Household Waste Payment Scheme Application Form 2026-2029
Form Preview

General information

* indicates a required field

HOUSEHOLD WASTE PAYMENT SCHEME APPLICATION PORTAL

This application form is for the applications made for financial years 2026-2029, with only the 2026-2027 financial year currently open.

Application for previous financial years are managed through a separate application form. For more information, please review the department's website. **Please note**, from 1 January 2027, only financial years from 2025-2026 and 2026-2027 will be open for application. All previous years will be closed.

For more information about previous years, please contact the department on grantsadministration@detsi.qld.gov.au.

PAYMENT APPLICATION

Welcome to the Department of the Environment, Tourism, Science and Innovations' (the department) online grant application service for the **Household Waste Payment Scheme**.

Please read through the Scheme Guidelines to confirm your eligibility and collect the necessary documentation before proceeding with your application.

Please note:

- As the levy only applies to waste sent to landfill, **applications can only be made for domestic waste collections, not recycling collections.**
- For the purpose of this scheme, a household is defined as one or more individuals who occupy residential premises as a usual place of residence for a period of six months or more.
- An eligible household is only able to receive one payment per financial year under the scheme.
- The scheme has recently been updated to include changes in the annual payment calculations made to councils. More information on these payments can be found here.

If you have a concern about waste changes reflected on your rates notice, please contact your local council.

Have you read the scheme guidelines prior to lodging an application? *
○ Yes - by ticking here, you accept that you have read and understood the guidelines and wish to continue with the application

BEFORE YOU BEGIN

PROGRAM QUESTIONS

For enquiries about the Household Waste Payment Scheme contact the Grants Administration Team via phone (07) 3330 6360 or email at: grantsadministration@detsi.qld.gov.au.

You are strongly encouraged to save your application form every five to ten minutes to reduce the risk of loss of information.

SMARTYGRANTS QUESTIONS

If a technical error occurs, staff at SmartyGrants are available to help you. Contact them on (03) 9320 6888 during business hours or email service@smartygrants.com.au and quote your application number.

Help is available to guide you through using this form - please download the Help Guide for Applicants.

FILLING OUT THE APPLICATION FORM

On the right-hand side of every screen, there is a box which links directly to every page of the application form. Click the link to move directly to the page you want. You can also click 'next page' or 'previous page' on the top or bottom of each page to move forward or backward through the application form.

SAVING YOUR DRAFT APPLICATION FORM

If you want to leave a partially completed application, press 'save' and log out. When you log back in and click the 'My Applications' link at the top of the screen, you will find a list of applications you have started or submitted.

You can re-open your draft application and continue where you left off.

DOWNLOAD DRAFT APPLICATION

You can also download any application, whether in draft form or submitted, as a PDF file. Click on the 'Download' button at the bottom of the application navigation panel.

SUBMITTING YOUR APPLICATION

You will find a 'Review' button at the bottom of the navigation panel. You need to review your application before you submit it. Ensure that all fields and mandatory questions marked with an asterisk '*' are completed.

Once you have reviewed your application, you can submit it by clicking on 'Submit' at the top of the screen or on the navigation panel.

IMPORTANT: Any question marked with an asterisk ('*') is mandatory. Failure to answer any of these questions will stop you from being able to complete and submit your application form.

Once you have submitted your application, no further editing or uploading of supporting documents is possible.

When you submit your application form, you will receive an automated confirmation email with a copy of your submitted application attached. This will be sent to the email address that you used to register with SmartyGrants.

If you do not receive a 'confirmation of submission' email, then your application has not been received. Review the error message highlighted in red and ensure that all mandatory fields have been completed. You should then be able to successfully submit your application.

ATTACHMENTS AND SUPPORTING DOCUMENTS

You will need to upload attachments to support your application. This is simple but will require you to have the documents saved on your computer, or on a USB stick, or similar.

You will need to allow enough time for each file to upload before trying to attach another file. Files can be up to 25MB each; however files up to a maximum of 5MB are recommended - the larger the file, the longer it takes to attach.

Remember - some requested document fields are mandatory. Failure to attach them will stop you from being able to successfully submit your application form.

If you are not able to attach a document, please contact SmartyGrants on (03) 9320 6888 for technical support.

COMPLETING AN APPLICATION IN A GROUP OR TEAM

A number of people can work on an application form using the same login details, as long as only one person is working on the application form at a time. Ensure that you save as you go.

SPELL CHECK

Most internet browsers (including Firefox v2.0 and above, Safari, and Google Chrome) have spell check functions built in. You can switch this function on or off by adjusting your browser settings.

IMPORTANT: Please ensure that you submit your application once completed. Any unsubmitted applications will not be considered for assessment.

Please confirm you have read the above information before proceeding: *

○ Yes

You must answer yes before proceeding to the application.

PRIVACY STATEMENT

The Department of the Environment, Tourism, Science and Innovation (department) is collecting your personal information to assist in the assessment of your application, making payments to successful applicants and to assist with scheme management.

The information collected and stored by the department via the scheme application form includes, but is not limited to:

- Personal information of the applicant
- Other information relevant to assess eligibility under the scheme (e.g. household address, evidence of household being occupied, and evidence of expense(s) incurred for waste disposal)

Where necessary, relevant information contained in your application may also be provided

- to the Minister for the Environment and Tourism and Minister for Science and Innovation and the Minister's members of staff for reporting purposes.
- to any government agency or authority and its representatives and advisors, for the purpose of assessing and verifying such information.
- to comply with or meet applicable standards of accountability of public money or established government policies, procedures or protocol.
- if required to be disclosed by law.

Applying online using SmartyGrants

DETSI has a contract service arrangement with Our Community, which operates SmartyGrants, a secure online grants administration system. For further information, please read: https://www.ourcommunity.com.au/privacy.

The grant application and associated documentation is subject to the *Right to Information Act 2009*. If you wish to access your personal information that is in the control of the department, please contact the department's Right to Information Services unit by emailing rtiservices@detsi.qld.gov.au

If you have any questions or concerns regarding your personal information, please contact the department's Privacy Services unit by email privacy@detsi.qld.gov.au.

For enquiries about the Household Waste Payment Scheme contact the Grants Administration Team via phone (07) 3330 6360 or email at: grantsadministration@detsi.qld.gov.au.

I have read and accept the Privacy Statement: *
○ Yes

Eligibility and applicant details

* indicates a required field

Applicant details

There are two types of applicants that can apply for this payment scheme, a proprietor and individual:

- A ***proprietor*** owns or manages a group of more than one household/s affected by the waste disposal levy, and incurs the cost of a domestic waste collection service provided by a commercial waste collector.A proprietor may include a strata manager managing a block of units or a landlord owning and managing a property.
- An ***individual applicant*** is a resident of a single household. If a separate entity owns or operates a premises where a household is located, the proprietor of that premises may lodge the application. There are few circumstances under which an individual can make an application, such as a household with a private commercial waste collection service (Class 3), or the proprietor refuses to apply on behalf of the household (Class 5)

Please note: Proprietors are to apply on behalf of the eligible households under their proprietorship. If the proprietor refuses to apply on the household's behalf, an individual may apply under Class 5 of the scheme. Evidence will be required to demonstrate that the proprietor refuses to apply.

See **Appendix 1 of the scheme guidelines** to assist in determining eligibility.

Please select if this application is for a Proprietor or Individual: *

Applicant name: *
Organisation Name

If organisation state business name.

ABN (if applicable):

The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity Name	
ABN Status	
Entity Type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information
ACNC Registration	
Tax Concessions	
Main Business Location	

Please provide your ABN should you have one, if not please leave blank

Applicant address: *
Address

If applying for an organisation, please state head office or main office location for this address. As an individual, this will be the address of the property for this claim.

Applicant primary phone number: *

Must be an Australian phone number.

Primary email: *

Must be an email address.
If organisation application - please provide a generic email, such as admin@project.com.au.

Applicant accountable officer

This should be the main contact person for this application.

Name: *
First Name Last Name

Position: *

Primary phone number: *

Must be an Australian phone number.

Primary email: *

Must be an email address.

Additional contact person details

Should the Accountable Officer be uncontactable, the additional contact person will be contacted.

Name: *

First Name Last Name

Position (if applicable):

Primary phone number: *

Must be an Australian phone number.

Primary email: *

Must be an email address.

Eligibility details

Select your Local Government Area (QLD): *

You can find this information at https://www.ecq.qld.gov.au/electoral-boundaries/local-government-area-boundaries

Have you applied for the Household Waste Payment Scheme program before? *

Please select the financial year this application form is for?

○ 2026-2027

Current financial years eligible for claiming, future financial years will be added when applicable to apply.

What type of waste collection service do you have? *

○ A service provided by a private waste collector
○ A service provided by a local council

A private waste collection service is an arrangement where your waste collections are undertaken by a private waste service provider or contractor. A council delivered commercial service is not eligible unless you're a mixed-use premises (i.e. a premises where there is a mix of commercial and residential premises such as a caravan park).

Application class

Applications will be assessed under five classes. Documentation requirements and payment calculations are based on the class type.

Please refer to page 6 of the **<<scheme guidelines>>** for full details of proprietor and individual classes.

What application class are you applying for: *
○ Class 1 - Proprietors of premises that are 100 percent residential and receive a household waste collection service from a private contractor (i.e. the collection service is provided by a private company and not a council).
○ Class 2 - Proprietors of mixed-use premises (i.e a premise has both residential and commercial uses) that receive either - household waste collection service from a private contractor or a household waste collection service from a council, and the council charges the proprietor commercial waste charges.
○ Class 3 - A household with a household waste collection service provided by a private commercial waste collection service by a private contractor (i.e. the collection service is provided by a private company and not a council).
○ Class 4 - A household amongst tourist accommodation, for example a resident living long-term in a serviced apartment, that receives either - a household waste collection service from a private contractor; or a household waste collection service from a council, and the council charges the resident commercial waste charges..
○ Class 5 - Individual households of class 1 or 2 where the proprietor refuses to apply for a payment under this scheme.
Definitions of proprietors and individuals can be found above in question one. For further information on classes please review page 6 and 7 of the Scheme Guidelines.

Proprietor

* indicates a required field

What type of premises do you operate? *
○ Nursing home
○ Retirement village & Aged care
○ Boarding house
○ Purpose built student accomodation
○ Manufactured home estate
○ Other multi-unit dwelling not listed above (e.g. apartment buildings, townhouse complexes or gated communities)

What type of premise do you operate? *
○ A premises with a combination of units and long-term residential units (eg. caravan parks).
○ Other types of mixed-use premises including residential units combined with business offices or restaurants.
○ Other:

If other is selected above, please clearly detail what other is.

What type of commercial operation is conducted at your premise? (tick all the apply)

- ☐ Holiday accommodation
- ☐ Restaurant/cafe
- ☐ Office
- ☐ Retail operation
- ☐ Agricultural
- ☐ Other - please provide details below

Household details

Property address for this claim: *
Address

Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required.
This property address should match the property address on the rates notice. For all additional locations/addresses on the property, please ensure you complete the below question.

If your claim is for more than one property address, please detail other addresses below:

Eg. 1-250 Smith Street / 1201 to 1501 Bridge Road / 1201, 1203, 1301 and 1495 Bob Street.

If your application has more than one property address, to assist with the assessment - please upload a map of the area highlighting the included addresses:
Attach a file:

Eg. use Google Maps and highlight the specific streets/households that are relevant to this application.

Total number of residential premises located within the property address for this claim? *

Must be a number.

Of the number above, how many of these residential premises are occupied for more than 6 months (eligible households)? *

Must be a number.
Eg. Your nursing home has 50 rooms, 42 of those are occupied by long term residents and 8 are used for respite care. Therefore, the number of residential premises is 50, and the number of eligible households: 42.

Note that domestic waste is waste from residential households that goes to landfill only. This excludes any of the below waste types that may be collected from your premise, including (but not limited to):

- Co-mingled recycling (mixed recyclable paper, plastic and glass).

- Organic waste (garden waste or kitchen waste that is collected separately for organic recycling)
- Recyclable paper and cardboard
- Security and confidential documents
- Clinical and medical waste (including respiratory infection testing products).

The waste levy is only payable on waste that is sent to landfill. For this reason, assistance under this scheme is only available for the direct costs that households incur for their domestic waste.

You can only claim assistance for the "general domestic waste" component of your waste expenses. The charges associated with the collection of other waste is ineligible.

Individual

* indicates a required field

Have you lived at this address as your usual place of residence for more than 6 months? *

○ Yes
○ No

Note: you will need to provide evidence of this

How many households are being claimed in this application? *

If more than one, ensure your evidence supports multiple residential houses applicable for this application.

You are not eligible to apply as you do not meet the definition of ‘eligible household’. You may be eligible to apply once you have lived at the premises for six months.

Required documents

* indicates a required field

Supporting documentation

Your application must contain the supporting documentation as defined in Appendix 3 of the scheme guidelines <<<LINK>>>>.

Please upload the supporting documents required for your application below.

Your application may be deemed ineligible if you fail to provide the appropriate supporting documents.

ADDRESS:

Documentation required - Rates notice. If not available – other proof of address such as community title scheme for multi-dwelling premises, rental agreement, statement of fees, body corporate agreement.

Please upload a copy of your address documentation here, this evidence should be within the Financial Year you are claiming: *
Attach a file:

Please note documents should be fully uploaded - all pages. Mandatory for all class types.

EVIDENCE OF WASTE COLLECTION:

- Contract or agreement for private commercial waste collection service
- Supporting evidence (if requested), e.g. council landfill facility invoice, invoice(s) from private commercial waste collector.

Please ensure your evidence is accurate; your claim will be determined based on the evidence that is provided.

Please select what waste collection evidence you are providing:
○ Contract or agreement for private commercial waste collection service (department preferred evidence)
○ Council landfill facility invoice
○ One invoice from your commercial waste collection service, must be issued within the financial year you are claiming
Only one can be selected above and attached, supply more than the one evidence type selected than the claim will be assessed with the selected option above.

Please upload the waste collection evidence here: *
Attach a file:

Evidence must cover the financial year you are claiming.

If your evidence is for multiple waste collection sites and/or contains a different name to the property address. Please advise which collection sites and names are applicable to this application:

List the exact names found on the evidence.

EVIDENCE THAT PROPRIETOR IS REFUSING TO APPLY:

You have indicated that you are part of an eligible household and that your proprietor is refusing to apply for assistance to offset the direct costs of the levy.

You will be required to provide evidence that you have communicated with your proprietor about this.

It is recommended that you obtain a statement from the proprietor* confirming they will not apply to the Household Waste Payment Scheme this financial year.

* the statement can either be a traditional letter format with business letterhead, or via email from the proprietor's email account and containing the proprietor's signature block.

Please upload a copy of the letter provided to you by your proprietor: *
Attach a file:

This must confirm that the proprietor entity is not apply for the payment.

RESIDING AT THE ADDRESS FOR AT LEAST 6 MONTHS:

Examples of evidence could include a paid utility bill dating back more than 6mths, if renting a rental agreement or contract with the real estate/landlord. The property address on this evidence must match the property address in this application.

Please upload evidence you have lived at this address as your usual place of residence for more than 6 months: *
Attach a file:

PERSONAL IDENTIFICATION DOCUMENTS:

Please upload documents for the purpose of identification: *
Attach a file:

Accepted documents include: drivers license (both sides), Proof of Age Card, Pension Card, etc. This document should be in the same name as the applicant name in this application.

Financial documentation

Please note: to enable payment for this scheme, financial documentation is required to verify the applicants bank account details. Please upload a copy of your recent bank statement (no older than 6 months).

This can be of the statement header only (transactions and balances can be hidden), please ensure that the **account name, BSB and account number** is visible.

Please upload a copy here: *
Attach a file:

Submission of application

* indicates a required field

I confirm and hereby declare that:

- All information provided in this application is true and correct and no information is false or misleading.
- I have authorisation from all parties identified in the application to include their details within the application.
- I have authorisation from the applicant to submit the application on their behalf (if applying as an organisation)
- I will not pass on a waste levy charge to any household(s) detailed in this application, that are within my proprietorship when receiving the rebate (if an applying as an organisation).
- I authorise the department and each of its authorised representative to obtain or collect such information as the department or an authorised representative considered to be necessary or appropriate in connection with this application, from:

1. 1. any agent named or person identified in this application, or any supporting documentation provided with, or in support of, this application; and
   2. any state or local government department, agency or authority that DETSI or an authorised representative may consider relevant, (each a **Relevant Person**).

Without limiting the above, I authorise any Relevant Person to disclose to the department and its authorised representatives such information as may be requested about me in connection with this application.

I understand that;

- My application will not enter the assessment queue until all the required information, as outlined in this application, is received by the department;
- Should information be missing in the application, the department may reasonably request further supporting evidence to assess the claim;
- All decisions made are at the discretion of the department and are considered final;
- Submission of an application does not guarantee that funding will be provided; and
- I understand that completed applications will be assessed in the order of receipt.

I agree to the above: *
○ Yes

Name of the Individual Applicant/Applicant Accountable Officer: *
First Name Last Name

Submission date: *
Must be a date.

Feedback

Any feedback provided that could assist with administering the payment scheme and improving user experience would be appreciated.

How did you find out about this program?
☐ DETSI website
☐ QRIDA website
☐ Previous scheme applicant/recipient
☐ Word of mouth

☐ Other:

How long did it take you/your organisation to complete this form?

○ Less than an hour ○ 2-3 hours ○ More than 3 hours

How straightforward was completing this application form?

○ Very straightforward ○ Somewhat straightforward ○ Somewhat difficult ○ Very difficult

Is there any other feedback you would like to share with the department, such as how we could improve the application process?