City of Wanneroo

Digital Waste Vouchers

Terms and Conditions of Use

Purpose and Application

The City of Wanneroo ("the City") provides Digital Waste Vouchers to eligible residents to support responsible disposal of household waste.

These Terms and Conditions explain who can use Digital Waste Vouchers, how they work, and what residents needs to do when using them, and apply to the issue, access, use and redemption of all Digital Waste Vouchers issued by the City.

In these Terms and Conditions, "you" and "your" mean the resident using a Digital Waste Voucher, and "City" means the City of Wanneroo.

Eligibility

1. Digital Waste Vouchers are available to residential properties within the City of Wanneroo for which a waste service fee is paid.
2. Digital Waste Voucher entitlements are issued per waste service fee. This means that each dwelling that pays a waste service fee is eligible for its own vouchers.
3. Digital Waste Vouchers are for residential use only and must not be used for commercial or business waste.
4. Property owners are eligible to access Digital Waste Vouchers for the property they reside in.
5. Tenants may access Digital Waste Vouchers once their residency has been successfully verified through the City's Digital Waste Voucher platform.
6. Where a change of occupancy occurs, voucher eligibility remains in place until City records are updated. Residents should notify the City when they are vacating a property so records can be updated.

Registration and Access (Including Assisted Access)

1. Residents must provide accurate and current property and residency information in order to register for and obtain Digital Waste Vouchers through the City's Digital Waste Vouchers Platform. To support residents who may experience barriers to digital access, City staff is able to assist with registration and printing of issued vouchers in person at the City's Civic Centre front counter or City's library facilities.

2. Tenants must obtain verification from the property owner or property manager before Digital Waste Vouchers are issued.
3. The City may request supporting documentation to confirm eligibility at any time.

4. Providing false, misleading or incomplete information may result in Digital Waste Vouchers not being issued or cancelled.

Voucher Types

The City may issue Digital Waste Vouchers for different types of waste (e.g. white goods, mattress, used tyres) from time to time. Details about what each Digital Waste Vouchers can be used for are provided at the time of issue and through City communications.

Use and Redemption of Vouchers

1. Digital Waste Vouchers may be presented either:
    a. digitally as a QR code, or
    b. as a printed paper voucher displaying a QR code
2. Paper vouchers must be printed in sufficient quality to allow the QR code to be easily scanned. Poor quality or illegible prints may not be accepted.
3. Each Digital Waste Voucher use may be redeemed once only and is void immediately upon scanning by facility staff.
4. Facility staff may request proof of residence at the time of redemption
5. Loads that do not meet acceptance criteria, safety requirements or voucher conditions may be refused.

Replacement, Loss and Discretion

1. Digital Waste Vouchers that are lost or inaccessible will be cancelled and replacement vouchers reissued.
2. Where a replacement Digital Waste Voucher is issued, all previously issued vouchers associated with that entitlement are void and cannot be used.
   The replacement Digital Waste Voucher will only include the number of unused visits remaining under the original entitlement and does not create any additional entitlement.
3. Where a Digital Waste Voucher has been compromised or misused, replacement is at the discretion of the City.

Prohibited Use

You must not:

a. Sell, transfer, share, duplicate or reproduce any Digital Waste Voucher
b. Use a Digital Waste Voucher for waste generated from non-residential, commercial or industrial activities

c. Attempt to redeem a Digital Waste Voucher that has expired, been cancelled or already redeemed

Any prohibited use may result in cancellation of existing and future Digital Waste Vouchers.

Expiry and Cancellation

1. All Digital Waste Vouchers are valid for the relevant financial year in which they are issued, unless otherwise specified.
2. Residents should notify the City when they are vacating a property in order for records to be updated.
3. The City reserves the right to cancel existing or future vouchers in the event of failure to comply with these Terms and Conditions.

Behaviour, Safety and Compliance

1. You must comply with all safety instructions and directions given by facility staff.
2. Abusive, aggressive or unsafe behaviour will not be tolerated and may result in refusal of service and cancellation of vouchers.
3. Loads must be transported safely and in accordance with applicable safety requirements.
4. The City is not liable for any loss, injury or death resulting from your acts or omissions in the redemption of Digital Waste Vouchers.

Privacy

Personal information collected for Digital Waste Voucher registration, verification and redemption is managed in accordance with the City's Privacy Policy and privacy legislation.

Changes to Terms and Conditions

The City may amend these Terms and Conditions at any time and notice will be given to all Digital Waste Voucher holders. Continued use of Digital Waste Vouchers constitutes acceptance of the latest version.