Household Waste Payment Scheme Guidelines

October 2026

DELIVERING FOR QUEENSLAND

Queensland Government

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Department of the Environment, Tourism, Science and Innovation.

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October 2026

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Table of contents

Table of contents 3
Introduction 4
The Scheme 4
Scheme summary 4
Application classes 6
Proprietor applications: 6
Individual applications: 6
Payment calculations 7
Proprietor applications 7
Individual applications 7
Council annual payment percentage 7
GST 7
Required documentation 7
Assessment 8
How to apply 8
Privacy statement 8
Contact details 9
Appendix 1 – Scheme eligibility flowchart 10
Appendix 2 – Scheme payment formulas 11
Proprietor (Class 1 and 2) applications: 11
Individual (Class 3, 4 and 5) applications: 11
Appendix 3 – Supporting documentation 12

Introduction

Queensland's waste disposal levy commenced on 1 July 2019 and is payable on all waste disposed of in a levyable waste disposal site within the levy zone or, if it has been generated within the levy zone and disposed of to a landfill outside the levy zone in Queensland.

To ensure that the waste levy has no direct impact on Queensland households, councils receive annual payments to offset the direct costs of the waste disposal levy liability incurred as a result of the disposal of household, and some other, municipal solid wastes. These payments are provided for under the *Waste Reduction and Recycling Regulation 2023*.

In addition, councils are provided with supplementary payments to offset the direct cost of the levy for waste generated by households with a council commercial waste collection service not covered by annual payments.

The small proportion of Queensland households not covered by either annual or supplementary payments to councils are eligible 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 2029.

The Scheme

Scheme summary

Scheme type	The Scheme is non-competitive, supporting all eligible household proprietors and individuals.
Eligible applicants	There are two types of applicants that can apply, a ***proprietor*** or an ***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** to assist in determining eligibility.
Eligible households	A ***household*** is one or more individuals who occupy residential premises as a usual place of residence. Examples of residential premises include: • a house or townhouse; • a flat, apartment or unit; • a caravan site; • a room in nursing home or boarding house. A household must meet the following criteria under the Scheme: • the household must be located in a levy affected area*; and • the waste levy applied to the household must not already have been compensated by means of annual payment or supplementary payment to the local council**; • an applicant may only claim for a household, or for a proprietor the number of households, that receive a commercial waste collection service (i.e. general household waste is not collected by 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 prior to the period for which an application is being submitted. *Households within one of the 39 council areas within the levy zone, or within the Cook, Wujul Wujul, Yarrabah or Palm Island council areas, may be eligible for payment through the Scheme. ** If the household/s receive a council waste collection service, the council receives an annual payment (and is also eligible for a supplementary payment) to offset the waste levy charge.
Eligible waste types	An application may be made in relation to household residual waste – the household waste generated that is disposed in the household general waste (red lid) bin. An application cannot include materials disposed in comingled recycling or organic waste bins, sanitary waste or secure shredding.
Application period	Eligible applicants may apply once per financial year from FY2025-26 onwards and payments will be calculated based on the whole financial year.

	Applications may be submitted for the previous financial year where no application has been previously submitted for that year. Applications close 30 June 2029
How to apply	Apply Here: Household Waste Payment Scheme (SmartyGrants)

Application classes

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

Proprietor applications:

Class 1	**Class 2**
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), including: 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.	Proprietors of mixed-use premises (i.e. a premise has both residential and commercial uses) that receive either: • a 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 (i.e. costs are charged in addition to the proprietor's rates notice). This 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.

Individual applications:

Class 3	**Class 4**	**Class 5**
A household with a household waste collection service provided by a private contractor (i.e. the collection service is provided by a private company and not a council).	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 (i.e. costs are charged in addition to the proprietor's rates notice).	Individual households of class 1 or 2 where the proprietor refuses to apply for a payment under the Scheme.

Payment calculations

Across all application classes, only the domestic general waste (red lid bin) generated by the premise or household is included in payment calculation, as items in the recycling or organics bins are not subject to the waste levy.

Appendix 2 provides the calculation method for proprietor and individual applications.

The waste disposal levy rate is prescribed by legislation and available here.

Proprietor applications

Calculation of payments for class 1 and 2 applications are based on the capacity of bins used for general waste disposal at the premises, the deemed weight to volume ratio and the levy cost associated with disposal of general waste.

Individual applications

Calculation of payments for class 3, 4 and 5 applications are based on the average amount of general waste generated by a household (14.2 kg per week) and the levy cost associated with disposal of general waste.

Council annual payment percentage

The Queensland Government's annual payments to councils reduce over time for metropolitan and major regional councils. This is calculated using a baseline tonnage of each council's annual average levyable municipal solid waste disposed to landfill in 2019-20 and 2020-21 under the following year on year reduction.

The calculation of payments under the Scheme are subject to the same percentage reduction.

Councils	Annual payments percentage				
	2025-26	2026-27	2027-28	2028-29	2029-30
Metropolitan	70%	60%	50%	40%	30%
Major Regional Councils: Bundaberg, Cairns, Fraser Coast, Gladstone, Mackay, Rockhampton, Somerset*, Toowoomba* and Townsville	70%	60%	50%	50%	50%
Eligible Regional Councils	100%	100%	100%	100%	100%

* Prior to 1 July 2026 Somerset and Toowoomba were located in the metropolitan levy zone

GST

Scheme payments are not considered a taxable supply, Goods and Services Tax (GST) is not applicable. All GST expenses must be covered by the recipient.

Required documentation

The documentation required to support applications varies according to the applicant class. Please refer to **Appendix 3** for detailed information on the requirements.

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

Assessment

Assessment of applications under the Scheme is undertaken based solely on the eligibility of the applicant, the application class and the evidence provided.

The department will assess complete applications in order of receipt. You may be asked to provide additional information to support your application. Incomplete applications will not be assessed until all required information is received.

How to apply

Applications for the Scheme must be made via the department's online portal available at https://des.smartygrants.com.au/HWPS

Submission of an application does not guarantee that funding will be provided.

All decisions made are at the discretion of the department and are considered final.

The department is under no obligation to consider applications submitted or received after the Scheme has closed.

Please note, the department is not able to assist in the preparation of applications.

Setting up a SmartyGrants account is free and previous SmartyGrants users can use the same SmartyGrants account. A help guide for applicants is available at: https://applicanthelp.smartygrants.com.au/help-guide forapplicants/

If you experience technical difficulty creating a SmartyGrants account or completing an online form, please contact SmartyGrants on (03) 9320 6888.

Privacy statement

The department is collecting information via the application form for the Scheme, for the purposes of assessing applications, notifying applicants if their application was successful or unsuccessful, 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).

The State may disclose information, including confidential information of or provided by an applicant:

a) to any government agency or authority and its representatives and advisors, for the purpose of assessing and verifying such information;

b) to the Queensland Minister for the Environment and Tourism and Minister for Science and Innovation, for reporting purposes;

c) to comply with or meet applicable standards of accountability of public money or established government policies, procedures or protocol;

d) if required to be disclosed by law.

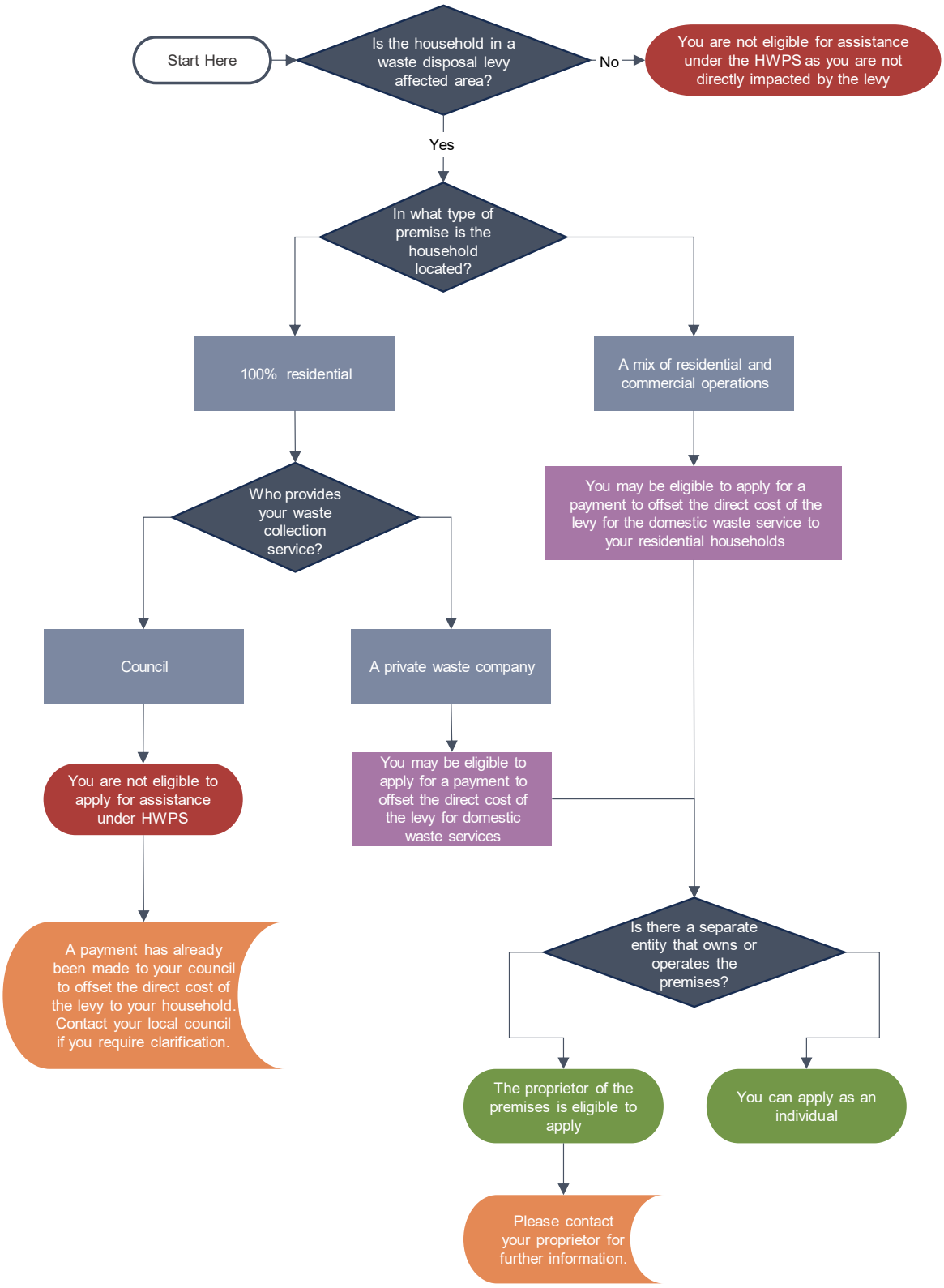
The personal information will otherwise not be used or disclosed unless authorised or required by law or with consent. Personal information will be handled in accordance with the *Information Privacy Act 2009*. If you have any privacy questions or concerns, please email Privacy@detsi.qld.gov.au.

The Scheme application and associated documentation is subject to the *Right to Information Act 2009*. If you wish to access your personal information that is under the control of the department, you may email RTIServices@detsi.qld.gov.au.

Contact details

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.

Appendix 1 – Scheme eligibility flowchart



Appendix 2 – Scheme payment formulas

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

Proprietor (Class 1 and 2) applications:

P = A × W × L × B × (1 − C)

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 (total tonnes) 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 (where 100% of occupied premises = 1)

C is the Council annual payment percentage (expressed as a proportion, i.e. 100% = 1), which reduces year on year until FY2029-30

Individual (Class 3, 4 and 5) applications:

P = A × L × 52 × (1 − C)

Where:

P is the amount of the payment

A is 0.0142 tonnes (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

C is the Council annual payment percentage (expressed as a proportion, i.e. 100% = 1), which reduces year on year until FY2029-30

Appendix 3 – Supporting documentation

Application requirement	Proprietors		Individuals			Documentation required
	Class 1 – 100% residential	Class 2 – Mix of residential and commercial	Class 3 – Household with private collection	Class 4 – Household amongst tourist accommodation	Class 5 – Proprietor refusing to apply	
Personal identification	✗	✗	✓	✓	✓	Driver's licence or similar, e.g. proof of age card
Address	✓	✓	✓	✓	✓	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
Evidence of waste collection	✓	✓	✓	✗	✗	Contract or agreement for private commercial waste collection service. If not available – council landfill facility invoice, invoice(s) from private commercial waste collection service.
Residing at address for at least 6 months	✗	✗	✓	✓	✓	If renting – a rental agreement, utilities notice, waste invoice. Otherwise, a utility notice, rates notice, waste invoice.
Evidence that proprietor is refusing to apply	✗	✗	✗	✗	✓	Statement from proprietor* confirming they will not apply to the Household Waste Payment Scheme this financial year. * the statement can either be in traditional letter format with business letterhead, or via email from the proprietor's email account and containing the proprietor's signature block.

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