Cassowary Coast Regional Council

Residential Waste Disposal Voucher Program
Terms and Conditions

1. ELIGIBILITY

1.1 Residential Waste Disposal Vouchers are issued to eligible residentially rated properties within the Cassowary Coast Regional Council area.
1.2 One voucher is issued with each rates notice, providing a maximum of two vouchers per property per year.
1.3 Vouchers are linked to the property for which they are issued and are not automatically reissued if lost, stolen, damaged or destroyed.
1.4 Property owners may choose to pass vouchers on to tenants or occupants of the property; however, this is entirely at the property owner's discretion. As the vouchers are issued in conjunction with rates notices, the property owner may elect to retain and use the vouchers themselves. Council is not responsible for the distribution of vouchers between property owners, tenants or occupants.

2. VOUCHER USE

2.1 Each voucher is valid for a single use only.
2.2 Voucher must be presented at the time of disposal.
2.3 Vouchers are valid until the expiration date listed on the individual voucher or until used.
2.4 Vouchers are accepted at Council Waste Transfer Stations within the Cassowary Coast region.
2.5 Vouchers may be used for the disposal of:

- Small residential loads of dry household waste. Up to 0.5m3. Example: Car boot, 1/2 6x4 trailer, 2 wheelie bins;
- Medium residential loads of dry household waste. > 0.5m3 to 2.0m3. Example: Van, Ute, 6x4 trailer; or
- Large residential loads of dry household waste. > 2.0m3 to 4.0m3. Example: Ute and trailer, tandem or large trailer, ute or trailer with side extensions.
- Domestic quantities greater than 4.0m3 will be charged at the Commercial Fee and are not covered by Waste Disposal Vouchers.

2.6 Voucher size classifications are determined by Council staff at the point of disposal.
2.7 Vouchers cannot be redeemed for cash, credit or refunds.
2.8 Unused portions of a voucher cannot be carried forward or credited toward future visits.
2.9 Vouchers cannot be combined unless otherwise approved by Council.

3. EXCLUSIONS

3.1 Vouchers cannot be used for the disposal of materials that attract separate disposal charges, including but not limited to:

- Tyres;
- Fridges, freezers and air conditioners;
- Solar panels;
- Asbestos; and
- Any other materials subject to additional disposal fees.

3.2 Vouchers cannot be used to dispose of commercial, industrial, construction, demolition or hazardous waste.

3.3 Additional exclusions may apply. Residents should contact their local Waste Transfer Station or visit Council's website for current acceptance criteria and fees. Website link - Transfer Stations | Cassowary Coast Regional Council

4. CONDITIONS OF ACCEPTANCE

4.1 All loads must comply with Council's Waste Transfer Station requirements and directions provided by site staff.

4.2 Council staff may inspect loads before acceptance.

4.3 Council reserves the right to refuse any load that does not meet voucher eligibility requirements including but not limited to;

- Contains prohibited or hazardous materials;
- Exceeds the voucher entitlement; or
- Presents a risk to staff, contractors, the public or the environment.

4.4 Additional charges may apply where part or all of a load is not covered by the voucher.

4.5 The voucher holder is responsible for paying any applicable fees not covered by the voucher.

5. GENERAL CONDITIONS

5.1 Council reserves the right to amend, suspend or discontinue the voucher program at any time.

5.2 Misuse, alteration, duplication or fraudulent use of vouchers may result in the voucher being cancelled and refused.

5.3 Council's decision regarding voucher eligibility, load classification and acceptance is final.

For further information, please contact Cassowary Coast Regional Council on 1300 763 903 or visit Council's website www.cassowarycoast.qld.gov.au.