3.10.8 Waste disposal Vouchers

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<thead>
<tr>
<th>Directorate</th>
<th>Assets and Operations</th>
</tr>
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<tbody>
<tr>
<td>Responsible Officer</td>
<td>Manager</td>
</tr>
</tbody>
</table>

Table of Contents

- Waste disposal Vouchers
- Introduction 2
- Objectives 2
- Issuing of vouchers 2
  - What does a Voucher Allow? 2
  - Use of Vouchers for Part Loads 3
  - Use of Multiple Vouchers 3
  - Multiple Loads 3
- Credit and Financial Matters 3
- Record Keeping 3
- Missing Vouchers 3
**Introduction**

Council at its meeting of 21 November 2012 and again in September 2015 resolved to provide waste disposal vouchers for use at Council’s waste and recycling facilities.

While the total value of the voucher program has not changed, in October 2016 the decision was made to split each voucher into two smaller volume vouchers. This enables residents to present their vouchers for smaller loads.

Each voucher entitles the property owner to dispose of half (0.5) cubic metre of general waste, subject to restrictions on particular wastes, at no charge. Vouchers are not transferrable and are not redeemable for cash. Vouchers expire on July 31 following the date of issue.

**Objectives**

Waste disposal vouchers are provided to all rateable properties to assist with the cost of disposing of larger bulky household items for which kerbside collection services are not available.

It is anticipated that provision of waste disposal vouchers will assist in reducing numbers of illegal dumping incidents, by providing an incentive for people to take their excess household waste to a Council waste and recycling facility.

A further benefit of the vouchers is that it reduces the amount of cash handling required at the sites.

**Issuing of vouchers**

1. Vouchers are printed and issued together to each rateable assessment with the first quarter rates notices and again in December as a standalone mail out on an annual basis.
2. Vouchers are unique and identifiable by assessment number and/or imprinted with property information via a bar code or similar.
3. Vouchers are imprinted with a watermark or similar to prevent copying/fraud.

**What does a Voucher Allow?**

Each voucher allows free tipping of either:

1. Up to half (0.5) cubic metre of general waste (to landfill), and does not include asbestos or other wastes not permitted to be disposed of in the landfill (e.g. liquids, chemicals, tyres etc.).
   OR
2. Up to one (1) cubic metre of garden waste (for recycling only and not available at Bemboka, Candelo or Cobargo)
   OR
3. Up to one (1) innerspring mattress (for recycling)
   OR
4. Redeemable for 1 (1) cubic metre of compost or mulch from Merimbula Waste & Recycling Depot (Subject to availability)
   OR
5. A combination of the above provided the waste is source separated and the dollar value of the load does not exceed the equivalent of a half (0.5) cubic metre of general (mixed) waste as per Council’s adopted fees and charges subject to the following clause Use of Vouchers for Part Loads.
Use of Vouchers for Part Loads

1. Vouchers may be used for partial payment for loads of a dollar value greater than the equivalent of half (0.5) cubic metre of general (mixed) waste as per Council’s adopted fees and charges provided:
   2. The other part of the payment must be met, at the time of disposal, by cash, cheque or EFT (where available); and,
   3. The waste is household waste and is not delivered in a load exceeding two (2) cubic metres.

Use of Multiple Vouchers

*You may present either a single or multiple vouchers for any single load.*

Multiple Loads

1. Multiple loads will not be accepted with a single voucher.

Credit and Financial Matters

1. No credit is provided for loads presented which do not take full advantage of the dollar value of the voucher.
2. Vouchers are not transferrable and are not redeemable for cash.
3. Vouchers expire On July 31st following the date of issue.

Record Keeping

1. Vouchers are retained by the attendant at the waste facility at the time of use.
2. Use of Vouchers is recorded in Council’s records management system.

Missing Vouchers

1. Missing vouchers (lost, discarded etc.) will not be replaced
2. Vouchers which are returned in mail to Council due to non-delivery of rates notices may be replaced at the request of the ratepayer, subject to Council confirming non delivery.
3. Replacement of a voucher due to non-delivery of rates notice is contingent on Council receiving updated address details on the applicable form.