

Waste Collection Services

Application for Special Consideration on Bin Fees

Monash Council offers additional waste and recycling services free of charge to residents under specific circumstances. Council has written guidelines for these special circumstances, and they are primarily to encourage further recycling as much as possible. Special Consideration may be given to residents with medical reasons, large families with financial constraints or households with two or more children in nappies.

Who is eligible?

Residents with a medical condition that generates additional waste and/or recycling, large families (6 or more people in household – not including extended families) with demonstrated financial hardship and households with two or more children in nappies are eligible to apply.

How can I apply?

Complete the application form overleaf and return it to Council as directed on the form. Include the following supporting documentation:

- Medical condition: include a statement from your Doctor advising that treatment of the specific condition involves significant additional waste for the household.
- Financial hardship: supply a copy of your current Centrelink Pension card and/or Health Care Card.
- Two or more children in nappies: supply a copy of maternal child health book (MCH green book), with children's dates of birth, names and address (other information can be omitted).

How will my application be processed?

Your application for Special Consideration will be assessed based on the information you provide on your application form against the criteria above and supporting documentation.

What can I do if my request for Special Consideration is denied?

If your application is unsuccessful, we will let you know the reason why and you may choose to resubmit your application with further information or documentation. You can still select to have additional services, but you will be required to pay any applicable charges for those services.

What if my circumstances change i.e., my child is no longer in nappies, or I move house?

One of the conditions of Special Consideration requires that you notify Council if your circumstances change, this includes moving from your current premises or a variation in your health/financial/family status. This includes if your child/children no longer wear nappies. Misuse of this service, such as not notifying us of circumstance changes or repeat contamination, may result in withdrawal of the service.

Special considerations are approved for a 24-month period only and are reassessed after this time. Should you require an extension to your Special Consideration services you will be asked to re-apply. All bins supplied by Council must be used in accordance with the "Conditions of Service and Supply" document available from Customer Experience or at www.monash.vic.gov.au/bin-issue

Application for Special Consideration on bin fees (continued)

Application for this service does not guarantee approval. Each a request is assessed individually. It is your responsibility to let us know if you no longer need the service or if you no longer qualify for special consideration by contacting Customer Experience on 9518 3555.

Applicant Details:

I am the property owner / tenant: *(Please tick)*

Name: _____

Property Address: _____

Telephone Number (BH): _____ Mobile: _____

Email Address: _____

Postal Address *(if different from Property Address)*

Special Consideration Service Requested: (Please Tick)

Upgrade my existing 120 litre landfill (red lid) bin to a 240-litre waste bin

Supply additional 120 litre landfill (red lid) bin

My request is based on the following:

We are a large family of 6 or more people. We are aware that this is only applicable with demonstrated financial hardship and have attached a copy of our Centrelink Pension card and/or Health Care Card. (card to be supplied with at least 6 people in the household – not extended families).

One or more member/s of the household have a Medical Condition which generates excess waste and/or recycling. Please find attached, a letter confirming we require this service from a Doctor. (You do not need to specify the medical condition).

We are a household with 2 or more children in nappies. In ticking this box and signing this form, I acknowledge that I am giving permission for Maternal Child Health records to be checked to verify.

OFFICE USE ONLY

Pathways CR: _____ Request date: _____ Delivery date: _____

Service Agreement

I confirm that I am the ratepayer/tenant of the above property and I have read the information overleaf and understand the terms for applying for special consideration. I pledge to notify Council if my special consideration circumstances change or if I move properties. I agree to the terms and conditions on the back of this form and as listed in the "Conditions of Supply".

Applicant Signature: _____ Date: _____

Please return the completed form to:

Post: Administration Officer (Waste Services), PO Box 1, GLEN WAVERLEY 3150.

Email: mail@monash.vic.gov.au

In Person: Civic Centre – 293 Springvale Road, Glen Waverley
or Oakleigh Service Centre – 3 Atherton Road, Oakleigh

Privacy Collection Statement

Monash City Council ("Council") collects personal information via this form to provide you with the service you are seeking and/or to fulfill its statutory responsibilities, and for related purposes which you may reasonably expect. Council will not release or provide your personal information to any other person or body, unless (a) it has been authorised to do so by you, or (b) it is permitted or required to do so by law, or (c) it is appropriate or required in the performance of the functions of Council. If you do not supply the requested information, we may not be able to provide you with the service and/or fulfill our statutory responsibilities. You may gain access to your personal information by contacting Council's Privacy Officer via telephone on 9518 3555 or email at mail@monash.vic.gov.au. Further details are available at the Privacy page on Council's website (www.monash.vic.gov.au).

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