

TOWNSVILLE CITY COUNCIL



Frequently Asked Questions

# Hard Waste Collection and Tip Voucher Program

# 2027



## PROGRAM DETAILS

### **What is the Hard Waste Collection and Tip Voucher Program?**

As part of the 2026/27 Budget, Council is introducing a new waste initiative that gives eligible residents the choice between two options for hard waste disposal each financial year, available at no charge.

### **Why is Council introducing this program?**

- Encourages responsible waste disposal
- Helps reduce illegal dumping
- Supports effective waste management across the city
- Provides greater flexibility and choice for residents

### **What are the two hard waste disposal options available?**

Each eligible residential property can choose one of the following options per financial year:

- one free kerbside hard waste collection; or
- two tip vouchers.

### **Can I choose both options?**

No. Households must choose either one kerbside collection OR two tip vouchers per financial year.

### **How do residents apply?**

From 3 August 2026, residents can apply online through Council's waste service provider:

<https://service.handel.group/>

### **Who is eligible for the program?**

The program is available to eligible residential properties only within the Townsville City Council area.

### **Are businesses or contractors eligible?**

No. This initiative is designed specifically for residential households. Commercial and contractor waste is not eligible.

### **When is the program being announced?**

The initiative will be announced as part of Budget 26/27 Adoption on Wednesday 17 June 2026.

### **When can residents access their vouchers or book a collection?**

Residents will be able to apply online from 3 August 2026.

### **Can I apply before 3 August?**

No. The system will open on 3 August 2026.

### **Why is there a delay between announcement and access?**

This lead-in period allows Council and our service provider, Handel, to finalise systems, ensure a smooth rollout, and provide clear information to residents ahead of the program going live.

### **Who is Handel?**

Handel is Council's contracted waste service provider managing bookings and voucher distribution for this program.

### **Is Handel a local company?**

Council undertook a formal procurement process, with Handel being the only compliant respondent. Handel is a Queensland-based provider with experience delivering similar services for councils including the Gold Coast and Ipswich and works with local partners to deliver services on the ground.

### **Why is Council no longer offering a free tip weekend?**

The free tip weekend has been discontinued due to cost, operational pressures and safety risks. The event generated more than double the usual waste volumes, placing strain on facilities and staff, and resulted in issues such as fires from incorrect disposal. Council has moved to more managed, year-round options that are safer and more sustainable.

### **What is the cost of this service to residents?**

The service is provided at no direct cost to eligible residents; however, it is funded by Council as part of its waste services budget.

### **What is considered hard waste?**

Hard waste includes bulky or oversized items that cannot go in general waste bins, such as:

- Household furniture
- General bulky household items
- Some building materials
- Green waste

### **What items are excluded?**

The following are not included and will incur additional charges:

- Asbestos
- Tyres
- Mattresses and ensembles
- Contractor-generated waste

### **Why are some items excluded?**

Certain materials attract higher processing and disposal costs, which is why they are excluded from the free service.

## HARD WASTE KERBSIDE COLLECTION

### **How does the hard waste kerbside option work?**

Residents who choose this option can book a collection through the Handel system once applications open. Handel will be utilising a FLEXiSKiP system for kerbside collection.

### **What is the FLEXiSKiP system?**

FLEXiSKiP is a practical and tough disposable skip bag. FLEXiSKiPs are a convenient solution to a steel skip bin. You can find more information on how the FLEXiSKiP system works at: <https://service.handel.group/handel>

### **What can I include in the kerbside collection?**

Hard waste refers to large, bulky items that cannot fit in your regular residential waste bin. Each residential property is entitled to one (1) collection per Financial Year, of up to 2 cubic metres of hard waste (about eight wheelie bins in size).

## TIP VOUCHERS

### **What does a tip voucher include?**

Each voucher allows disposal of one load of waste at any Townsville City Council Waste Transfer Station.

### **Will unused tip vouchers roll over?**

No. Tip vouchers must be used within the applicable financial year.

### **What does a resident need to bring to the waste facility?**

Residents must be present at time of disposal and show the following to Council staff:

- Their digital voucher; and
- Photo Identification and proof of residential address (if photo ID is not supplied a Rates and Utilities Notice, or the like, will need to be shown).

### **Where can vouchers be used?**

At any Townsville City Council Waste Transfer Station.

### **How will residents receive their vouchers?**

Vouchers will be issued digitally via email after application.

### **If I don't have access to emails, how can I access my vouchers?**

Alternative arrangements will be supported through Council's Customer Experience team.