



Application for Special Consideration

Monash Council offers additional waste and recycling services free of charge to residents under specific circumstances. Council has written guidelines for these special circumstances, and they are primarily to encourage further recycling as much as possible. Special Consideration may be given to residents with medical reasons, large families with financial constraints or households with two or more children in nappies.

Who is eligible?

Residents with a medical condition that generates additional waste and/or recycling, large families (6 or more people in household – not including extended families) with demonstrated financial hardship and households with two or more children in nappies are eligible to apply.

How can I apply?

Complete the application form overleaf and return it to Council as directed on the form. Include the following supporting documentation:

- Medical condition: include a statement from your Doctor advising that treatment of the specific condition involves significant additional waste for the household.
- Financial hardship: supply a copy of your current Centrelink Pension card and/or Health Care Card.
- Two or more children in nappies: supply a copy of maternal child health card, with children's date of birth, name and address (other information can be omitted).

How will my application be processed?

Your application for Special Consideration will be assessed based on the information you provide on your application form against the criteria above and supporting documentation.

What can I do if my request for Special Consideration is denied?

If your application is unsuccessful, we will let you know the reason why and you may choose to resubmit your application with further information or documentation. You can still select to have additional services, but you will be required to pay any applicable charges for those services.

What if my circumstances change i.e., my child is no longer in nappies, or I move house?

One of the conditions of Special Consideration requires that you notify Council if your circumstances change, this includes moving from your current premises or a variation in your health/financial/family status. This includes if your child/children no longer wears nappies. Misuse of this service, such as not notifying us of circumstance changes or repeat contamination, may result in withdrawal of the service.

Special considerations are approved for a 24-month period only and are reassessed after this time. Should you require an extension to your Special Consideration services you will be asked to re-apply. All bins supplied by Council must be used in accordance with the "Conditions of Service and Supply" document available from Customer Service or at www.monash.vic.gov.au/bin-issue

APPLICATION FOR SPECIAL CONSIDERATION (cont.)

Application for this service does not guarantee approval. Each a request is assessed individually. It is your responsibility to let us know if you no longer need the service or if you no longer qualify for special consideration by contacting Customer Experience on 9518 3555.

APPLICANT DETAILS

Resident Name: _____

Property Address: _____

Telephone number (BH): _____ Mobile: _____

Email Address: _____

Postal Address: *(if different from Property Address)* _____

SPECIAL CONSIDERATION SERVICE REQUESTED: *(Please tick)*

Upgrade my existing 120 litre waste bin to a 240-litre waste bin

Supply an additional 120 litre waste bin

Supply an additional 240 litre recycle bin

Request is based on the following:

We are a large family (**at least 6 people in the household – not extended families**). We are aware that this is only applicable with **demonstrated financial hardship** and have attached a copy of our Centrelink Pension card and/or Health Care Card.

One or more member/s of the household have a **Medical Condition** which generates excess waste and/or recycling. Please attach a letter confirming you require this service from a Doctor. You do not need to specify the medical condition.

We are a household with **2 or more children in nappies**. In ticking this box and signing this form, I acknowledge that I am giving permission for Maternal Child Health records to be checked to verify.

Other – Please see supporting details/information on why we require Special Consideration and our existing efforts to minimise waste in our household. (Attach extra page if required).

I have read the information overleaf and understand the terms for applying for special consideration. I pledge to notify Council if my special consideration circumstances change or if I move properties.

Applicant Signature: _____ Date: _____

Please return the completed form to us: Post: Administration Officer (Waste Services), PO Box 1, GLEN WAVERLEY 3150. Email: mail@monash.vic.gov.au In Person: Civic Centre - 293 Springvale Road, Glen Waverley or Oakleigh Service Centre – 3 Atherton Road, Oakleigh.

Privacy Collection Statement

Monash City Council ("Council") collects personal information via this form to process your Application for Special Consideration, and for other purposes which you may reasonably expect. Council will not release or provide access to personal information to any other person or body, unless (a) it has been authorised to do so by the person to whom the information relates, (b) it is permitted or required to do so by law, or (c) it is appropriate or required in the performance of the functions of Council. If you refuse to supply the requested information, we may not be able to process your Application for Special Consideration. You may gain access to your personal information by contacting Council's Privacy Officer via email at legal@monash.vic.gov.au.