



## **Waste Services Information Sheet**

### **Waste Facility Tip Passes**

#### **Overview:**

Commencing in 2022/23, the Shire of Donnybrook Balingup is introducing a new system using electronic tip passes which will replace the previous paper-based system to make better use of technology and improve processes and systems relevant to the tip passes.

#### **What are the changes?**

The main change that residents will notice is the way in which tip passes are issued and used at the Shire's waste facilities. You will find at the bottom of your 2022/23 rates notice that there is a tear-off section containing a 'QR Code' and this is effectively your new tip pass. Each property will have its own unique QR Code and deductions (or clicks) will be made electronically by the gate attendant. Whilst QR Codes may be able to be loaded by residents onto their smartphones for ease of use, they do not require residents to own a smartphone – simply take the paper tear-off section from your rates notice to the waste facility which will be scanned by the attendant.

Please note there is no change to the number of visits / allocations that residents are entitled to under the new passes.

#### **What are the benefits?**

Historically, the Shire has printed out many 'manual' tip passes, some of which are lost or misplaced each year. The new system being electronic means that replacing a lost pass will simply be a case of re-printing (or emailing) the unique QR Code. The new system will also enable the Shire to capture more accurate data about how tip passes are being used by our residents, which will assist with planning and informing future decision-making.

#### **Who qualifies for a tip pass?**

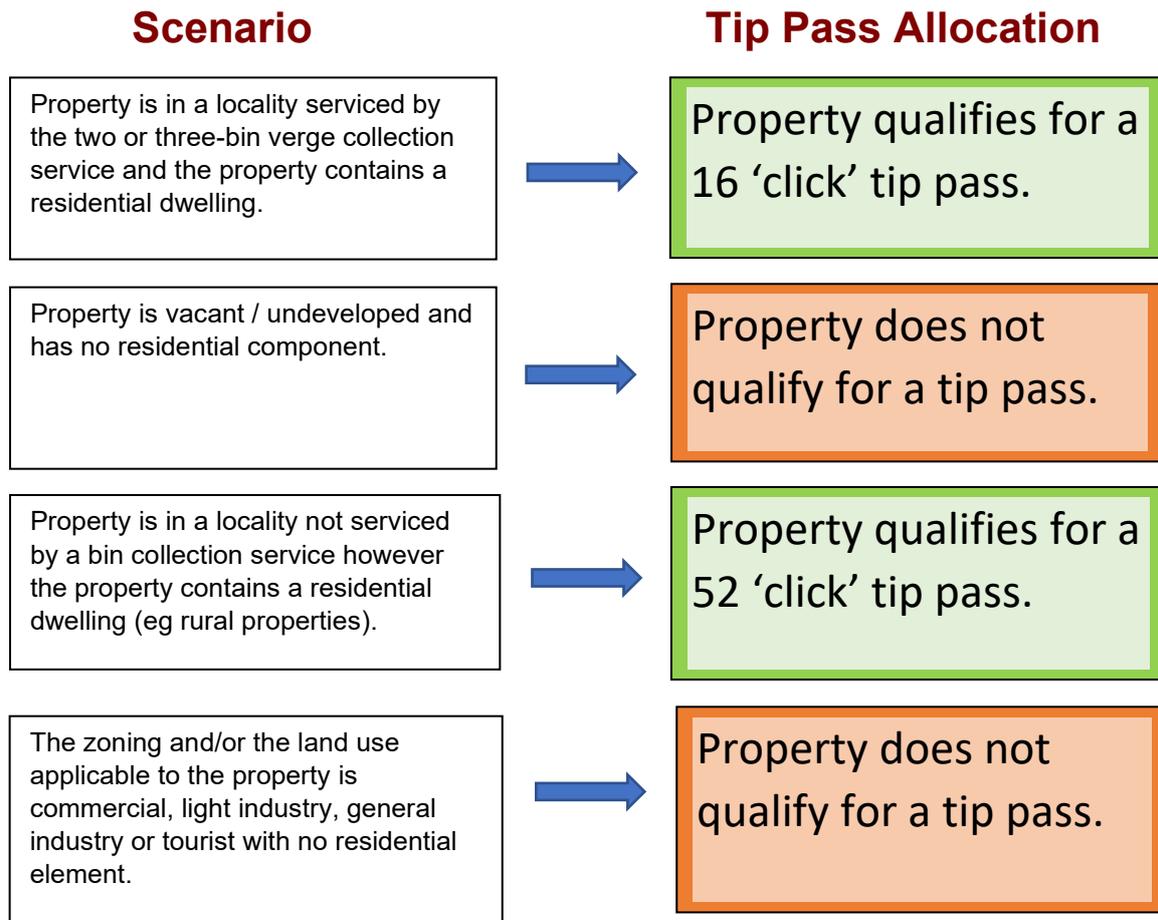
It is important to understand that tip passes are not allocated to all properties and are primarily intended for the disposal of domestic waste from residential / rural residential / rural zoned properties.

There are some circumstances where a property may qualify for a tip pass that may be at odds with its zoning, such as a commercial zoned property containing a house.

In determining which properties qualify for a tip pass and the allocation of visits the following questions are considered:

- Does the property have an existing two or three-bin collection service?
- What is the zoning and approved land use of the property?
- Does the property contain a dwelling for residential purposes?
- Is the property used for commercial / industrial / tourism uses without a private residential component?

The following diagram illustrates which properties qualify for a tip pass and if so, the allocation:



### **Shire Review**

As part of the process of introducing electronic tip passes, the Shire has undertaken a comprehensive internal review whereby zoning and land use information was cross-referenced against tip pass entitlements to ensure all residents receive the correct tip pass. Whilst this process revealed the vast majority were correct, there were a few discrepancies identified that have been rectified as part of this process. It therefore may be the case that an allocation previously issued to a property is different this year – if this is the case, it is more than likely that the property was receiving a tip pass allocation that was previously not correct.

### **What if I think there may have been an error or I have a query?**

As with any new process involving literally thousands of properties, there may be a slight chance of human / data error.

If, after reviewing your own circumstances against the above chart, you believe there may have been an error in your 2022/23 tip pass allocation, you are requested in the first instance to submit a written request to the following email address: [shire@donnybrook.wa.gov.au](mailto:shire@donnybrook.wa.gov.au). Upon receiving your email, your case will be reviewed against the criteria outlined above (which may involve Shire staff undertaking an inspection of the property to confirm the residential use) and the Shire will provide a response within 14 days.

All other queries can also be directed to the above email address.

The Shire thanks you for your cooperation as we introduce this new and important initiative.