



Residential Waste
Collection

General (red) waste bin - fortnightly
Green waste bin - weekly
Recycling (yellow) waste bin - fortnightly
Missed general waste service - next working day
Missed green waste service - two days
Missed recycling waste service - two days
Bulk waste pick up - twice a year



Building and
Development

Assessment of Development Application
- **Fast Track Development Type** - 20 days
- **General Development Type** - 30 days
- **Medium Development Type** - 60 days
- **Major Development Type** - 90 days



Certificates

Planning Certificate - two days
Rates (603) Certificate - two days
Building Certificate - 10 days
Swimming Pool Compliance Certificate - 10 days
Complying Development Certificate - 20 days
Construction Certificate - 20 days



Rates

Process your pension rebate - three days



Roads and signage

Inspect minor pothole - 10 days
Major (dangerous) pothole repair (>50mm deep) - two days
New street sign - 40 days
Replacement street sign - 20 days



Trees

Inspect a street or reserve tree - 20 days
Application to prune/remove trees on private property - 20 days



Companion animals

Respond to urgent incidents - 24 hours
Respond to routine incidents - three days
Contained animal pick-up - one day



Illegal dumping

Illegal dumping on Council land - respond within three days



Amenities
and facilities
maintenance

Amenities cleaning (low-use facilities) - twice weekly
Amenities cleaning (high-use facilities) - daily Monday to Sunday
Amenities cleaned reported issues - two days
Public garbage bins - one to three times a week
Public garbage bins (high-use area) - one to three times a week, weekends during summer
Public garbage bins (reported overflowing) - next working day
Public recycling bins (reported overflowing) - two days
Boat ramp cleaning - once a month during November-March



Mowing program
(subject to weather)

Sports field - fortnightly
Outer sports field - seven times a year
Lakeside foreshores, parks and playgrounds - seven times a year



Environment

Respond to urgent pollution incidents - 24 hours



Events and festivals

Events and festival approvals - five days