

Household Waste Payment Scheme - application form

Form Preview

General information

* indicates a required field

PAYMENT APPLICATION

Welcome to the Department of Environment, Science and Innovations' (the department) online grant application service for the **Household Waste Payment Scheme**.

In 2019 the Queensland Government released the [Waste Management and Resource Recovery Strategy](#) which is underpinned by the waste levy.

The waste disposal levy was introduced on 1 July 2019, along with a commitment that the levy will have no direct impact on Queensland households.

To ensure this, payments have been made to councils to offset the cost of household waste going to landfill.

The small proportion of Queensland households not covered by council payments can apply for assistance under the Household Waste Payment Scheme (Scheme) if they are:

1. Households with a commercial private waste collection
2. Households with a commercial council waste collection, located at a premises that has a mix of residential and commercial uses (e.g. block of flats with shops at the bottom).

Proprietors are required to apply on behalf of eligible households under their proprietorship.

As the levy only applies to waste sent to landfill, **applications can only be made for domestic waste collections, not recycling collections.**

Please read through the [Scheme Guidelines](#) to confirm your eligibility and collect the necessary documentation before proceeding with your application.

For the purpose of this scheme, a household is defined as one or more individuals who occupy residential premises as a usual place of residence for a period of six months or more.

An eligible household is only able to receive one payment per financial year under the scheme.

More information on the [payments made to councils](#).

If you have a concern about waste changes reflected on your rates notice, please contact your local council.

BEFORE YOU BEGIN

PROGRAM QUESTIONS

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.

You are strongly encouraged to save your application form every five to 10 minutes to reduce the risk of loss of information.

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SMARTYGRANTS QUESTIONS

If a technical error occurs, staff at SmartyGrants are available to help you. Contact them on (03) 9320 6888 during business hours or email service@smartygrants.com.au and quote your application number.

Help is available to guide you through using this form - please download the [Help Guide for Applicants](#).

FILLING OUT THE APPLICATION FORM

On the left hand side of every screen, there is a box which links directly to every page of the application form. Click the link to move directly to the page you want. You can also click 'next page' or 'previous page' on the top or bottom of each page to move forward or backward through the application form.

SAVING YOUR DRAFT APPLICATION FORM

If you want to leave a partially completed application, press 'save' and log out. When you log back in and click the 'My Applications' link at the top of the screen, you will find a list of applications you have started or submitted.

You can re-open your draft application and continue where you left off.

DOWNLOAD DRAFT APPLICATION

You can also download any application, whether in draft form or submitted, as a PDF file. Click on the 'Download' button at the bottom of the application navigation panel.

SUBMITTING YOUR APPLICATION

You will find a 'Review' button at the bottom of the navigation panel. You need to review your application before you submit it. Ensure that all fields and mandatory questions marked with an asterisk '*' are completed.

Once you have reviewed your application, you can submit it by clicking on 'Submit' at the top of the screen or on the navigation panel.

IMPORTANT: Any question marked with an asterisk (*) is mandatory. Failure to answer any of these questions will stop you from being able to complete and submit your application form.

Once you have submitted your application, no further editing or uploading of supporting documents is possible.

When you submit your application form, you will receive an automated confirmation email with a copy of your submitted application attached. This will be sent to the email address that you used to register with SmartyGrants.

If you do not receive a 'confirmation of submission' email, then your application has not been received. Review the error message highlighted in red and ensure that all mandatory fields have been completed. You should then be able to successfully submit your application.

ATTACHMENTS AND SUPPORTING DOCUMENTS

You will need to upload attachments to support your application. This is simple but will require you to have the documents saved on your computer, or on a USB stick, or similar.

You will need to allow enough time for each file to upload before trying to attach another file. Files can be up to 25MB each; however files up to a maximum of 5MB are recommended - the larger the file, the longer it takes to attach.

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Remember - some requested document fields are mandatory. Failure to attach them will stop you from being able to successfully submit your application form.

If you are not able to attach a document, please contact SmartyGrants on (03) 9320 6888 for technical support.

COMPLETING AN APPLICATION IN A GROUP OR TEAM

A number of people can work on an application form using the same login details, as long as only one person is working on the application form at a time. Ensure that you save as you go.

SPELL CHECK

Most internet browsers (including Firefox v2.0 and above, Safari, and Google Chrome) have spell check functions built in. You can switch this function on or off by adjusting your browser settings.

IMPORTANT: Please ensure that you submit your application once completed. Any unsubmitted applications will not be considered for assessment.

Please confirm you have read the above information before proceeding *

Yes

You must answer yes before proceeding to the application.

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:

- to any government agency or authority and its representatives and advisors, for the purpose of assessing and verifying such information.
- to the Queensland Minister for Environment, Science and Innovation, for reporting purposes.
- to comply with or meet applicable standards of accountability of public money or established government policies, procedures or protocol.
- 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.

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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.

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.

I have read and accept the Privacy Statement. *

Yes

ELIGIBILITY DETAILS

Select your Local Government Area *

If you have determined that you may be eligible for a payment under this scheme, you are required to read the scheme guidelines prior to lodging an application

By ticking here, you accept that you have read and understood the guidelines and wish to continue with the application

Am I a Proprietor or Individual?

- 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).

Are you applying as a Proprietor, or an Individual? *

Proprietor

* indicates a required field

Which of the following best describes the premise? *

- 100% residential premises
 Mixed use premise, i.e. the premise has a resident and commercial use

What type of premises do you operate? *

- Nursing home
 Retirement village & Aged care
 Boarding house
 Purpose built student accommodation

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- Manufactured home estate
- Multi-unit dwelling not listed above (e.g. apartment building, townhouse complex or gated community)

What type of premise do you operate? *

- Caravan Park with long-term residential spaces
- A premise with a combination of holiday units and long-term residential units
- Another type of premise - please provide a brief description below

Please provide details:

What type of commercial operation is conducted at your premise? (tick all the apply)

- Holiday accommodation
- Restaurant/Cafe
- Office
- Retail operation
- Agricultural
- Other - please provide details below

Please elaborate on what the commercial element is?

e.g. Caravans for holiday let, office space or a restaurant

What type of waste collection service do you have? *

- A service provided by a private waste collector
- A service provided by a local council

A private waste collection service is an arrangement where your waste collections are undertaken by a private waste service provider or contractor. A council delivered commercial service is not eligible unless you're a mixed-use premises (i.e. a premises where there is a mix of commercial and residential premises such as a caravan park).

What is the name of the company (or companies) that collects your general domestic waste? *

It appears that you may not be eligible to receive this payment. Your Local Council has already received a payment to cover the impact of the levy for households in your area. For further information please refer to the scheme guidelines. Please contact your council to understand how these charges have been managed.

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Note that domestic waste is waste from residential households that goes to landfill only. This excludes any type of recycling that may be collected from your premise, including (but not limited to):

- Co-mingled recycling (mixed recyclable paper, plastic and glass).
- Organic waste (garden waste or kitchen waste that is collected separately for organic recycling)
- Recyclable paper and cardboard

The waste levy is only payable on waste that is sent to landfill. For this reason, assistance under this scheme is only available for the direct costs that households incur for their domestic waste.

You can only claim assistance for the "general domestic waste" component of your waste expenses. The charges associated with the collection of other waste is ineligible.

Which financial year (FY) are you claiming the rebate for this application? *

- 2020/2021
- 2021/2022
- 2022/2023
- 2023/2024
- 2024/2025
- 2025/2026

Note: If claiming a rebate for multiple years, you will need to also submit separate applications for each financial year.

Proprietor Details

Proprietor's entity name *

Organisation Name

e.g. Body Corporate name

ABN *

The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity name	
ABN status	
Entity type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information

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ACNC Registration
Tax Concessions
Main business location

Must be an ABN.

Delivery address of premises *

Address

Primary phone number *

Must be an Australian phone number.

Primary email *

Must be an email address.

It is recommended that the email address provided be accessible by multiple people within the organisation, such as admin@project.com.au.

Organisation accountable officer details

Name *

Title First Name Last Name

Are you authorised to make this application on behalf of the proprietorship entity? *

- Yes
 No

Position *

Primary phone number *

Must be an Australian phone number.

Primary email *

Must be an email address.

Unit Details

A single unit private dwelling is a home that is occupied (or can be occupied) by a separate household. This could be:

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- a house or townhouse,
- a flat, apartment or unit,
- a caravan site,
- a room in a nursing home or boarding house.

How many single unit private dwellings are at the premise address? *

Must be a number.

E.g. Your premise might be a building with 20 apartments. Of those 20 units, 15 are rented out as holiday accommodation and 5 are occupied by long term tenants as their usual place of residence. Therefore, the number of single unit private dwellings: 20, the number of eligible households: 5.

A household is defined as one or more people who live at the same address as their usual place of residence for a period of 6 months or more.

Of the number above, how many of these units are occupied by a household that has resided here for more than 6 months? *

Must be a number.

e.g. Your nursing home has 50 rooms, 42 of those are occupied by long term residents and 8 are used for respite care. Therefore, the number of single unit private dwellings: 50, and the number of eligible households: 42.

Property address *

Address

Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required.

Waste bin capacity and collection frequency

Please provide details of the types of bins that are collected from your premises.

Note: this question only relates to bins or skips for general waste. Do not include recycling bins.

Waste bin capacity

How many?

Collection frequency

Waste bin capacity	How many?	Collection frequency
<input type="text"/>	<input type="text"/>	<input type="text"/>

Required Documents

Your application must contain the documents listed below.

Your application may be deemed ineligible if you fail to provide the appropriate supporting documents as requested.

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Please upload a copy of your rates notice for the Financial Year you are claiming (please upload the full copy of your rates notice) *

Attach a file:

If not available – other proof of address such as community title scheme for multi-dwelling premises, rental agreement or statement of fees

Please upload a copy of your CMS (Community Management Statement)/Multi-Unit Residential Strata Plan (if applicable)

Attach a file:

Ensure that upload the pages that include: identification of the scheme land, body corporate name and entitlements schedule.

Waste collection invoice(s)

Please upload a copy of your most recent waste collection Invoice or Contract *

Attach a file:

This must show the collection frequency, number and size of bins as well as the amounts paid. If not available – Council invoice or rates notice (with commercial collection details)

Please upload copies of your waste collection Invoice or Contract for the period you are claiming. *

Attach a file:

e.g. if you are claiming for 2022FY, please upload an invoice or contract dated from this time.

Financial documentation

Please note: to enable payment for this scheme, financial documentation is required to verify the applicants bank account details. Please upload a copy of your recent bank statement (no older than 6 months).

This can be of the statement header only (transactions and balances can be hidden), please ensure that the **account name, BSB and account number** is visible.

Please upload a copy here: *

Attach a file:

Individual

* indicates a required field

Which financial year (FY) are you claiming the rebate for this application? *

- 2020/2021
- 2021/2022

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- 2022/2023
- 2023/2024
- 2024/2025
- 2025/2026

Note: If claiming a rebate for multiple years, you will need to also submit separate applications for each financial year.

Individual contact details

Name *

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Primary phone number *

Must be an Australian phone number.

Primary email *

Must be an email address.

Other contact phone number

Must be an Australian phone number.

Additional contact person details

Name

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Position (if applicable)

Primary phone number

Must be an Australian phone number.

Primary email

Must be an email address.

Have you lived at this address as your usual place of residence for more than 6 months? *

- Yes
- No

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Note: you will need to provide evidence of this

You are not eligible to apply as you do not meet the definition of "eligible household". You may be eligible to apply once you have lived at the premise for 6 months.

Property address *

Address

Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required.

Which of the following best describes the household(s) in your application? *

- A household with a private commercial waste collection service (i.e. the collection service is provided by a private company and not a council).
- A household in a tourist accommodation facility
- My proprietor is refusing to apply for assistance to offset the direct cost of the levy to my household

A household is defined as one or more people who live at the same address as their usual place of residence for a period of 6 months or more.

How many households are included in this application? *

Does this property have a private waste collection agreement? *

- Yes
- No

What is your unit number, room number, site number or berth number at this premise? *

Must be a number.

Please note that you may not be eligible to receive this payment. For further information please refer to the Program Guidelines.

You have indicated that you are part of an eligible household and that your proprietor is refusing to apply for assistance to offset the direct costs of the levy.

You will be required to provide evidence that you have communicated with your proprietor about this.

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It is recommended that you obtain a letter from your proprietor stating that they are refusing to apply for assistance under the Household Waste Payment Scheme for the current financial year.

The letter should be on a letterhead and provide contact details of the proprietor.

In reference to the above, are you able to provide such a statement? *

- Yes
- No - provide more detail of the communication you have had with your proprietor
- Please note, a proprietor that refuses to apply on behalf of the households it owns/manages will not be able to make another application in this financial year.

If NO, please provide details below:

Please upload a copy of the letter provided to you by your proprietor.

Attach a file:

This must confirm that the proprietor entity is not apply for the rebate.

Required Documents

Your application must contain the documents listed below.

Your application may be deemed ineligible if you fail to provide the appropriate supporting documents as requested.

Do you rent or lease the property? *

- Yes
- No

Please upload a copy of the relevant pages of your rental or lease agreement, if applicable.

Attach a file:

Ensure you have uploaded the pages which include: the property address, names and signatures of the lessor and lessee, the term of the lease. Tenant name must match the name of the applicant.

Please upload evidence you have lived at this address as your usual place of residence for more than 6 months. *

Attach a file:

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Examples of evidence could include paid utility bills dating back more than 6mths, if renting a rental agreement or contract.

Please upload a copy of your rates notice for the Financial Year you are claiming (please upload the full copy of your rates notice) *

Attach a file:

If not available - other proof of address such as community title scheme for multi-dwelling premises, rental agreement or statement of fees

Waste collection invoice(s)

Please upload a copy of your most recent waste collection Invoice or Contract *

Attach a file:

This must show the collection frequency, number and size of bins as well as the amounts paid.

Please upload copies of your waste collection Invoice or Contract for the period you are claiming. *

Attach a file:

e.g. if you are claiming for 2022FY, please upload an invoice or contract dated from this time.

Please upload documents for the purpose of identification. *

Attach a file:

Accepted documents include: Drivers license (both sides), Proof of Age Card, Passport, Pension Card, etc.

Financial Documentation

Financial Documents

Please note: to enable payment for this scheme, financial documentation is required to verify the applicants bank account details. Please upload a copy of your recent bank statement (no older than 6 months).

This can be of the statement header only (transactions and balances can be hidden), please ensure that the **account name, BSB and account number** is visible.

Please upload a copy here *

Attach a file:

Authorisation and Privacy

* indicates a required field

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I confirm and hereby declare that:

- I have read and understood the Household Waste Payment Scheme (HWPS) Guidelines and have obtained clarification if required
- I have read the Privacy Statement and understand how personal information provided in this application may be used.
- All information provided in this application is true and correct and no information is false or misleading.
- I have authorisation from all parties identified in the application to include their details within the application.
- I will not pass on a waste levy charge to any household(s) detailed in this application, that are within my proprietorship when receiving the rebate.
- I understand that information provided in this project proposal may be disclosed to internal and external parties as required to undertake assessment of the application in accordance with the scheme guidelines and privacy statement.
- I authorise the department and each of its authorised representative to obtain or collect such information as the department or an authorised representative considered to be necessary or appropriate in connection with this application, from:
 1. any agent named or person identified in this application, or any supporting documentation provided with, or in support of, this application; and
 2. any state or local government department, agency or authority that DESI or an authorised representative may consider relevant, (each a **Relevant Person**).

Without limiting the above, I authorise any Relevant Person to disclose to the department and its authorised representatives such information as may be requested about me in connection with this application.

I understand that my application will not enter the assessment queue until all the required information, as outlined in this application, is received by the department.

I understand that completed applications will be assessed in the order of receipt

I agree to the above *

Yes

Name of the applicant accountable officer *

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date *

Must be a date.

Feedback

How did you find out about this program?

- DESI Facebook page
- Email alert from DESI
- DESI website
- QRIDA website

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- Previous scheme applicant/recipient
- Media release
- Word of mouth
- Other:

How long did it take you/your organisation to complete this form?

- Less than an hour 2-3 hours More than 3 hours

How straightforward was completing this application form?

- Very straightforward Somewhat straightforward Somewhat difficult Very difficult

Is there any other feedback you would like to share with the department, such as how we could improve the application process?