



Phone: (07) 3205 0555

Our Ref: 639300

Date: 24 August 2026

John Griffiths
C/- Body Corporate "Waves Redcliffe"
17 Marine Parade
REDCLIFFE QLD 4020

email: bcwaves17@gmail.com

Dear John,

Address: Unit 15 17 Marine Parade Redcliffe Qld 4020
RPD: Lot 15 SP 234902

Thank you for your email to the Chief Executive Officer on 5 August 2026 regarding waste charges for units at Waves Redcliffe. The CEO has asked me to respond to you directly as this matter falls into my area of responsibility as General Manager Corporate Services and Asset Management.

I understand from your letter that Waves Redcliffe consists of 60 units, and you are querying waste charges that appear on the rate notices of all 60 units. You have also requested Council to undertake a full review of all residential properties within our City that are receiving the bulk bins service with a view to adjusting accounts for any overcharges in the last 10 years.

Basis of Review

To assess your complaint, Council reviewed its records and the relevant Revenue Statements adopted for each financial year for which Council still retains records. The Revenue Statement forms part of Council's annual Budget and Operational Plan and is adopted in accordance with the Local Government Act 2009 and Local Government Regulation 2012. It establishes the waste utility charges applicable for each financial year and the methodology by which those charges are calculated and applied.

Accordingly, the question considered as part of this review is whether the waste charges applied to the units at Waves Redcliffe were consistent with the relevant adopted Revenue Statements.

Review Outcome

The review found that:

- For the financial years up to and including 2023/24, Council charged all units at Waves Redcliffe less than the amount that could have been charged under the adopted Revenue Statements,
- From 2024/25 onwards, Council has charged all units at Waves Redcliffe in accordance with the adopted Revenue Statements, and

- At no time during the review period were any units at Waves Redcliffe charged more than the amount prescribed by the applicable Revenue Statement.

The basis for these findings is outlined below.

Review Findings

Council records available for review cover the period from 1 July 2016 onwards. Council's review confirmed that all units at Waves Redcliffe have been charged the *Residential Waste Charge - Bulk Bin (240L Equivalent)* throughout this period.

Waste Charging Methodology From 2016/17 to 2024/25

Under the Revenue Statements applicable during this period:

- Properties sharing a bulk bin service were entitled to waste service capacity of up to 120 litres per residential unit,
- Each unit was required to pay the minimum residential waste charge, and
- Where the shared service exceeded the minimum entitlement, the additional cost was required to be apportioned equally amongst the participating units.

The Waves Redcliffe complex comprises 60 units and is serviced by three 1,100L bulk bins collected three times per week. This provides a total weekly service capacity of 9,900L. As this capacity was above the entitlement under the minimum service capacity (7,200L, or 60 units x 120L) for the specified period, the cost of providing the additional 2,700L was to be shared equally among unit holders.

This additional waste cost is calculated by determining the additional number of the services requested, rounded to the nearest whole bin amount. An additional 2,700L in waste capacity required an additional 3 x 1,100L services.

The additional amount to be charged per unit is therefore (3 x 1,100L bin cost) / 60 units.

For the purposes of the table below:

- A = Minimum Service Charge
- B = Charge per Additional 1,100L Bin
- C = Additional Capacity Cost per Unit, calculated as $(B \times 3) \div 60$
- Revenue Statement Charge = A + C

The table below compares the annual charge calculated in accordance with the adopted Revenue Statements with the annual waste charge applied through rates notices.

	Revenue Statement Waste Charges (Annual)				Rate Notice
Financial year	Minimum service charge	Charge per each additional 1,100L bin	Additional capacity cost per unit	Total annual waste service charge per unit	Annual waste charge actually levied per unit
	A	B	C $= (B \times 3) \div 60$	A + C	
2016/17	\$219.00	\$1270.00	\$63.50	\$282.50	\$237.00
2017/18	\$219.00	\$1270.00	\$63.50	\$282.50	\$237.00

2018/19	\$219.00	\$1270.00	\$63.50	\$282.50	\$237.00
2019/20	\$213.00	\$1270.00	\$63.50	\$276.50	\$237.00
2020/21	\$213.00	\$1270.00	\$63.50	\$276.50	\$237.00
2021/22	\$223.00	\$1,327.00	\$66.35	\$289.35	\$248.00
2022/23	\$241.00	\$1,433.00	\$71.65	\$312.65	\$268.00
2023/24	\$265.00	\$1,576.00	\$78.80	\$343.80	\$295.00

As shown above, the annual waste charges applied to each unit at Waves Redcliffe was less than the amount that could have been charged under the applicable revenue Statements in every financial year up to and including 2023/24. Council's review therefore found that all units at Waves Redcliffe were undercharged during this period. This was a Council error.

Waste Charging Methodology from 2024/25 Onwards

From the 2024/25 financial year, Council adopted a revised methodology for charging multi-residential properties receiving shared bulk bin services. Under this methodology, properties are charged based on the average volume of waste disposal available per unit per week. Charges are a fixed whole amount and are set in line with Council's 140L waste service or 240L waste service. Charges are not applied pro-rata based on available litres per dwelling.

Properties with greater than 140L but less than 240 of waste capacity available per unit per week are assigned the *Multi Res 240L Max* charge, equivalent to the standard 240/240L kerbside service charge.

Based on the service provided to Waves Redcliffe, each unit has approximately 165L of waste capacity available per week. Accordingly, the *Multi Res 240L Max* charge applies to all units at Waves Redcliffe.

The table below compares the applicable Revenue Statement charge with the annual waste charge applied to each unit within Waves Redcliffe.

	Revenue Statement Waste Charges (Annual)	Rate Notice
Financial year	240/240L kerbside charge	Quarterly waste service charge as per rate notice x 4
2024/25	\$319.00	\$319.00
2025/26	\$391.00	\$391.00
2026/27	\$472.00	\$472.00

Council's review found that the charges applied from 2024/25 onward are consistent with the adopted Revenue Statements.

Waste Volumes

In your letter to the CEO, you have compared the waste volumes assumed under Council's planning policies with the waste charges levied to owners at Waves Redcliffe. While those planning assumptions are used for development assessment and infrastructure planning purposes, they do not determine how waste utility charges are applied. Waste charges are based on the level of waste service provided to a property in accordance with Council's Revenue Statement and charging framework.

Waves Redcliffe currently receives 9,900 litres of general waste collection services per week. If the Body Corporate considers this level of service exceeds the needs of residents, it may request a reduction in the volume or frequency of services provided. Should the level of service be reduced to within the equivalent of 140 litres per dwelling per week, the property may become eligible for the lower Multi Res 140L Max waste charge, which aligns with Council's standard 140L/140L residential service.

Conversely, if the Body Corporate considers the current level of service insufficient, additional containers or collections may be requested. Depending on the total service volume provided, this may not result in any increase in waste charges where services remain within the applicable charging threshold. Further information on requesting changes to waste services is available on Council's website:

<https://www.moretonbay.qld.gov.au/Services/Waste-Recycling>

In relation to your request for a citywide review, Council is not aware of any systemic issue affecting the application of waste charges to properties receiving bulk bin services. As the charges applying to Waves Redcliffe have been determined in accordance with Council's adopted charging framework and no error has been identified, Council does not consider a broader review of all properties receiving bulk bin services to be warranted at this time.

I trust that this addresses your enquiry, however If you require any further information, please contact Council on (07) 3205 0555.

Yours sincerely,



Christina Frizza
General Manager
Corporate Services and Asset Management

cc: Scott Waters – Chief Executive Officer