

Household Waste Payment Scheme Guidelines



Queensland
Government

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1 Introduction

Queensland's [Waste Management and Resource Recovery Strategy](#) (Strategy) provides a strategic framework for Queensland to become a zero-waste society, where waste is avoided, reused and recycled to the greatest possible extent.

Implementation of the Strategy is underpinned by Queensland's [waste disposal levy](#), which commenced on 1 July 2019. The levy is payable on all waste (including waste generated in another state or territory) disposed of in a levyable waste disposal site within the levy zone or, if it has been generated within the levy zone and disposed of to a landfill outside the levy zone in Queensland. On introduction of the waste levy, the Queensland Government committed that the waste levy will have no direct impact on Queensland households.

To deliver on this commitment, councils receive annual payments to offset the direct costs of the waste disposal levy liability incurred as a result of disposal of household and some other municipal solid wastes. These payments are provided for under the [Waste Reduction and Recycling Regulation 2023](#).

In addition, councils are provided with supplementary payments to offset the direct cost of the levy for waste generated by households with a council commercial waste collection service not covered by annual payments.

The small proportion of Queensland households not covered by either annual or supplementary payments to councils are eligible for assistance under the Household Waste Payment Scheme (Scheme).

The Scheme is open for applications for each financial year commencing up until 30 June 2026.

The Scheme has been administered by the Queensland Rural and Industry Development Authority (QRIDA) on behalf of the Department of Environment, Science and Innovation (department) for the period 1 July 2019 to 30 June 2024.

From 1 July 2024 the department will administer the Scheme directly. The Scheme Guidelines have been updated to reflect the change to administrative arrangements, however the funding arrangements have not changed.

2 The Scheme

2.1 Scheme summary

Scheme type	The Scheme is non-competitive, supporting all eligible household proprietors and individuals.
Eligible applicants	<p>There are two types of applicants that can apply, a proprietor or an individual:</p> <ul style="list-style-type: none"> A proprietor is an entity that owns or manages a household that is affected by the waste disposal levy for the domestic waste service. Examples include a strata manager managing a block of units or a landlord owning and managing a property. An individual applicant is part of a household. If a separate entity owns or operates a premises where a household is located, the proprietor of that premises must lodge the application. There are few circumstances under which an individual can make an application, such as a household with a private commercial waste collection service (Class 3). <p>Please note: proprietors are to apply on behalf of the eligible households under their proprietorship. If the proprietor refuses to apply on the household's behalf, an individual may apply under Class 5 of the Scheme. Evidence will be required to demonstrate that the proprietor refuses to apply.</p> <p>See Attachment 1 to assist in determining eligibility.</p>
Eligible households	<p>A household is one or more individuals who occupy residential premises as a usual place of residence for a period of six months or more. Examples of residential premises include:</p> <ul style="list-style-type: none"> a house or townhouse, a flat, apartment or unit, a caravan site,

	<ul style="list-style-type: none"> • a room in nursing home or boarding house. <p>A household must meet the following criteria under the Scheme:</p> <ul style="list-style-type: none"> • the household must be located in a levy affected area* • the household must not already have been compensated for the waste levy by means of annual payment or supplementary payment to the local council, and • individuals at the household must have lived at that address as their usual place of residence for at least 6 months. <p>*Households within one of the 39 council areas within the levy zone, or within the Cook, Wujul Wujul, Yarrabah or Palm Island council areas, may be eligible for payment through the Household Waste Payment Scheme.</p>
Application window	<p>Applications close 30-06-2026</p> <p>Apply Here: Household Waste Payment Scheme (SmartyGrants)</p>

2.2 Application classes

Applications will be assessed under five classes. Documentation requirements and payment calculations are based on the class type.

Class 1: Proprietors of premises that are 100 percent residential and receive a private commercial waste collection service (i.e. the collection service is provided by a private company and not a council). These include:

- a) Nursing homes
- b) Retirement villages and aged care facilities
- c) Boarding houses
- d) Purpose-built student accommodation
- e) Manufactured home estates
- f) Other multi-unit dwellings not listed above e.g. apartment buildings, townhouse complexes or gated communities.

Class 2: Proprietors of mixed-use premises (i.e. a premise has both residential and commercial uses) that receive a commercial waste collection service either from council or a private company. These include:

- a) A premises with a combination of holiday units and long-term residential units (e.g. caravan parks)
- b) Other types of mixed-use premises including residential units combined with business offices or restaurants.

Class 3: A household with a private commercial waste collection service (i.e. the collection service is provided by a private company and not a council).

Class 4: A household amongst tourist accommodation, for example a resident living long-term in a serviced apartment, that receives a commercial waste collection service either from council or a private company.

Class 5: Individual households of class 1 or 2 where the proprietor refuses to apply for a payment under the scheme.

2.3 Payment calculations

Across all application classes, only the domestic general waste (red lid bin) generated by the premise or household is included in payment calculation, as items in the recycling or organics bins are not subject to the waste levy.

The waste disposal levy rate is prescribed by legislation and available [here](#).

Scheme payments are not considered a taxable supply, Goods and Services Tax (GST) is not applicable. All GST

expenses must be covered by the successful applicant.

Class 1 and 2 applications

Calculation of payments for class 1 and 2 applications are based on the capacity of bins used for general waste disposal at the premises, the deemed weight to volume ratio and the levy cost associated with disposal of general waste.

See [Attachment 2](#) for the calculation method.

Class 3, 4 and 5 applications

Calculation of payments for class 3, 4 and 5 applications are based on the average amount of general waste generated by a household (14.2 kg per week) and the levy cost associated with disposal of general waste.

See [Attachment 2](#) for the calculation method.

2.4 Required documentation

The documentation required to support applications varies according to the applicant class. Please refer to [Attachment 3](#) for detailed information on the requirements.

The department will make approved payments to the bank account nominated in your application.

2.5 Assessment

Assessment of applications under the Scheme is undertaken based solely on the eligibility of the applicant, the household and the information and evidence provided.

The department will assess complete applications in order of receipt. You may be asked to provide additional information to assess your application. Incomplete applications will not be assessed until all required information is received.

2.6 How to apply

Applications for the Scheme must be made via the department's online portal available at <https://des.smartygrants.com.au/HWPS>

Submission of an application does not guarantee that funding will be provided.

Late submissions are the responsibility of the applicant, and the department is under no obligation to consider applications submitted or received after the round or the Scheme has closed. All decisions made are at the discretion of the department and are considered final.

Setting up a SmartyGrants account is free and previous SmartyGrants users can use the same SmartyGrants account. A help guide for applicants is available at: <https://applicanthelp.smartygrants.com.au/help-guide-forapplicants/>

If you experience technical difficulty creating a SmartyGrants account or completing an online form, please contact SmartyGrants on (03) 9320 6888.

3 Privacy statement

The Department of Environment, Science and Innovation (department) is collecting information via the application form for the scheme, for the purposes of assessing an applicant's application for funding, notifying applicants if their application was successful or unsuccessful, making payments to successful applicants and to assist with scheme management.

The information collected and stored by the department via the scheme application form includes, but is not limited to:

- Personal information of the applicant
- Other information relevant to assess eligibility under the scheme (e.g. household address, evidence of household being occupied, and evidence of expense(s) incurred for waste disposal)

The State may disclose information, including confidential information, of or provided by an applicant:

- (a) to any government agency or authority and its representatives and advisors, for the purpose of assessing and verifying such information.
- (b) to the Queensland Minister for Environment, Science and Innovation, for reporting purposes.
- (c) to comply with or meet applicable standards of accountability of public money or established government policies, procedures or protocol.
- (d) if required to be disclosed by law.

The personal information will otherwise not be used or disclosed unless authorised or required by law or with consent. Personal information will be handled in accordance with the *Information Privacy Act 2009*. If you have any privacy questions or concerns, please email: privacy@des.qld.gov.au.

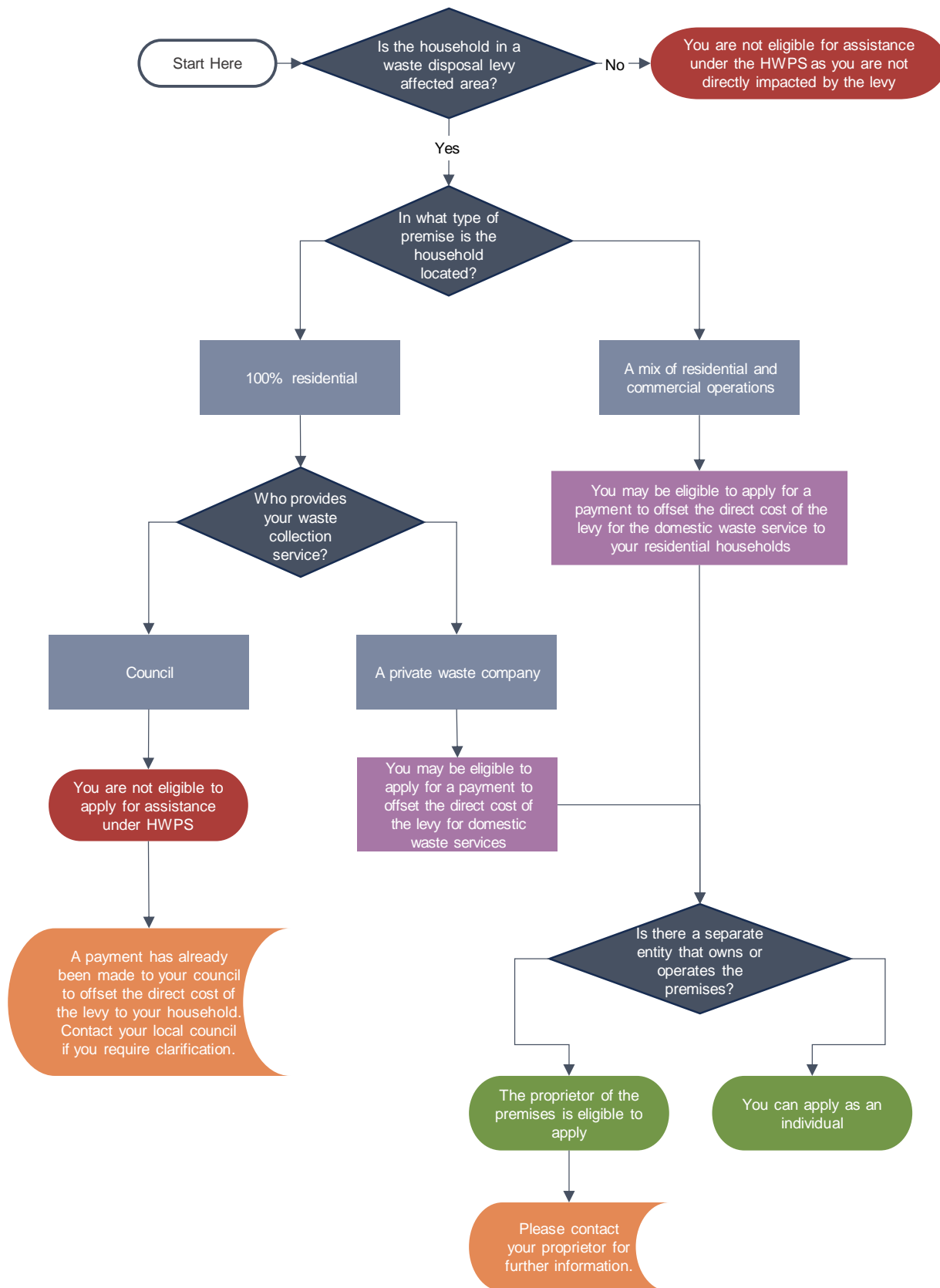
The scheme application and associated documentation is subject to the *Right to Information Act 2009*. If you wish to access your personal information that is under the control of the department, you may email rtiservices@des.qld.gov.

4 Contact details

For enquiries about the Household Waste Payment Scheme contact the Grants Administration Team via phone (07) 3330 6360 or email at: grantsadministration@des.qld.gov.au.

Please note, the department is not able to assist in the preparation of applications.

Attachment 1 – Scheme eligibility flowchart



Attachment 2 – Scheme payment formulas

The amount of the payment for a financial year is worked out based on the following formulas:

Class 1 and 2 applications

$$P = A \times W \times L \times B$$

Where:

P is the amount of the payment.

A is the total capacity of bins used for domestic waste at a multi-dwelling premises or the residential premises occupied by the household, calculated with reference to the frequency of waste collection at the premises during the financial year.

W is 0.0592 (the average deemed weight to volume ratio).

L is the waste levy rate for other levyable waste for the financial year under the *Waste Reduction and Recycling Act 2011*, Schedule 1.

B is the proportion of the number of residential premises occupied by households located within the multi-dwelling premises to the total number of premises located within the multi-dwelling premises.

Class 3, 4 and 5 applications

$$P = A \times L \times 52$$

Where:

P is the amount of the payment.

A is 14.2kg (the weekly average waste amount).

L is the waste levy rate for other levyable waste for the financial year under the *Waste Reduction and Recycling Regulation 2011*, Schedule 1.

Attachment 3 – Supporting documentation

Application requirement	Documentation required	Proprietors		Individuals		
		Class 1- 100% residential	Class 2- Mix of residential & commercial	Class 3- Household with private collection	Class 4 - Household amongst tourist accommodation	Class 5 - Proprietor refusing to apply
Personal identification	Driver's licence or similar e.g. proof of age card	x	x	✓	✓	✓
Address	Rates notice If not available – other proof of address such as community title scheme for multi-dwelling premises, rental agreement or statement of fees	✓	✓	✓	✓	✓
Evidence of waste collection	Private commercial waste collection service invoice, contract or agreement If not available – Council invoice or rates notice (with commercial collection details)	✓	✓	✓	x	x
Residing at address for at least 6 months	If renting – a rental agreement Otherwise, a contract	x	x	✓	✓	✓
Evidence that proprietor is refusing to apply	Statement from proprietor* confirming they will not apply to the Household Waste Payment Scheme this financial year. * the statement can either be in traditional letter format with business letterhead, or via email from the proprietor's email account and containing the proprietor's signature block.	x	x	x	x	✓