



# Waste Services Customer Charter



**Mackay Waste Services is committed to delivering excellent customer service, environmental management and efficient operation.**

**We service 3.6 million residential general waste and recycling bins each year.**

#### **Mackay Waste Services Vision:**

Is to be an innovative waste service provider recognised for its commercial performance, provides regional leadership, has the respect of its clients and industry regulators, and prides itself on its sustainability.

In order to achieve this, we are committed to engaging with our customers through open two-way communication to deliver quality waste services that enhance our community.

The Waste Services Customer Charter forms part of our commitment by outlining the acceptable guidelines for the delivery of services within our community. Specifically, it documents the level of service that is provided to customers, and the processes for interacting with customers.

This Charter applies to households' waste services and we aim to comply with the regulatory standards and provide solid waste and resource recovery services to our customers.



## We will:

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- Comply with all legislative and statutory requirements including, but not limited to; the Local Government Act 2009 (Qld), Waste Reduction and Recycling Act 2011 (Qld), Environmental Protection Act 1994 (Qld), Ombudsman Act 2001 (Qld), and National Waste Policy 2018
- Deliver general waste and recycling collection services
- Provide accessible waste disposal facilities (including specialist recycling services and hazardous waste management) in accordance with all environmental licence requirements and the principles outlined in the State Waste Strategy and Mackay Regional Council Waste Management Strategic Plan
- Ensure timely establishment of services
- Maintain infrastructure and assets to ensure efficient delivery of services
- Provide efficient and secure operational facilities to assure community health and minimise environmental impact; and
- Ensure adequate resources including material and equipment, adequately trained personnel, outside expertise and finances are provided, maintained and audited.

# OUR COMMITMENT TO YOU

## Customer Rights and Responsibility

<p><b>Waste Management Service</b></p>	<ul style="list-style-type: none"> <li>▪ Supply waste management services such as waste and resource recovery services to the community</li> <li>▪ Work with industry to seek beneficial reuse of resources recovered from waste locally</li> <li>▪ Encourage community involvement and motivation around waste reduction, recycling, appropriate management, and appropriate handling and disposal and provide services to facilitate these</li> <li>▪ Encourage and facilitate local reuse of waste by specifying and reusing waste construction and demolition materials in council infrastructure projects; and</li> <li>▪ Identify areas of need in the community around waste management.</li> </ul>
<p><b>Consultation</b></p>	<p>Mackay Regional Council will keep customers informed on relevant matters through active two-way communication and engagement.</p> <p>General information and notices may be provided by brochure, media bulletins, or online at council's website <a href="http://www.mackay.qld.gov.au">www.mackay.qld.gov.au</a> or social media channels.</p> <p>For those directly affected by a planned interruption, council will provide a minimum of 48 hours' notice by letter to the premises.</p> <p>Requests for information from council may be directed in writing or by telephone to the relevant department – see the contact section for details.</p>
<p><b>Complaints</b></p>	<p>Customers can contact the council to register a complaint by telephone, email, or in writing. See the contact section for details.</p> <p>When a complaint is registered, Mackay Regional Council will record the complaint on the council's customer portal, appoint a staff member to investigate the complaint, and then advise you of the outcome.</p> <p>Mackay Regional Council will respond to 90% of customer complaints within five working days of lodgement.</p>
<p><b>Dispute resolution</b></p>	<p>If you have tried to resolve the matter and are still dissatisfied, you can lodge an Administrative Action Complaint using the Complaint Lodgement Form on council's website. (<a href="http://www.mackay.qld.gov.au/aac">www.mackay.qld.gov.au/aac</a>)</p> <p>Customers that are still not satisfied with the outcome have the right to take the issue to the Queensland Ombudsman Office.</p>

## Waste Supply Services

### **Waste Services**

Mackay Waste Services will ensure the supply of waste management services such as waste and recycling collections. Another objective is to reduce the amount of waste to landfill by recovering resources from the waste stream and increase the recovery and recycling of resources across all waste streams.

We provide a Waste Management Centre, nine rural transfer stations and two green waste facilities:

These facilities are located at:

- Paget Waste Management Centre
- Bloomsbury Rural Transfer Station
- Eungella Rural Transfer Station
- Koliyo Rural Transfer Station
- Koumala Rural Transfer Station
- Seaforth Rural Transfer Station
- Sarina Rural Transfer Station
- Gargett Rural Transfer Station
- Hay Point Rural Transfer Station
- Otterburn Rural Transfer Station
- Bucasia Green Waste Facility
- Walkerston Green Waste Facility

*Paget Waste Transfer Station is open 7 days*

*Resource Recovery Facility is open 7 days (drop-off) except Christmas Day and Good Friday*

*Rural transfer stations and green waste facilities are closed Christmas Day.*

*Please refer to website for opening hours of specific Rural Transfer Stations:*

[www.mackay.qld.gov.au/waste\\_times](http://www.mackay.qld.gov.au/waste_times)

## Fees and Charges

<b>Transfer Station</b>	All fees and charges at council's waste facilities are adopted by council each year.
<b>Billing</b>	Billing will occur at least every six months. Rubbish and Recycling Service fees are as per council's revenue statement.
<b>Payment</b>	<p>Payment of Waste and Recycling Services fees must be made by the due date. Additional charges may be incurred for late payment.</p> <p>Payment can be made:</p> <ul style="list-style-type: none"><li>▪ online</li><li>▪ by telephone</li><li>▪ via BPAY</li><li>▪ by mail</li><li>▪ in person at your local Customer Service Centre, or</li><li>▪ at the post office.</li></ul> <p>Overdue accounts incur a monthly compounded interest rate of 11% per annum, calculated from the end of the financial half-year in which they were due.</p> <p>In the instance of proven financial hardship, special financial arrangements may be available.</p>
<b>Disputed charges</b>	If you believe you have been overcharged, please call council straight away to discuss the matter.

## Contact Us

<b>Emergency Assistance</b>	<p>For any immediate danger to people or property, call 000.</p> <p>For assistance outside of council's regular hours, our after hours Customer Service Centre is available 24 hours a day on 1300 622 529.</p> <p>More emergency contacts can be found at <a href="http://www.mackay.qld.gov.au/emergencycontacts">www.mackay.qld.gov.au/emergencycontacts</a></p>
<b>Enquiries, faults, and billing enquiries</b>	<p>Please call our Customer Service Centre on 1300 MACKAY (622 529).</p>
<b>Email</b>	<p><a href="mailto:council@mackay.qld.gov.au">council@mackay.qld.gov.au</a></p>
<b>Online</b>	<p><a href="http://www.mackay.qld.gov.au">www.mackay.qld.gov.au</a></p>



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