



Inquiry into annual and financial reports 2024–25

Answer to question on notice

Asked by: Ms Jo Clay MLA

Addressed to: Minister for City and Government Services

Reference: Bulky Waste Collection

Hearing: 12/11/2025

In relation to: Bulky Waste Collection

Question received: 20/11/2025

Answer Due: 27/11/2025

(1) Are there any investigations underway to increase the recovery rate from bulky waste collections and if so, what is the target recovery rate?

(2) Are there bulky waste collection requests that aren't processed due to capacity of the service?

Ms Tara Cheyne MLA: The answer to the Member's question is as follows:

(1) The target recovery rate is 30%. This figure was determined through an assessment of models used in other jurisdictions to identify the most appropriate service model for the ACT. There are currently no investigations underway to increase this rate. All services delivered under the new Household Collections Contract are subject to ongoing contract management and annual evaluations to ensure efficiency and performance.

(2) The bulky waste collection service operates on a booking system, with all booking options aligned to routes designed by the contractor for optimal efficiency and capacity. Some requests are not completed due to excess material (exceeding the 2m² limit) or the inclusion of non-compliant or hazardous items, these instances are not related to the overall capacity of the service.

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Approved for circulation to the Standing Committee on Environment and Planning

Signature:



Date:

30/11/25

By the Minister for City and Government Services, Ms Tara Cheyne MLA