



Phone: (07) 3205 0555
Our Ref: REQ2026-131135
Date: 17 August 2026

John L Griffiths & Candace C Griffiths
Unit 15 17 Marine Parade
REDCLIFFE QLD 4020

Dear John and Candace,

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

Council's Governance and Executive Services department has forwarded your administrative action complaint form dated 03 August 2026 to me, as this matter falls within my area of responsibility as General Manager Corporate Services and Asset Management.

As the first step in Council's Administrative Action Complaint process, the relevant business area is provided the opportunity to review the matter and respond directly to the complainant with the aim of resolving the concerns raised. If you remain dissatisfied with my response, you may then request that an internal review be undertaken by the Governance and Executive Services department.

I understand from your complaint that you believe you have been overcharged for waste services since 1 May 2023 and are seeking a refund, including interest.

Basis of Review

To assess your complaint, Council reviewed its records and the relevant Revenue Statements adopted for each financial year. 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 your property 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 your property less than the amount that could have been charged under the adopted Revenue Statements,

- From 2024/25 onwards, Council has charged your property in accordance with the adopted Revenue Statements, and
- At no time during the review period was your property 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 your property has been charged the *Residential Waste Charge - Bulk Bin (240L Equivalent)* throughout this period.

Waste Charging Methodology Prior 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.

Your 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. Under the Revenue Statement methodology, 60 units were entitled to 7,200L of weekly waste capacity (60 units x 120L). The additional 2,700L of capacity was therefore chargeable and its cost was to be shared equally amongst all 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 your 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 waste service charge per unit	Quarterly waste service charge as per rate notice x 4
	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 charge applied to your property 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 your property was 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.

Properties with greater than 140L but less than 240L 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 your complex, each unit has approximately 165L of waste capacity available per week. Accordingly, the *Multi Res 240L Max* charge applies to your property.

The table below compares the applicable Revenue Statement charge with the annual waste charge applied through your rates notices.

	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 onwards are consistent with the adopted Revenue Statements.

I trust this response addresses the concerns raised in your complaint. Governance and Executive Services will contact you in due course to determine whether the matter is resolved or whether you wish to pursue the next stage of the Administrative Action Complaint process. Further information about Council's complaints process is available on Council's website.

www.moretonbay.qld.gov.au/Council/Governance/Complaints-Process.

Yours sincerely,



Christina Frizza
General Manager
 Corporate Services and Asset Management