

Queensland Government Household Waste Payment Scheme Guidelines

1. About the scheme

In 2019 the Queensland Government released the [waste management and resource recovery strategy](#) which was underpinned by the waste levy. The waste levy was introduced along with a commitment that the waste levy will have no direct impact on Queensland households.

To ensure this, payments are made to councils to offset the direct waste levy cost of household waste going to landfill.

The small proportion of Queensland households, not covered by council payments, can apply for assistance under the Household Waste Payment Scheme (the scheme).

The scheme is open for applications for each financial year commencing up until 30 June 2026.

2. Eligibility

There are certain criteria that need to be met to apply for a payment under the scheme. This section details who an eligible applicant is and what an eligible household is.

2.1 Eligible applicants

There are two types of applicant that can apply, a **proprietor** or an **individual**:

- A **proprietor** is an entity that owns or manages a household that is affected by the waste levy for the domestic waste service. Examples may include a strata manager managing a block of units or a landlord owning and managing a property.
- An **individual** applicant is part of a household. If a separate entity owns or operates a premises where a household is located, the proprietor of that premises must 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).

Please note: proprietors must apply on behalf of the eligible households under their proprietorship. If your proprietor refuses to apply on your behalf, you may apply as an individual under Class 5 of the scheme. Evidence will be required to demonstrate that the proprietor refuses to apply.

2.2 Eligible households

A **household** is one or more individuals who occupy residential premises as a usual place of residence for a period of six months or more. Examples of residential premises may be:

- a house or townhouse,
- a flat, apartment or unit,
- a caravan site, or
- a room in nursing home or boarding house.

A household must meet the following criteria under the scheme:

- the household must be located in the levy zone;
- the household must not already have been compensated for the waste levy by means of payment to the local council; and
- individuals at the household must have lived at that address as their usual place of residence for at least 6 months.

What is the levy zone?

To be eligible to apply for a payment, your domestic waste must be disposed of in a Local Government Area that is part of the waste levy zone. There are 43 Local Government Areas that are subject to the levy; including 39 located inside the levy zone ([Link to map](#)) and four (Cook, Wujul Wujul, Yarrabah and Palm Island councils) located outside of the levy zone.

How do I know if my household has already been compensated?

To meet the Queensland Government commitment that the waste levy will have no direct impact on Queensland households, payments are made to councils each financial year.

3. Assessment

All applications will be assessed under five distinct classes. Documentation requirements are based on the class type.

Class 1: Proprietors of premises that are 100 percent residential which receive a private commercial waste collection service (i.e. the collection service is provided by a private company and not a council). These may include:

- a) Nursing homes
- b) Retirement villages and aged care facilities
- c) Boarding houses
- d) Purpose-built student accommodation
- e) Manufactured home estates
- f) Other multi-unit dwellings not listed above e.g. apartment buildings, townhouse complexes or gated communities.

Class 2: Proprietors of mixed-use premises (i.e. a premise has a residential and commercial uses) that receive a commercial waste collection service either from council or a private company. These may include:

- a) A premises with a combination of holiday units and long term residential units (e.g. caravan parks)
- b) Other types of mixed–use premises including residential units combined with business offices or restaurants.

Class 3: A household with a private commercial waste collection service (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.

Class 5: Individual households of Class 1) or 2) where the proprietor refuses to apply for a payment under the scheme.

Please see **Attachment 1** for a flowchart to assist applicants in determining their eligibility.

3.1 Evidence

The following table outlines the evidence required for assessment of each Class of application.

Application requirement	Evidence required	Proprietors		Individuals		
		Class 1- 100% residential	Class 2- Mix of residential & commercial	Class 3- Household with private collection	Class 4 - Household amongst tourist accommodation	Class 5 - Proprietor refusing to apply
Personal identification	Drivers licence or similar e.g. proof of age card	x	x	✓	✓	✓
Address	Rates notice If not available – other proof of address such as community title scheme for multi-dwelling premises, rental agreement or statement of fees	✓	✓	✓	✓	✓
Evidence of waste collection	Private commercial waste collection service invoice, contract or agreement If not available – Council invoice or rates notice (with commercial collection details)	✓	✓	✓	x	x
Residing at address for at least 6 months	If renting – rental agreement Otherwise, contract	x	x	✓	✓	✓
Evidence that proprietor is refusing to apply	Statement from proprietor (signed on letterhead) confirming they will not apply to the Household Waste Payment Scheme this financial year.	x	x	x	x	✓

3.2 Payment calculation

The payment amount is calculated from the average amount of domestic waste only generated by a household, the bin capacity and the direct waste levy cost to dispose of that waste. Domestic waste does not include recyclable material as it is not subject to the levy and therefore is not factored into the calculation.

Example: The average Queensland household generates 14.2kg of general domestic waste per week.

For this example, the 2021-22 payment is calculated as follows:

$$\begin{aligned}\text{Payment} &= \text{Weekly waste amount (tonnes)} \times \text{Levy rate (\$/tonne)} \times 52 \\ &= 0.0142 \times 85 \times 52 \\ &= \$62.76\end{aligned}$$

The waste levy rate is prescribed by legislation and available [here](#). Please note, from 2022-2023 onwards there will be a differential waste levy rate for metro and regional zones.

The formula varies slightly depending on the class of applicant to take into account applications for multiple households and varying collection services. It also takes into account the frequency and volume of collections. The detailed calculation formula is available at **Attachment 2**.

Payments can only be made in relation to domestic waste generated by the household for the application.

4. How to apply

Applications for the Household Waste Payment Scheme can be made via QRIDA's online portal available at <https://applyonline.qrida.qld.gov.au/login>

Applications must be submitted to QRIDA by 30 June 2026.

QRIDA will assess complete applications in order of receipt. Incomplete applications will not be assessed until all required information is received.

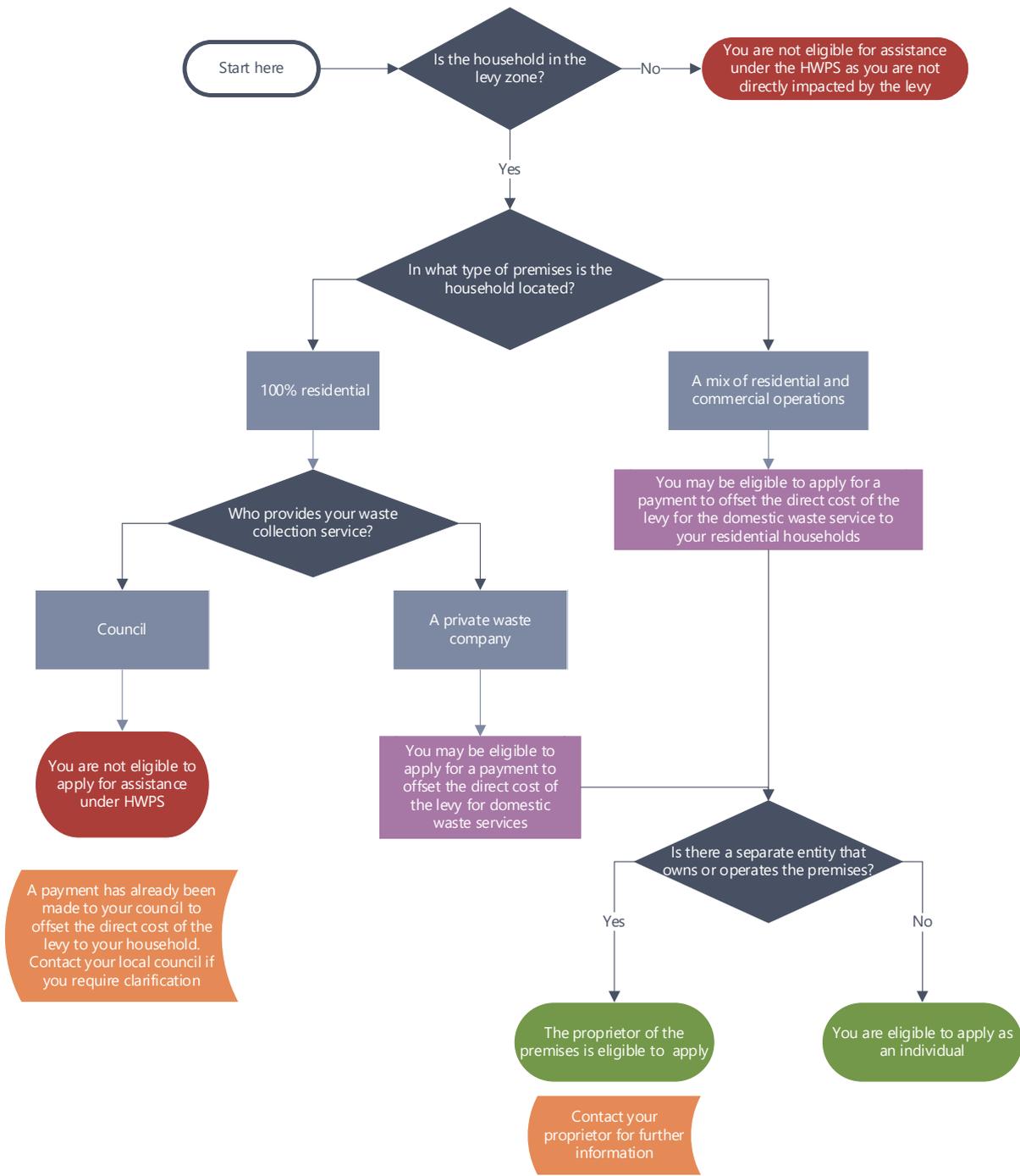
QRIDA may ask you to provide further relevant information to assess your application.

QRIDA will make approved payments to the bank account nominated in your application.

5. More information

For more information on the Household Waste Payment Scheme contact QRIDA on **Freecall 1800 623 946** or email contact_us@qrida.qld.gov.au

Attachment 1 – Scheme Eligibility Flowchart



Attachment 2 - How payments are calculated

The amount of the payment for a financial year is worked out based on the following formulae

Class 1 and 2 Applicant

$$P = A \times W \times L \times B$$

where –

P is the amount of the payment.

A is the total capacity of bins used for domestic waste at a multi-dwelling premises or the residential premises occupied by the household, calculated with reference to the frequency of waste collection at the premises during the financial year.

W is 0.0592 (the average deemed weight to volume ratio).

L is the *waste levy* rate for other levyable waste for the financial year under the *Waste Reduction and Recycling Act 2011*, schedule 1.

B is the proportion of the number of residential premises occupied by households located within the multi-dwelling premises to the total number of premises located within the multi-dwelling premises.

Class 3, 4 and 5 Applicant

$$P = A \times L \times 52$$

where –

P is the amount of the payment.

A is 14.2kg (the weekly average *waste* amount).

L is the *waste levy* rate for other levyable waste for the financial year under the *Waste Reduction and Recycling Regulation 2011*, schedule 1.