



WASTE VOUCHER FACT SHEET

Our waste voucher system entitles all residents and businesses in the Lismore Local Government Area to visit the Lismore Recycling & Recovery Centre or Nimbin Transfer Station for free each financial year to dispose of waste.

Residents are allowed three free visits while commercial property owners or occupiers are entitled to two free visits. The Lismore Recycling & Recovery Centre is located at 313 Wyrallah Road, East Lismore. The Nimbin Transfer Station is located at Blade Road, Nimbin.

No computer access or email

If you don't have a computer or email address you can still apply for a waste voucher by:

- visiting our Corporate Centre at 43 Oliver Avenue, Goonellabah, to apply in person; or
- by phoning us on 1300 87 83 87 and applying over the phone.

If you are a tenant you will need to provide proof of tenancy such as a tenancy agreement, lease agreement, rent agreement, driver's licence or a letter from the real estate or landlord.

Barcode

The voucher can be stored electronically on your smartphone or printed. The barcode will be scanned at the Lismore Recycling & Recovery Centre weighbridge or the barcode number entered manually at the Nimbin Transfer Station.

Owner occupiers and tenants

Vouchers will be issued to the occupier of residential or commercial properties in the Lismore Local Government Area. This could be the property owner living in their own house or a tenant in a rental property, or a person leasing a premises. Landlords who lease or rent their properties are not entitled to apply for the waste vouchers for that property.

Please note: there must be a residential dwelling/operational business on a property for it to be eligible. Owners should also be aware they must enter an assessment number not a DP/Lot number when applying online.

Strata Title

Each house, townhouse or unit on a strata title is entitled to a voucher.

Waste materials accepted

You are entitled to dispose of approximately one ute or trailer load of waste each visit. The following maximum volumes will be accepted:

- 200 kilograms of mixed general waste (not sortable)
- 333 kilograms of self-sort waste (50% recoverable)
- 714 kilograms of green waste
- 1,666 kilograms or 1.6 tonne of scrap steel
- One gassed whitegood or two un-gassed whitegoods
- Five car/4x4 tyres or one truck tyre

People who bring more than these amounts will incur standard waste disposal charges.

Vouchers cannot be used for:

- commercial quantities of chemicals
- asbestos

Voucher use

The voucher can be used on any day of the year that the Lismore Recycling & Recovery Centre is open. The voucher can be used in any one financial year (1 July to 30 June) and then you must reapply.

Lost voucher

Lost vouchers (printed or electronic) can be replaced – phone us on 1300 87 83 87 to arrange a replacement. If you lose your voucher, the new voucher will only have the remaining number of scans available that is recorded in Council's database.

Changing tenants/business operators

If tenants/business operators change in a rental property throughout the year the new tenants/business operators are entitled to apply for a voucher. The tenants/business operators will need to provide proof of tenancy/lease at the time of application such as a tenancy agreement, lease agreement, rent agreement, driver's licence or letter from the real estate or landlord.

The number of voucher scans will be the remaining number of scans available that is recorded in Council's database for the address.

Changing owners

If a residence/commercial property changes ownership during the year the new owners will be entitled to apply for a voucher. The owner will need to provide proof of occupation of that premises such as a utility bill.

Courtesy trailers

Council has courtesy trailers available from the Lismore Recycling & Recovery Centre to assist people to bring in their waste for disposal. Trailers can be booked on 1300 87 83 87. The trailers can also be used to transport items purchased from the Revolve Shop and compost.

Movement away from postage

One of the aims of issuing electronic waste vouchers is to reduce reliance on postage in a transition to the digital economy.

If you do not have a computer or email address you can still apply for a waste voucher by visiting our Corporate Centre at 43 Oliver Avenue, Goonellabah, or phoning 1300 87 83 87.

Application period

An application for a waste voucher can be submitted anytime during the financial year after 1 August. The voucher is then valid for 12 months.

Voucher issue timeframe

The waste voucher will be issued by Council within 10 working days of application. Electronic vouchers will be issued by email and printed vouchers (for those with no email or internet) will be posted. Posted vouchers may take a few additional days to arrive.

