

City of
Newcastle

Waste account for additional (paid) services: Residential or Mixed-Use Rated property

You can use this form to request bigger or extra bins at a rateable residential or mixed-use (combined residential and business) property where our standard kerbside bin service does not meet your needs. A pro-rata charge is applied during the first year of service, meaning you can sign up at any time.

Please make sure you have the correct application form before proceeding. If you would like to:

- upgrade an existing bin service at a **non-residential** or **non-rateable/exempt** property, please use our Waste account for additional (paid) services: Business or Non-Rateable Property form.
- arrange for bins where there is **no existing** waste service at a property, such as a brand new home, please complete our Request for a new set of property entitlement bins form.

Customer details

Given name(s)

Surname

Business name (if applicable)

ABN (if applicable)

Telephone number (business hours)

Mobile phone number

Fax number

Email address

I am the:

- ☐ Property owner ☐ Tenant
☐ Managing/Authorising agent

Property details

Property address (for waste services requested)

<input type="text"/>		
<input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>

Account number (from Rates & Charges notice)

Postal address (if different from property address)

<input type="text"/>		
<input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>

Invoice details

I would like to receive my account invoices:

- ☐ By email: I have added **DoNotReply@ncc.nsw.gov.au** to my safe senders list (This can typically be set under your "junk email" options)
- ☐ By post: I have provided my postal address above

Preferred service commencement date

Please note: Bin(s) will be delivered on the regular collection day for the property (see newcastle.nsw.gov.au/collections). Bins are ordered after payment is received and make take up to 15 working days for delivery.

PART A: REQUEST FOR TWO-WHEEL ('WHEELIE') BINS

If your bins are often at capacity by collection day, or you would like additional kerbside bin services that your property is not entitled to through rates, you can arrange for:

- General Waste or Recycling bin upsizes
- Additional General Waste, Recycling or Garden Organics bins
- More frequent servicing of General Waste bins (beyond the standard weekly collection)



General Waste

Recycling

Garden Organics

I would like: (please tick)	No. of bins requested	2025/26 charge per bin	Office use only
RECYCLING BINS (FORTNIGHTLY SERVICE)			
<input type="radio"/> To upsize my (first) 240L yellow lid bin to a 360L bin ¹	-	\$36 (one-off)	UP2025
<input type="radio"/> An additional 240L yellow lid bin (standard size)		\$137	240AdRecY
<input type="radio"/> An additional 360L yellow lid bin (large size)		\$164	360AdRecY
GARDEN ORGANICS BINS (FORTNIGHTLY SERVICE)			
<input type="radio"/> An additional 240L green lid bin		\$140	240AdGrn
GENERAL WASTE BINS			
<input type="radio"/> To upsize my (first) 140L red lid bin to a 240L bin ²	-	\$367	240UpgRed
Additional Services	No. of extra weekly services requested	2025/26 charge per bin	Office use only
<input type="radio"/> My existing 140L red lid bin(s) serviced more often than once a week		see Table 1	140Wk...
<input type="radio"/> My existing 240L red lid bin(s) serviced more often than once a week		see Table 1	240Wk...
Additional Bins	No. of extra bins requested	No. of weekly services requested	2025/26 charge per bin
<input type="radio"/> Additional 140L red lid bins			see Table 1
<input type="radio"/> Additional 240L red lid bins			see Table 1
Preferred collection day/s³:			
<input type="radio"/> Mon <input type="radio"/> Tue <input type="radio"/> Wed <input type="radio"/> Thu <input type="radio"/> Fri <input type="radio"/> Sat <input type="radio"/> Sun			
Table 1: Collection days	No. of general waste bin services per week	2025/26 charge per 140-litre bin	2025/26 charge per 240-litre bin
Monday to Friday	1-4	\$722	\$891
	5-8	\$698	\$860
	9 and over	\$668	\$836
Saturday or Sunday	1 or more	\$812	\$1,107
The annual charges above are for each additional general waste bin serviced once per week. Multiple bins and/or collections are charged accordingly. For example, two 140-litre bins collected twice weekly equals four services (that is, 2 bins x \$722p.a. x 2 services = \$2,888 p.a.), as does a single 140-litre bin collected four times per week (that is, 1 bin x \$722 p.a. x 4 services = \$2,888 p.a.). All charges are subject to annual change.			

Terms and Conditions: Two-Wheel ('Wheelie') Bins

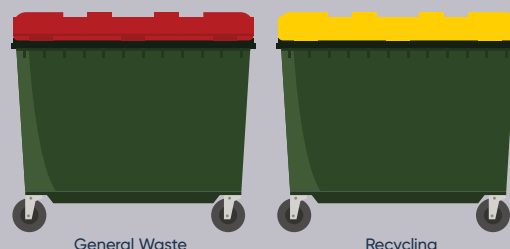
- ¹ Recycling bin upsize charge applies to the first 240-litre recycling bin provided under the standard rateable residential entitlement only. This is a one-off charge that does not need to be paid in subsequent service years.
- ² General waste bin upsize charge applies to the first 140-litre bin provided under the standard rateable business entitlement only. This is an annual charge that is subject to change each financial year.
- ³ General waste bins serviced once a week will generally be serviced on the regular collection day for the property. You can find your collection day by visiting newcastle.nsw.gov.au/collection-days or by phoning (02) 4974 2000.
- All additional two-wheel bin services—with the exception of the one-off 360-litre recycling bin upsize—are provided for an annual charge, with an account issued at the start of each financial year that is separate to the property rates and charges notice. This account must be paid in advance for the service to continue.
- All charges shown above are for 2025/26 and are subject to change each financial year.
- Recycling and garden organics bins are serviced fortnightly, on the regular collection day for the property.
- Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges. The 2025/26 fee for account cancellations is \$91 and account amendments is \$39.

PART B: REQUEST FOR FOUR-WHEEL CONTAINER BINS

We can provide 660-litre and 1,100 four-wheel container bins to customers with high volumes of waste or recycling.

All requests for this service are subject to an on-site review by our Waste Services team.

Before lodging an application, you can discuss the suitability of your property by phoning (02) 4974 2000 or emailing wasteaccounts@ncc.nsw.gov.au



I would like: (please tick)	No. of bins requested	No. of weekly services per bin	2025/26 charge per bin	Office use only
GENERAL WASTE BINS				
<input type="radio"/> A 660-litre red lid bin			\$2,333	660WkRed
<input type="radio"/> A 1,100-litre red lid bin			\$3,643	1100WkRed
RECYCLING BINS (FORTNIGHTLY SERVICE)				
<input type="radio"/> A 660-litre yellow lid bin			\$1,161	660AdRecY
<input type="radio"/> A 1,100-litre yellow lid bin			\$1,353	1100AdRecY

Terms and Conditions: Four-Wheel Container Bins

- Our four-wheel container service is provided for an annual charge, with an account issued at the start of each financial year that is separate to the property rates and charges notice. This account must be paid in advance for the service to continue.
- All charges shown above are for 2025/26 and are subject to change each financial year.
- Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges. The 2025/26 fee for account cancellations is \$91 and account amendments is \$39.
- The annual charges above are for one bin service per week (general waste bins) or fortnight (recycling bins). Multiple bins and/or collections are charged accordingly. For example, three 660L general waste bins collected weekly is \$6,999 p.a. (i.e. 3 weekly bin services x \$2,333 p.a./bin); three 660L recycling bins collected fortnightly is \$3,483 (i.e. 3 fortnightly bin services x \$1,161 p.a./bin).

DECLARATION AND SIGNATURE

I acknowledge and agree to abide by the following terms and conditions:

- Bin size upgrades/additional waste services have annual charges that are subject to change each year. An account is issued at the start of each financial year that is separate to the rates and charges notice, and which must be paid in advance for the service to continue.
- Bin(s) will not be delivered until full payment has been received and shall occur within 15 business days of full payment receipt.
- Following payment of the annual account each year, City of Newcastle (CN) will arrange for a sticker to be attached to the front of general waste bins and garden organics bins that have upgraded sizes/additional waste services associated with them. Upgraded/additional general waste and garden organics bins not displaying the current account stickers will not be serviced.
- All general waste and garden organics bins remain the property of CN; all recycling bins remain the property of CN's recycling contractor.
- All bins are identifiable by a RFID chip and serial number and are not transferable to another property without obtaining prior permission, in writing, from CN. Fees and charges apply.
- Account customers are to notify CN in writing of any changes to property ownership, cancellation or other changes in service. Fees apply to all account cancellations and amendments in accordance with CN's adopted fees and charges applicable at the time of the request. Please visit newcastle.nsw.gov.au/fees for details.
- It is the responsibility of the account customer to notify CN of any missing or stolen bins, either by phoning (02) 4974 2000, using the online Report a Missing Bin form at newcastle.nsw.gov.au, or via the CN App.
- Account customers opting to receive invoices by email are responsible for adding **DoNotReply@ncc.nsw.gov.au** to their 'safe senders' list to prevent invoices from being filtered as junk/spam and potentially overlooked.
- Should the contents of any bin be contaminated with items not deemed acceptable by CN or its contractor/s, removal of the bin may occur at the owner/authorising agent's cost and the service suspended.

Name

Signature

Date

PRIVACY DISCLAIMER

We are committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan. **Purpose:** We will use the information to process your request. **Intended recipients:** Authorised City of Newcastle Officers and its contractors or agents. **Supply:** Voluntary.

Consequence of non-provision: We may not be able to process your request. **Storage and security:**

Information will be stored in accordance with City of Newcastle's Record Management Policy. **Access:** Contact us by phone on (02) 4974 2000 or attend the City Administration Centre.

TO SUBMIT YOUR APPLICATION

Please forward your completed and signed application form to **wasteaccounts@ncc.nsw.gov.au** or mail it to **Waste Services, City of Newcastle, PO Box 489 Newcastle NSW 2300**. You can also hand in your application at our City Administration Centre, located at 12 Stewart Avenue, Newcastle West, 8.30am–5pm Monday–Friday (excl. public holidays). Once we have processed your application, we will issue an invoice. Delivery of bin(s) shall not occur until within 15 business days of payment receipt.