

Application for an Assisted Household Kerbside Waste Service



SERVICE OVERVIEW

City of Newcastle provides an Assisted Household Kerbside Waste Service for residents who, through age, a medical condition or disability, are unable to place their waste bins on the street for collection. This service will include the collection of the bins from, and their return to, an agreed location within the resident's property.

To be eligible for the service, a resident must:

1. Complete all sections of this application including written consent for City of Newcastle / or its Contractors to access the Property and indemnifying City of Newcastle and / or its Contractors against all claims arising from the delivery of the Service.
2. Provide a current medical certificate / letter from a general practitioner or other relevant medical professional, indicating the resident is unable to place their bins at the kerbside for collection (note: This cost is to be borne by the applicant).
3. Return the fully completed form to City of Newcastle, including all attachments.
4. Satisfy City of Newcastle that the Property meets our health and safety requirements.

Once this application is submitted, we will arrange an on-site inspection of the property to approve the site and identify where bins will be accessed from and returned to.

Please note the service **shall not commence until we approve the application**. Please ensure the best contact phone number/s are provided to facilitate the on-site inspection.

TERMS AND CONDITIONS

1. Where we assess the property and it does not meeting our health and safety requirements, the applicant shall not be provided with a Service and the resident shall need to make alternative arrangements.
2. Assisted service approvals are not transferable.
3. The applicant (or nominee) must advise us if the service is no longer required, or if circumstances change.
4. We may place an identification tag (or similar) on the bin/s to assist in identifying the bin/s.
5. The bin/s collection site must be visible from the front of the property. City of Newcastle and / or its Contractors will not enter back yards, outdoor areas or the rear of dwellings to collect bin/s.
6. If we form the view that circumstances have changed at the service property, we may investigate as to whether there continues to be a need for the service. The approval is valid for a maximum period of two years from the date of commencement of the service to the property. We shall send the applicant a reminder notice prior to the expiration of the approval requesting an additional application from the resident for the service to continue.

To submit your application

Please forward your completed and signed application form to **waste@ncc.nsw.gov.au** or mail to **Waste Services, City of Newcastle, PO Box 489 Newcastle NSW 2300**. You can also hand in your application to our Customer Contact Centre, located on the Ground Floor of 282 King Street, Newcastle, between 8.30am - 5pm Monday to Friday (closed public holidays).

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APPLICANT DETAILS

Given name Surname.....
Telephone (business hours)..... Mobile phone.....
Street address.....
Suburb..... Postcode.....
Date of Notification:

BIN/S FOR WHICH ASSISTED SERVICE IS REQUIRED

Please tick: Weekly general waste Fortnightly recycling Fortnightly green waste

DECLARATION

Please tick:

- I hereby apply for an Assisted Household Waste Collection Service. I declare that I am incapable of placing City of Newcastle bins for servicing and require assistance.
- There are no other people who can present my bins to the kerbside on my behalf.
- I shall let City of Newcastle know if my circumstances change.
- I accept the terms and conditions of the Assisted Household Kerbside Waste Service.
- I consent to City of Newcastle, its employees, contractors and agents accessing the property for the purpose of providing the Service.
- I agree to indemnify City of Newcastle, its employees, contractors and agents against any claims, demands, actions, suits, damages and expenses, in connection with the Service except to the extent that it is caused by the negligent act or omission of City of Newcastle.
- I agree to release City of Newcastle, its employees, contractors and agents from any liability, loss, damages, costs and expenses arising from or incurred by me in connection with the Service except to the extent that it is caused by the negligent act or omission of City of Newcastle.

Name..... Signature.....

Date..... Medical Certificate Attached (Required): Yes No

PRIVACY DISCLAIMER

We are committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan.

Purpose: We will use the information to process your request. Intended recipients: authorised City of Newcastle Officers and its contractors or agents. **Supply:** voluntary. **Consequence of non-provision:** City of Newcastle may not be able to process your request. **Storage and security:** information will be stored in accordance with our Record Management Policy. **Access:** by contacting us by phone on (02) 4974 2000 or attending our Customer Enquiry Centre.

OFFICE USE ONLY

Approved / Declined (please circle) Expiry Date.....

Name and Signature

Reason/s for Declination