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## COUNCIL BROKERED PUMP OUT CEASES ON 9<sup>th</sup> July 2023

Residents should be aware that the pump out of liquid waste from residences in our area will change from a SCRC brokered service to an individual responsibility after 9th July 2023. Residents are encouraged to make new arrangements well before the cut-off date. The following Q&A gives details of the current situation.

### **Q. When do I have to make my own arrangements?**

**A.** The Council brokered services will cease on 9 July 2023 so all impacted residents will need to have a replacement arrangement organised with an approved provider by that date.

### **Q. Has Council provided a list of providers?**

**A.** Yes, Council has provided on their website a list of 15 companies registered to collect liquid waste in the SCRC shire. Unfortunately, only two of the listed companies have the resources and workforce to provide the service to our area. MADCA has contacted each of the listed companies to ascertain their willingness and capacity to provide the pump out of liquid waste.

### **Q. Which companies can provide the required level of service?**

**A.** The two suppliers capable of reliably supplying service are:

- **Remondis** Ph: 0432 029 285 Email: ben.fuller@remondis.com.au Based: Tanawha.
- **B&Y Waste Services** Ph: 07 3888 3587 or 07 5496 6988 Based: Wamuran.

It would be wise to contact these suppliers to verify a price specific to your needs.

### **Q. What information do I need to tell these companies?**

**A.** You will need to know how often you will need to have your waste pumped out. To do this you will need to know how much waste you generate each period (E.g., week, or month). You will need to monitor the holding tank level and project possible usage carefully. If you look at the receipt given at each pump out you should be able to determine how much liquid was removed. This would be a good start.

### **Q. Are there any benefits for us?**

**A.** One of the benefits of Council leaving the arena is that for some, a less regular service can be arranged with a longer period between services. Also, it should be possible to arrange an ad hoc service at the same rate as a scheduled service, provided the company is notified appropriately in advance. Of course, to do this, the resident will need to monitor the holding tank level and project possible usage carefully.

### **Q. Are emergency pump out services available?**

**A.** Both the above organisations can perform emergency pump outs, but this is a less than cost effective option.

**Q. After I have negotiated my new arrangements do I need to notify Council?**

**A.** If you select a supplier for future services, you will need to notify Council. Email your notification to [wasteadmin@sunshinecoast.qld.gov.au](mailto:wasteadmin@sunshinecoast.qld.gov.au) . A four-week notice period will apply to service cancellations until June 2023. Make sure you ask for, and receive, acknowledgement from Council. Further details are included at:

<https://www.sunshinecoast.qld.gov.au/Living-and-Community/Waste-and-Recycling/Recycling-and-Waste-Disposal/Liquid-waste-collection-service>

**Q. Are there other organisations able to perform waste collection on a smaller scale?**

**A.** Other organisations with the capacity to perform waste collection on a smaller scale are:

- **SAF Septic Cleaning** Ph: 0422 737 842 Email: [info@safseptic.com.au](mailto:info@safseptic.com.au) Based: Beerburrum.
- **Suncoast Liquid Waste Removal** Ph: 0439 646 707 Email: [darren@sliquidwaste.com.au](mailto:darren@sliquidwaste.com.au)
- **Suttons Cleaning Service** Ph: 07 5447 6477 Based: Cooroy.

**Q. Are there alternatives to pump out of liquid waste?**

**A.** The primary alternative to Pump Out is On Site Processing. Sadly, not all properties/soil types and the like are suited to onsite processing. To assist the property owners in the task of investigating if their property is suitable, Council promised to write to impacted property owners individually, with their possible options, prior to Christmas 2022. At the time of writing, 13/02/2023, MADCA is not aware of any owner receiving a Council derived letter. At present the Pump Out Subcommittee of MADCA is allowing the council more time to create individual responses. There are a number of businesses supplying onsite plants locally, and a search of the internet should list them.

**Q. What is MADCA's role in this issue?**

**A.** MADCA has for more than 10 years been advocating for a better deal for our community with the pumping out of liquid waste. The information provided above has been gleaned from Council through many meetings. The MADCA sub-committee is particularly keen to investigate any possible solution and provide information to our community.

**Please Note:**

**Should you find any of the information above out of date, please contact us:**

**MADCA Email: [madca.inc@gmail.com](mailto:madca.inc@gmail.com)**

**Website Email: [communications@madca.com.au](mailto:communications@madca.com.au)**

**We will be happy to ensure the page is updated.**