Waste Services Management System: Bulky Waste Collection for a Single Unit Dwelling

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

Select the Bulky Waste Collection New Request option. Read the form overview, then select Open New Form.

Tell us if you have a valid concession card.

Enter your residential address.

You’ll be informed if your address qualifies for a bulky waste collection.

Using the calendar, select your preferred bulky waste collection date. Green dates indicate availability.

When an available date is selected, the green calendar date will change to a purple calendar date.

Select Next.
Add bulky waste items to be collected free of charge by selecting the plus sign \( + \) next to each item category.

To remove an item, select the minus sign \( - \).

If you have items for collection that don’t match a category, enter them in the Other Items field.

The **Bulky Waste Booking Summary panel** provides details of your bulky waste collection request – the collection address, the scheduled collection date, the quantity and type of items to be collected, and the price (if applicable – only mattresses incur a disposal fee of $25 per mattress).

The booking summary panel also provides a visual indicator of the estimated size of your bulky waste collection in cubic metres. The maximum size of a bulky waste collection is **two cubic metres**, which is about the size of a standard box trailer.

Keep the visual indicator in the green or amber zone. If you add too many items, you may exceed the two cubic metre limit. If you do so, you can still submit your bulky waste collection request, but some of your items may not be collected.

You can also upload photos of your items or their location within your property boundary.
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Select a collection point from within your property boundary – front of the property or other. If other is selected, you must add the collection location in the Collection notes field.

Add collection notes, such as the exact location of the items, pets on site or special requirements.

Answer the questions in steps 7, 8 and 9. This will help our contractor.

Read and accept the terms and conditions, then select Next.

Add your contact details, including a valid email address or phone number.

Select Next, then review and Submit. We'll provide a reference code for your request.

That's it – you're done! Your bulky waste collection request will be processed.

To track your request, check your email or SMS messages for details.