

Assisted service request for kerbside rubbish and recycling collection

the waste **collection** PROJECT 



Please complete this form if you are unable to move your bins to and from the kerbside.

Important: Your doctor or health care expert must sign this form to be eligible for this free service. Print this form and take it to your doctor or health care expert to complete the highlighted section below. If this form applies to more than one person in your household, they must also be named as an applicant. Please complete all fields.

Application Details

This application is for residential kerbside collection. This service is not available for commercial properties.

Name(s) of applicant(s): _____

Residential address of applicant(s): _____

Contact Details

Tick applicable:

- These are the applicant's contact details.
- These are the contact details of the applicant's authorised representative/contact person.

Name: _____

Contact phone: _____

Email: _____

Eligibility Criteria

You must be able to tick all boxes below to be eligible for this service:

- As the occupant of the property, I am unable to move the bins to and from the kerbside.
- There is no one else living at the property or employed by me or on my behalf to help me move the bins.
- Household or community support is not available to me to move the bins to and from the kerbside.
- I can provide medical certification verifying a physical, neurological, sensory or intellectual impairment.

Do you or a resident who lives with you own a vehicle? Yes No

Are there any dogs on the property? Yes No

Your doctor or health care expert to complete to verify your eligibility for the assisted service

This verification is required for all the applicants named on the form. Council may contact the doctor/health care expert to discuss this application.

Doctor or health care expert name: _____

Medical practice or organisation name: _____

Doctor or health care expert phone number: _____

I confirm that (name/s of patient/s): _____ is physically unable to move their bins to the kerbside and there is no other person living at the address who can assist.

The patient/s will require the assisted service:

- continuously (permanent impairment) temporarily until (insert date) _____ (temporary impairment)

Doctor or health care expert signature: _____ Date: _____

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...rolling out wheelie bins in the South Waikato



Turn over for
further information

Applicant(s) declaration/acknowledgment (all boxes must be ticked)

- All the statements I have made in my application are true, correct and complete;
- I authorise Council and EnviroWaste and/or their agents/contractors to visit me at my property to check if I and my property are eligible for the assisted service;
- I authorise Council to complete all the checks required to verify that I am (or continue to be) eligible to receive the assisted service and that it is feasible for this service to be provided;
- I consent to Council contacting my doctor or health care expert named in the medical verification on my form to discuss my application and eligibility for the service;
- If I have a permanent impairment and have applied for a continuing assisted service, Council staff will contact me annually to assess if I am still eligible for the service;
- In signing this form, I agree to the Kerbside Rubbish and Recycling Collection assisted service Terms and Conditions and Privacy Statement printed below.

Signature of applicants(s) All applicants named on the form must sign.

- Tick here if this form has been completed and signed on behalf of the applicant(s) and state your name

_____ and relationship to the applicant(s) _____

In signing you confirm you are authorised by the applicant(s) to make this application on their behalf, and have made them aware of their declaration/acknowledgment and the assisted service Terms and Conditions and Privacy Statement.

Signature(s): _____

Names(s): _____ Date signed: _____

Kerbside rubbish and recycling collection assisted service terms and conditions

1. South Waikato District Council ("Council") will be providing a rates-funded kerbside recycling collection service to eligible households in the South Waikato District. The service includes two wheelee bins (for rubbish and recycling).
2. Council offers a service to assist those who, due to a physical, neurological, sensory or intellectual impairment, are unable to move the bins to and from the kerbside of the property they live at. On the property's collection days, the kerbside rubbish and recycling collection contractor will collect the bins from the property (location to be determined during site assessment), empty them and return them to the property (to the agreed location). ("the assisted service")
3. Council has contracted EnviroWaste Services Limited ("EnviroWaste") to provide the kerbside waste collection services, including the assisted service. EnviroWaste may subcontract some of these services.
4. The assisted service is provided free of charge and only available for eligible occupants of eligible residential properties.
5. The assisted service may be provided on a continuing basis to those with a permanent impairment, or on a temporary basis to those who have suffered a temporary impairment.
6. A residential property may be ineligible if it is not feasible for the assisted service to be provided to it. Some examples of properties that may not be feasible are if there is an electric gate or security fencing preventing easy access, or circumstances that make the property unsafe to access such as steep access or a dangerous dog. Properties/ units in multi-unit dwellings (such as apartments and retirement villages) will not be eligible for the assisted service. After you make your application, Council will contact you to arrange a time for representatives from Council and EnviroWaste (and/or their agents/contractors) to meet you at your property to assess its feasibility and determine a location for the bins to be accessed and serviced from.
7. To be eligible for this service you must meet the eligibility criteria, which are,
 - a. You are unable to move the bins to and from the kerbside of the property you live at due to a physical, neurological, sensory or intellectual impairment;
 - b. There is no one else living at the property or employed by you or on your behalf to help you move the bins,
 - c. I-household or community support is not available to you to move the bins to and from the kerbside;
 - d. You can provide medical certification verifying your physical, neurological, sensory or intellectual impairment.
8. To apply for the service, you will need your doctor or health care expert to complete and sign the verification section of your application form, verifying your eligibility for the assisted service.
9. This means if you live with others, they will all need to meet the eligibility criteria and should also be named as applicants on the application form. These Terms and Conditions and the Privacy Statement will apply to all people named as applicants on the form.
10. In making an application for the assisted service, you declare and acknowledge that:
 - a. All the statements you make in your application are true, correct and complete;
 - b. You authorise Council and EnviroWaste and/or their agents/contractors to visit you at your property to check if you and your property are eligible for the assisted service;
 - c. You authorise Council to complete all the checks required to verify that you are (or continue to be) eligible to receive the assisted service and that it is feasible for this service to be provided;
 - d. You consent to Council contacting your doctor or health-care expert named in the medical verification on your Form to discuss your application and eligibility for the service;
 - e. If you have a permanent impairment and have applied for a continuing assisted service, Council staff will contact you annually to assess if you are still eligible for the service.
11. Should your circumstances change, you must notify Council immediately of the changes as it may affect the continuation of the assisted kerbside collection.

12. If you are only eligible for the assisted service on a temporary basis (due to a temporary impairment from which you will recover), the service will cease on the date specified by your doctor/health care expert on your application form, unless you request, and Council agrees, to an extension. Council or its agent/contractor may complete further checks, or request evidence from you (such as a further verification or information from your doctor/healthcare expert) that you continue to be eligible for the service for the extended period.

13. If you are eligible for the assisted service on a continuing basis due to a permanent impairment, Council will contact you on an annual basis to assess whether you continue to be eligible for the service, or if your circumstances have changed meaning you no longer require the service or making you ineligible.

14. If you move properties, you must notify Council before you move. If you move to another property within the South Waikato District and will require the assisted at your new property, Council will need to reassess whether you remain eligible for the service at that new property.

If you move outside of the South Waikato District or no longer require the assisted service, you must notify Council so that the assisted service to the property can be cancelled.

15. Council may, in its sole discretion and for any reason whatsoever, stop providing the assisted service to you at any time. You will be notified in advance of your next collection date if Council intends to stop providing the assisted service to you.

16. Council reserves the right to change these Terms and Conditions at any time by posting the updated version on our website, www.southwaikato.govt.co.nz and/or sending you a copy at the contact details you have provided. These Terms and Conditions were last updated on June 9 2021.

Privacy Statement

We collect personal information from you (the applicant(s) for the assisted service), including, your name; your contact information (including residential address, phone number and email address); information about requests you make relating to your kerbside rubbish and recycling collection service and the assisted service; information about your interactions with us; information about your impairment, including if it is temporary or permanent; the verification and information about your impairment from your doctor or health care expert (including their name, medical practice/organisation and contact details, and any information about you that they provide to us); information about the support available to you, including household support (who you live with), community support, and/or if someone is employed by you or on your behalf to assist you; whether another person has completed the application form on your behalf, their name and relationship to you, information about the property you live at, whether you have a dog. In addition to the information your doctor/health care expert provides about you in the medical verification section of your application form, we may collect further information about your impairment from them if this is necessary to assess your eligibility for the assisted service. You consent to us contacting your doctor/health care expert to collect this information about you from them on your application form. We collect your personal information in order to: assess your and your property's eligibility for the assisted service; provide the assisted service to you if you and the property you live at are eligible; communicate with you about the assisted service and the kerbside rubbish and recycling collection service to your property. Besides our staff, we may share this information with our agents and contractors but only to the extent they need it for the purposes we collected the information for (including the provider of Council's kerbside rubbish and recycling collection service and the assisted service, EnviroWaste Services Limited, who may in turn share it with their contractors and subcontractors). Providing the information requested is optional. However, if you choose not to provide all the information requested on the application Form, or the further information we may request after you make your application, we may be unable to assess your and your property's eligibility for the assisted service and may decline to provide the assisted service to you. You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at info@southwaikato.govt.nz or 07 885 0340 or Private Bag 7, Tokoroa 3444, New Zealand

