

Waste Services Management System: Request a New Set of Bins

Access the **Waste Services Management System (WSMS)** via the **City Services** web site.

Select the **Request a New Set of Bins** option. Read the form overview, then select [Open New Form](#).

Tell us if you have a valid concession card. Concession rates are available for the Garden Organics service. You must upload an image of your concession card later.

1 * Do you own a concession card? (mandatory)

Yes
 No

Please note that concession rates are available for garden organics services only. The eligible concession cards are:

- ACTION Gold Concession Card
- Centrelink Pensioner Concession Card
- Department of Veterans Affairs Gold Card
- MyWay Seniors Card

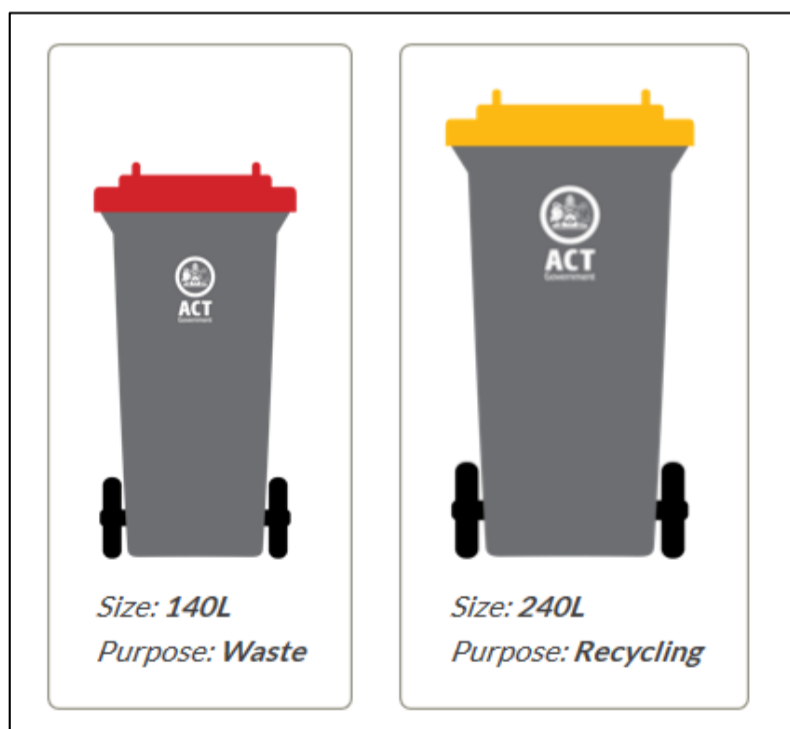
Enter your residential address.

2 * Please select the address for this request (mandatory)

*Enter address (mandatory)

In the **Do you require a new set of garbage and recycling bins for a new or rebuilt house?** field, select either the **Yes** or **No** option.

If **Yes** is selected, the bin entitlement for your residence will display.



If **No** is selected, the **Do you currently have a set of garbage and recycling bins?** field will display.

If the answer is **Yes**, the following warning message will display:

Please [click here](#) to request for an additional bin or upgrade of bin to your property.

As your residence already has a set of bins, the form provides a link to the **Request Additional or Upgrade of Service** form. Use this form to request additional or upgraded bins.

If the answer to the **Do you currently have a set of garbage and recycling bins?** field is **No**, the following warning message will display:

Please [click here](#) to request for reporting a stolen/missing bin in your property.

As your residence does not have a set of bins and you answered **No** to the **Do you require a new set of garbage and recycling bins for a new or rebuilt house?** field, the form provides a link to the **Request to Replace a Missing Bin** form. Use this form to request a replacement for a missing or stolen bin.

Waste Services Management System: Request a New Set of Red/Yellow Bins

The standard bin allocation is one 140-litre garbage bin (red lid) and one 240-litre recycling bin (yellow lid). These bins are free of charge. Additional or upgraded bins can be purchased for an annual fee.

A Garden Organics (Green Bin) can be purchased for a one-off fee of \$50. For concession card holders, the Garden Organics bin is free.

If you require additional or upgraded services, select the check box(es) relating to the desired additional or upgraded service. Further options will display for waste, recycling and Garden Organics services.

Select the desired additional or upgraded services options.

Do you require additional services? If so, select the appropriate box(es) to review the options available to you.

Waste
 Recycling
 Garden Organics

Payment for ongoing additional/upgraded waste and recycling bin services is invoiced every July. The initial amount payable is based on a pro rata calculation, which is dependent on the date the additional/upgraded services are requested.

For example, if you request additional/upgraded services in October, your initial pro rata payment will be for the period of October to June, payable at the time of the request. From July, you will be invoiced for the next 12 months.

To cancel additional/upgraded services, please use the (link to prod downgrade/removal webform).

***Waste Service Options Available:**

- Upgrade 140L (standard size) to 240L (upgraded size) - \$9.35
- Additional 140L (standard size) - \$14.00
- Additional 240L (upgraded size) - \$18.70

***Recycling Service Options Available:**

- Upgrade 240L (standard size) to 360L (upgraded size) - \$5.65
- Additional 240L (standard size) - \$6.55
- Additional 360L (upgraded size) - \$7.50

***Garden Organics Service Options Available:**

If you do not own a concession card, the cost is \$50 to opt-in the service. This is a non-refundable fee. Please note that at this time, only one Garden Organics bin is entitled per household.

- New 240L - \$50.00

Enter a preferred delivery date, or get your bins delivered as soon as possible (within five business days).

2 Deliver on date (optional):

Deliver as soon as possible

Enter delivery date

Select [Next](#).

Enter your name, date of birth and preferred contact method.

4 Your contact details:

*Title (mandatory)
Select an Option

*Customer First Name (mandatory)

*Customer Last Name (mandatory)

*Birthdate (mandatory)

*Preferred Contact Method (mandatory)
Select an Option

*Customer Email (mandatory)

Customer Mobile Phone

Customer Other Phone

Select [Next](#), then review your request. You can make changes to any information you have provided.

If a payment for additional/upgraded services or a Garden Organics service is required, select [Proceed to Payment](#). You can then enter your payment details.

If a payment is not required, select [Submit](#). We'll provide a reference code for your request.

That's it – you're done! The new bins will be delivered within five business days, or on the selected delivery date. To track your request, check your email or SMS messages for details.