

## Request form for Assisted Bin Service

Council may provide an infirm service for the collection of domestic and recyclable waste for an occupier/s who, through a medical condition or disability, are unable to place their waste containers out for collection and no other persons are available to place the waste containers out for collection. This service includes the retrieval and return of the waste container from a location determined by Council's representative within the property boundary.

### Applicant details

<b>Applicant Name:</b>			
<b>Service Address:</b>			
<b>Suburb:</b>			
<b>State:</b>		<b>Postcode:</b>	
<b>Email:</b>		<b>Contact Number:</b>	

### Emergency Contact (secondary contact)

<b>Name:</b>			
<b>Contact Number:</b>			
<b>Relationship to Applicant:</b>			

### Service Details

<b>Where is the bin stored on the property?</b>			
<b>Are there any gates / fences to access the bins?</b>			
<b>Are there any animals / pets on the property?</b>			
<b>Any other comment?</b>			

## Indemnity for Assisted Bin Service

- Council may provide an infirm service for the collection of domestic and recyclable waste for an occupier/s who, through a medical condition or disability, are unable to place their waste containers out for collection and no other persons are available to place the waste containers out for collection. This service includes the retrieval and return of the waste container from a location determined by Council's representative within the property boundary.
- To ensure employee safety a risk assessment will be undertaken by Council's representatives. Assessment criteria relating to the service are:
  - a) Bins are located near or as close as possible to the entry of the property. Where possible bins should be within reach of a pathway or driveway;
  - b) No other occupier or person available to place container out for collection;
  - c) Any entry, pathway and/or driveway does not pose a risk of a slip, trip or fall;
  - d) Driveways are not overly steep;
  - e) Animals are restrained;
  - f) Properties are not overgrown and are litter free;
  - g) Bins are not secured by rope or other means;
  - h) Gates and fences are of sound standard and operational;
  - i) There are no height restrictions, and
  - j) Bins are not excessively heavy. For the avoidance of doubt, a bin will not be serviced if the Contractor deems it unsafe to manoeuvre the bin due to weight.

If approved, the service is made available within 10 working days from application by the occupier/s.

Following commencement of an infirm service, should circumstances change and/or a risk is posed to contractors undertaking the collection service, the bin will not be serviced. Council will contact the occupier to explain the reason for not providing the service and arrange to re-service the property. Fees may apply for a return to service at fault of the occupier.

Council may cease performing the assisted service upon reasonable enquiry that indicates the service is no longer required.

- **By accepting this service, you have authorised the Waste and Recycling Collection Contractor's employees to come onto your premises to access your general waste and recycling wheelie bins for service and return such bins to the designated location on the property.**

### Indemnity

**I hereby indemnify Cairns Regional Council, its contractors including employees and agents of either, from all liability, claims, demands, costs and expenses of any nature relating to damage to property of any kind arising by, though or in connection with the Council or its contractors, including employees and agents of either while undertaking the manual service of bins.**

**Signature:** \_\_\_\_\_

## Assessment by Medical Practitioner

**This section is to be completed by a medical practitioner, occupational therapist,  
health care professional or nursing agent.**

Medical Information			
<b>Name:</b>			
<b>Name of Medical centre, hospital or agency:</b>			
<b>Email:</b>		<b>Contact Number:</b>	
<b>In your opinion the applicant is physically unable to move their bins from their property to the kerbside to be emptied and back on their property each week?</b>			
<b>Ongoing assistance</b>	Yes / No		
<b>Short-term assistance, please specify timeframe</b>	<b>From:</b>	<b>To:</b>	
<b>Signature</b>		<b>Date</b>	

**I hereby declare that the applicant mentioned above is a patient and I have assessed and confirm that due to reason of ill health, physical or mental incapacity, is unable to place the waste and recycling wheelie bins to the kerbside for servicing and requires assistance from Cairns Regional Council's Contractor.**

**Please complete and return application via email to [CIASupport@cairns.qld.gov.au](mailto:CIASupport@cairns.qld.gov.au)**

*Cairns Regional Council – Information Privacy Statement*

Your personal information is being collected for the purpose of processing your application for a Assisted Bin Service / Infirm Service. You are providing personal information which will be used for the purpose of delivering services and carrying out Council business. Your personal information is handled in accordance with the *Information Privacy Act 2009* and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given Council permission or the disclosure is required by law.