

Customer Service Standards

Mackay Waste Services



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Introduction

Our commitment

Mackay Regional Council (council) is committed to delivering high-quality, reliable and environmentally responsible waste management services for the community. Council applies transparency, accountability and continuous improvement to ensure services are delivered consistently and in line with legislative requirements and community expectations.

Council complies with relevant legislative and statutory obligations, including the *Local Government Act 2009 (Qld)*, *Waste Reduction and Recycling Act 2011 (Qld)* and the *Environmental Protection Act 1994 (Qld)*. Council invests in infrastructure, facilities and assets, allocates resources and routinely reviews operations to ensure safe, reliable and effective waste management.

Purpose

The Customer Service Standards (CSS) define the service levels and customer interactions for residential household waste and resource recovery services, where no direct service contract exists.

These Standards set out how services are delivered by council and its contracted service providers, including general waste and recycling collection, access to waste facilities, and outline service commitments for service requests, billing, payments, customer consultation, complaints and dispute resolution.

The Standards apply to residential and commercial/industrial waste services and are to be read in conjunction with the [Waste Collection Services Policy](#) (the Policy), that is available on council's website.

Vision and mission

As a Significant Business Activity of Mackay Regional Council, Waste Services shares council's purpose and vision:

To create the opportunity to thrive. To become the best region for liveability and livelihood.

Waste Services endorse the mission statement of the operations programs (within the Infrastructure and Operations directorate) of:

One council, delivering service excellence for our region.

Contact us

Mackay Regional Council's main Customer Service Centre is in the Sir Albert Abbott Administration Building at 73 Gordon Street, Mackay, and is open from 9am to 4pm, Monday to Friday. Additional customer service offices are also available in [Mirani](#) and [Sarina](#).

Council can be contacted through the following channels:



PO Box 41, Mackay Qld 4740



1300 MACKAY (1300 622 529), 8.30am-4.30pm. All other times for emergencies only.



council@mackay.qld.gov.au



www.mackay.qld.gov.au for [Customer Portal](#) for online services/lodging a [Customer Request](#).



In the event of an emergency or immediate threat to life, health, or property, dial 000. For assistance outside of council's standard operating hours, the Customer Service Centre is available 24 hours a day on 1300 622 529.

Additional emergency information is available on the council website under [Emergency Management](#).



Service commitments

Service commitments outline the expected levels of service for waste and recycling activities. They define standards for performance and reliability and guide planning and service delivery. Table 1 summarises these commitments and associated targets.

Council endeavours to deliver waste and recycling services consistently; however, service disruptions may occur due to unplanned events or operational requirements. Where prior notice cannot be provided, council and its contractors will restore waste and recycling services as soon as practicable to minimise customer impacts.

Please note: Customer Service Standards do not apply during periods of declared natural disasters. During such an emergency, council will endeavour to maintain services and infrastructure and respond to incidents as soon as practicable, subject to the severity of the event and the availability of resources. These Standards will recommence once affected normal services have been restored.

Table 1. Summary of Service Commitments

Service Commitment	Performance measure/unit	Target threshold
Provide notice to customers directly affected by an <i>unplanned</i> interruption to their service (vehicle breakdown, weather event)	Business day	≤1
Provide notice to customers directly affected by a <i>planned</i> interruption to their service (planned operational works)	Business days	≥2
Provide notice to customers directly affected by any changes to their regular bin service (change to collection day)	Business days	≥14
Response time for new bin delivery (*for eligible properties/** for rural area)	Business days	≤ 3
Response time to supply a bin that has been lost, stolen or destroyed (of the contractor becoming aware of the issue or being notified by council/** for rural area)	Business days	≤ 3
Response time to supply a bin that has been damaged but is still usable (from the contractor becoming aware of the issue or being notified by council)	Business days	≤ 5
Response time to missed services – kerbside waste/recycling (from lodged request in event contractor has missed presented bin)	Business day	≤1
Number of missed services – kerbside waste /recycling	Per 5000 services	≤100
Provide assisted bin collection (to approved residents who are not physically able to present their bin for collection services***)		

*An eligible property refers to one with an approved liveable dwelling

** The next scheduled collection day applies for rural areas

***Refer to [Infirmary Bin Collection](#) page on council website for details. Terms and conditions apply.

Customer rights and responsibilities

Customers have the right to safe, reliable and compliant services, timely and accurate information, fair complaints handling, respectful interactions and the protection of personal information.

Customers are responsible for using council waste and recycling services correctly, including appropriate waste sorting, correct bin presentation, maintaining safe access for collection, respectful conduct at council facilities and prompt reporting of service issues.

Bin entitlements and service eligibility

Eligible properties are allocated one 240-litre general waste bin (serviced weekly) and one 240-litre recycling bin (serviced fortnightly) as part of the standard kerbside waste service.

Additional bins may be requested (subject to approval by council) and will attract an additional charge in accordance with council's fees and charges per sections 1.2.1 and 1.6 of the Policy. For multi-unit dwellings please refer to section 1.3.1 of the Policy.

Council does not provide new or additional waste collection services to commercial premises, as appropriate waste service providers operate within the commercial sector.

Waste sorting and correct disposal

Customers are responsible for correct bin use and presentation, appropriate sorting to reduce contamination; safe access for collection, appropriate conduct at facilities, prompt reporting of issues and payment of applicable fees and charges.

For specific guidance, search on council website under [Waste](#) or for:

[What can go in the general waste bin? What can go in the recycling bin? Which bin do I put it in? or your local recycling guide.](#)

To support safe, compliant and efficient collections, customers are responsible for ensuring that prohibited items are not placed in any kerbside general waste or recycling bin.

The following items require specialised handling or facility drop-off:

- Batteries and items containing batteries.
- Gas bottles or flammable items.
- Pressurised tanks.
- Large waste items – these must be taken to Paget Waste Management Centre.
- Bricks, rocks, soil or concrete.
- Large metal objects.
- Building materials.
- Liquids, including paints, motor oil or solvents.
- Toxic or corrosive substances.
- Needles and syringes (must be disposed of correctly using approved sharps containers).
- Fire extinguishers.



Proper disposal of hazardous materials is essential to protect our environment, waterways and community health. For information on disposing of specific hazardous items including asbestos, used domestic motor oil, Paintback collection facilities and farm chemical container recycling (drumMUSTER), please refer to the [How to dispose of hazardous materials](#) section on council's website.

For further guidance on disposal options of non-recyclable items and general household items, see [recycling guides](#) on council's website or use [Recycle Mate](#) – an online tool that will identify how to correctly dispose of an item and provide available drop-off locations. Visit recyclemate.com.au to search for an item or download the free app.

Bin presentation and access requirements

All bins supplied as part of council's kerbside collection service remain the property of council and must remain with the property. Bins are not to be removed, relocated to another address, or disposed of, including when occupants move in or out of a property.

Council and its contracted service providers require safe and unobstructed access to bins and collection points.

To ensure services can be provided safely, efficiently and consistently, customers are responsible for presenting their bins in accordance with the requirements outlined below:

- Only bins supplied by council and charged through rates to be presented for collection.
- Customers are encouraged to bag general waste (for example, dust, kitchen scraps and grass clippings) to ensure bins can be fully emptied.
- Do not bag recycling – place clean and dry recycling loosely in bin.
- Do not overfill – the lid must close fully with no waste protruding.
- Weight limit of 70 kilograms applies.
- Place bin out by 6am on collection day.
- Position correctly on the verge next to the kerb, with the handle facing the property.
- Keep bins 50cm apart and clear of vehicles, branches and other obstructions.
- Do not block driveways, pedestrian pathways or vehicle access points.
- Bins are to be returned inside the property boundary within 24 hours of the service day.



Missed, partial or unscheduled collections

Failure to meet the bin presentation and access requirements may result in a missed, partial or unscheduled collection.

Guidelines:

- Items must not restrict the movement of waste within a bin, e.g. compacted cardboard or polystyrene must be broken down. If bin contents do not fall freely during servicing, the bin may be only partially emptied. This is not considered a missed collection.
- Where access to a bin is blocked, unsafe, or the bin cannot be serviced for any reason, the scheduled collection may not occur.
- Bins can be collected anytime between 6am to 6pm on collection day. If your bin is not presented by 6am, or cannot be serviced due to obstructed or unsafe access, the service may be missed. A missed service in these circumstances is not considered a service failure.
- Requests for an unscheduled or return collection following a missed or partial service due to late presentation, restricted contents, obstructed access or other non-compliance may incur a fee in accordance with council's [fees and charges](#).

Where a bin has been correctly presented and the service is missed due to contractor error, customers should lodge a [Customer Request](#) as soon as practicable, with the bin remaining accessible. The contractor will endeavour to return to service within one business day of the request being lodged, in accordance with these Standards.

Illegal dumping and littering

Illegal dumping is placing household waste, garden waste, building materials or other rubbish anywhere other than a council-approved waste facility. It is harmful to the environment and unsafe and costly for the community.

Reporting illegal dumping is a shared community responsibility. It is important that any incidents are reported so they can be investigated and stopped. All reports are treated confidentially. Investigations and enforcement relating to illegal dumping and littering are undertaken by council's Local Laws Officers within Regulatory Operations (Health and Regulatory Services).

Council actively monitors known illegal dumping hotspots and investigates reports of illegal dumping and littering. Offenders may face significant penalties under Queensland's littering and illegal dumping laws.

If you witness illegal dumping, please do not approach the individuals involved or handle the waste. Instead, observe from a safe distance and report it by calling council or lodging a [Customer Request](#).

Alternatively, incidents can be reported directly to the Department of the Environment, Tourism, Science and Innovation (DETSI) by visiting www.qld.gov.au and searching for [littering and illegal dumping reporting form](#).

For further information, including what constitutes illegal dumping, penalties, how to report and safety advice please refer to [Illegal dumping and littering](#) on council's website.

Consultation and communication

Council is committed to keeping customers informed on relevant matters through active two-way communication and engagement. Council will:

- Provide notice to customers directly affected by an unplanned interruption to their service as soon as practicable, preferably same day and no later than one business day.
- Provide a minimum of two business days' notice to customers directly affected by a planned interruption to their service.
- Provide a minimum of 14 days' notice to customers directly affected by any changes to their regular bin service typically notifying via letter or email and website updates.

Council also shares general information and service updates through brochures, media bulletins, and online via the council website and social media channels.

Council promotes community involvement in waste reduction and resource recovery, working with industry to support beneficial reuse of materials. It also develops programs and information to meet community needs and encourage appropriate disposal and handling practices.

Complaints and dispute resolution

Customers may lodge a [Customer Request](#) or complaint by phone, email or online.

If dissatisfied after the program's response, an [Administrative Action Complaint \(AAC\)](#) may be lodged. Please refer to council's website for details on the submission process of an AAC and applicable timeframes.

When a complaint is registered, council will record it in the customer portal, assign a senior staff member to investigate and inform the customer of the outcome in writing.

If the matter remains unresolved after this process, it may be escalated to the Queensland Ombudsman via the AAC pathway.

Waste Services

Finding your collection day

General waste collection days, recycling weeks and kerbside collection schedules can be identified using the online tools located in the [Waste](#) section of council's website. This section also provides property-specific bin information, downloadable recycling calendars and suburb-level collection maps.

Bin support services – provision, repair and replacement

Council provides a range of support services to assist customers in managing their kerbside bins, ensuring waste collection remains safe, accessible and consistent for all residents. These services reflect council's commitment to maintaining high service standards and are supported by clearly defined performance targets.

Requests for new bins must be made by contacting council by phone, as eligibility checks are required before a new bin service can be approved. New bin services are only available to properties with an approved liveable dwelling.

Requests for replacement of stolen bins, or for the repair or replacement of damaged bins, may be made by phoning council or by lodging a [Customer Request](#) through the online customer portal.

Bins must be presented on the kerb at the time the request is submitted and remain accessible until the request has been actioned. If the contractor attends and the bin is not presented, the request will be closed and a new request will need to be submitted.

Council is committed to achieving the service levels summarised in Table 1 (see page 5) which include:

- Response time for new bin delivery is within three business days.
- Response time to supply a bin that has been lost, stolen or destroyed is within three business days.
- Response time to supply a bin that has been damaged but is still usable is within five business days.
- Number of missed kerbside bin services fewer than 100 per 5000 services.

In the event a contractor misses a presented bin, council will arrange for the service to be completed following lodgement of a request, as follows:

- Response time to a missed service (waste/recycling) within one business day.

Customers who are not physically able to present their bin for collection services may apply for:

- An assisted bin collection service.

Please refer to [Infirm Bin Collection](#) on council's website for eligibility and application details.

Facilities

Council operates fully supervised facilities for domestic and commercial waste disposal, including nine rural transfer stations and two green waste only facilities.

Facility acceptance conditions may change from time to time. Customers should confirm current acceptance conditions, opening hours and facility locations on council's website before attending. Please search [Find your nearest waste facility](#) for the most up-to-date information.

Accepting domestic waste only:

- Bloomsbury Rural Transfer Station
- Eungella Rural Transfer Station
- Gargett Rural Transfer Station
- Hay Point Rural Transfer Station
- Kolijo Rural Transfer Station
- Koumala Rural Transfer Station
- Otterburn Rural Transfer Station
- Sarina Rural Transfer Station
- Seaforth Rural Transfer Station

Accepting domestic and commercial Waste:

- Paget Waste Management Centre

Accepting green waste (only):

- Bucasia Green Waste Facility
- Walkerston Green Waste Facility

Waste disposal fees and charges

Fees and charges for the disposal of domestic and commercial waste at council facilities vary depending on the type and volume of waste, the facility used, and whether the material requires specialised handling such as asbestos, tyres or regulated waste.

Customers should refer to the [Waste](#) page on council's website for the current list of waste disposal [fees and charges](#). Detailed information on accepted items, weights commercial and industrial waste is also found on the website as outlined in the [Waste sorting and correct disposal section](#). All fees are GST inclusive, and where applicable, Queensland's Waste Levy is incorporated into the disposal cost.

Waste vouchers

Council provides three waste vouchers (formerly known as dump vouchers) with each rates notice to eligible residential ratepayers, allowing the disposal of under one tonne of household general or self-hauled green waste per visit at council waste facilities.

Vouchers can be used as full or part payment for eligible loads, with any remaining fees payable at the gatehouse. Commercial customers cannot use waste vouchers.

For conditions of how the waste voucher system works, where to find your vouchers, accepted materials and expiry details, refer to [waste vouchers](#) on council's website.

Commercial and industrial waste – Hogan’s Pocket Landfill site

Hogan’s Pocket Landfill is an engineered waste disposal facility located approximately 50 kilometres south-west of Mackay. The site receives non-recyclable kerbside waste transported from local areas and plays a key role in supporting safe and efficient waste management across the region. The landfill is not open to the general public and is accessible only to approved commercial operators.

The facility has been developed to meet best-practice environmental standards and incorporates key environmental protection measures to manage potential impacts. These include a double liner and leachate collection system to prevent contaminated liquids from entering the ground, leachate and stormwater treatment ponds to manage runoff and sediment, and clean stormwater diversion systems to protect surrounding waterways. Methane gas generated during waste decomposition is captured and flared to reduce greenhouse gas emissions, with potential for future energy recovery.

The site is licensed to accept up to 200,000 tonnes of waste per year, with approximately 90,000 tonnes currently processed annually. Waste is processed promptly upon arrival to minimise odour and maintain site cleanliness, then compacted and covered to ensure safe, well-contained operations and to reduce environmental impacts.

Commercial access to the landfill is strictly controlled. Commercial operators must make bookings prior to entry, and all users are required to read and comply with booking and entry requirements before attending the site.

Bookings can be made by visiting council’s website, navigating to the [Waste](#) section, selecting [Hogan’s Pocket Landfill bookings and entry requirements](#), and submitting a request through the [Online Services](#) portal.



Billing and payment

Billing

Waste charges appear on council rates notices, which are issued twice yearly in accordance with the *Local Government Regulation 2012 (Qld)*. These charges contribute to the provision of kerbside waste and recycling collection services, the operation of waste facilities, resource recovery activities, and long-term waste infrastructure planning and management.

Waste vouchers are issued with rates notices, including notices issued via eNotices. These vouchers can be downloaded to a mobile device or printed for use.

Waste charges are listed on rate notices under the following categories:

- **Waste Facilities Operations Charge** – This charge applies to all ratepayers and contributes to the operation, maintenance, and ongoing availability of waste transfer stations.
- **Rubbish and Recycling Service Charge** – This charge applies to properties that receive kerbside collection services and covers the provision of household rubbish and recycling collection.

For further general information about rates notices, please refer to [Your rates notice explained](#) on council's website.

Council reviews and adopts all waste-related charges annually according to its [Revenue Statement Policy](#), ensuring transparent and consistent billing across all waste services.

Payment

All waste-related charges, including kerbside collection and waste management facility charges, must be paid by the specified due date on the rates notice. Additional charges may apply for late payment.

Payment methods include:

- Online.
- By telephone.
- Via BPAY.
- By mail.
- In-person at a Customer Service Centre.
- At any Australia Post outlet.

Overdue accounts will incur interest at a compounded monthly rate equivalent to 12.12 per cent per annum, calculated from the end of the financial half-year in which the charges were due. Special financial arrangements may be available in cases of verified hardship.