Waste Vouchers Terms & Conditions (T&Cs)

(Updated June 2025)

1. Introduction

As part of Councils current waste collection contract term or for however long Council deems it appropriate to do so, each residential property within the Tamworth Local Government area will receive four (4) waste vouchers per Financial Year (FY). If the owners, or the tenants, change, the new owner or tenant will receive the balance of vouchers available.

Council at its meeting on 9 July 2024, resolved to change the issuing process for waste vouchers in 2025/2026 from one voucher issued each quarter to a single voucher redeemable 4 times per financial year.

Each voucher has a unique QR code and is linked to each property.

The restrictions and conditions of use are contained in the waste voucher T&Cs. T&Cs are subject to change without notice. Up to date T&Cs can be obtained via Council's website.

2. Objectives & Governance

2.1 Council reserves the right to change or amend T&Cs without notice.

2.2 Intent is to assist residents with four (4) opportunities to dispose of up to 2 cubic meters of general waste (non-recyclable bulky household items) subject to restrictions as per the T&C's.

2.3 Where there is confusion, or disagreement as to what waste is eligible to be disposed of with the waste voucher, including the volume/amount of waste presented Council staff at the waste facility the waste is being presented to, will make the final decision.

2.4 Vouchers are intended for: -2.4.1 the people living in the dwelling of the property where there is a bin service
(ie. in tenanted properties they are for the tenants not the owners); or
2.4.2 for the property owners where there is a dwelling and no kerbside bin service; or
2.4.3 for the owners of vacant residential land with no dwelling.

2.5 Vouchers are not redeemable for cash.

2.6 All vouchers EXPIRE on 30 June at the end of each financial year. If you are connected to the online portal, vouchers will automatically appear each July - no reapplication is required. If you require printed vouchers, then you will need to complete the voucher request process from 1 July each financial year.

2.7 The voucher system can be used with any other program that Council may approve from time to time.

2.8 If a voucher has been redeemed it will indicate in the online portal how many more times it can be used. If you present to staff a printed copy, they will mark your paper voucher so you know how many uses are left. If an expended voucher is presented residents will be asked to produce a different valid voucher or they will be charged to dispose of the waste presented as per Council's current fees and charges.

2.9 Council staff will retain all presented hardcopy vouchers that have exercised all their uses.

2.10 Commercial properties or businesses will not receive or have access to waste vouchers.

2.11 Lost, missing, stolen or not received vouchers will be cancelled and a new voucher will be reissued upon request for the remaining balance of vouchers for the property. If cancelled vouchers are found at a later date, they will not be able to be presented.

2.12 Online Voucher Access - Council is not responsible for internet or mobile access on site or issues experienced for the various service providers. It is recommended to pre access your vouchers online prior to coming to site to minimise any risk of not being able to access your vouchers.

2.13 Online Voucher Access - Council will not reimburse residents if internet or mobile service issues arise whilst accessing vouchers. Council is not responsible for internet or mobile service provider issues.

2.14 Council support staff are able to review the waste voucher system through its service provider during normal office hours to ascertain if there have been any system outages that prevented access to waste vouchers, however at all times Council will not be liable or responsible for internet or mobile service provider issues surrounding accessing the vouchers or failure to secure access to your vouchers prior to presenting to site.

3. How do you access Waste Vouchers?

Council no longer issues waste vouchers via post. Vouchers are issued via an online self-service platform.

If you have not had waste vouchers before, you will need to complete the online form initially, so that we can connect you to the property you live in. Once you have been connected to the property you live in, you will be able to access the vouchers online using the email address supplied and you don't have to complete the form again.

If you do not wish to access waste vouchers online and wish to receive your voucher by email or by post, you can complete the online form to indicate this is your preference, or you can call Council on 6767 5555 for assistance. However, if you choose this option you will have to complete the waste voucher request form each year or call Council each year to have your vouchers issued to you.

4 What does a Voucher Allow?

4.1 Residents are required to PRE-SORT their load in to recyclable materials and other waste types. The waste voucher covers the bulky items to be recycled and the remaining landfill items that are within the permitted volumes or quantities.
4.2 Each voucher allows for the disposal of up to 2 cubic meters of non-recyclable bulky household waste or a standard box trailer at one of Tamworth Regional Council's Waste Management Facilities.
4.3 If the waste presented is considered ineligible for disposal using a waste voucher, full charges will be levied for the disposal as per Council's current fees and charges and will be determined by staff based on the individual situation.
4.4 If undeclared or ineligible items are found after the transaction is complete, then Council retains the right to change the transaction after the customer has exited the facility and request payment for those items or issue an invoice to the property linked to the voucher that was used for the transaction.
4.5 Domestic clean construction and demolition materials eg. brick, tile and concrete (clean means free of rubbish, soil, grass, wiring, plastic, timber or metal).
4.6 Green waste is permitted in alignment with all other waste voucher terms and conditions
4.7 Metal waste
4.8 E-waste
4.9 Community Recycling Centre Items (although these items are free to dispose of already)
4.10 A maximum of 2 car/4WD/motorcycle tyres will be allowed per waste voucher and if there are more tyres in the load, then the additional tyres will be charged the appropriate fee as per the current fees and charges.
4.11 A maximum of 1 mattress will be allowed per waste voucher (no matter what size) and any additional mattresses will be charged the appropriate fee as per the current fees and charges.
4.12 A maximum of 2 solar panels will be allowed per waste voucher. Any additional solar panels will be charged the appropriate fee.

5. What is NOT Allowed?

5.1 Vouchers CANNOT be used for disposal of Asbestos.
5.2 Vouchers CANNOT be used for Soil products.
5.3 Waste from a Commercial premises.
5.4 Vouchers CANNOT be used for disposal of residential waste utilising a Skip bin service.
5.5 Vouchers CANNOT be used to dispose of residential waste by a commercial business as a paid service to the resident – eg lawn mower service

6. Multiple loads & Use of Multiple Vouchers

6.1 Multiple loads will not be accepted with a single voucher.
6.2 A voucher will be required per 2 cubic meters presented for disposal.
6.3 Residents may present multiple vouchers in a single visit if they have waste in excess of the allowable 2 cubic meters.

7. Credit and financial matters

7.1 No credit or money will be issued for loads presented which do not take full advantage of the voucher for example are less than the maximum volume of 2 cubic meters.
7.2 Vouchers are not redeemable for cash.
7.3 Vouchers expire 30 June each financial year.
7.4 Vouchers cover the disposal costs only if being used with a Council approved program.