple Lots one assessment	One rate assessment can contain multiple properties (lot/plan). The domestic residential dwelling/s on these properties will receive waste vouchers.
Vacant land/outbuildings	There will be no vouchers for vacant blocks/farming land that does not have a lawful domestic structure (approved liveable dwelling) or a property that has an outbuilding/s (eg shed).
Multiple dwellings Flats/Units/Granny Flats/ Secondary Dwellings	The voucher system entitles multiple dwelling properties (flats, units etc) within the Bundaberg Regional Council area to two Waste Disposal Vouchers for each structure capable of separate occupation (each flat/unit etc).
Housing Government, Retirement & Council Housing	Government, Retirement & Council housing residents are all entitled to waste vouchers. If you are certain you did not receive the vouchers, the resident will need to contact Council.
New property New built houses	Residential properties recently built and have a completed final stage inspection will have waste vouchers allocated for the next annual release. Vouchers are only issued annually in July – if completion is outside of the waste vouchers release date they are not issued till the following year.
Change of ownership When a property is sold	If a property is sold, it is up to the previous owners to pass on the allocated waste vouchers. Vouchers are only issued annually in July.