



Environment Protection Authority

Community Service Exemption Guidelines

Completing an application



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The Community Service Exemption (CSE) provides eligible charitable or not-for-profit groups with an exemption from the NSW Waste Levy.

You should read the CSE Guidelines and Conditions before completing a CSE application. If you have any further questions about the CSE, you can contact the EPA at waste.levydata@epa.nsw.gov.au

1. Introduction

This is a guide to help charities and/or not-for-profit groups complete an online application for a Community Service Exemption (CSE).

A CSE is an exemption from the NSW Waste Levy provided to charitable or not-for-profit organisations for waste collected through specific community services or activities. This exemption helps to alleviate some of the financial burden associated with managing this waste.

A CSE is issued by the NSW Environment Protection Authority (EPA) under Clause 21 of the Protection of the Environment Operations (Waste) Regulation 2014.

1.1. Eligibility criteria

For an organisation's waste to be eligible for a CSE, an organisation must:

- be recognised as a public land manager, charitable and/or not-for-profit organisation
- meet all the requirements for the categories they apply under.

1.1.1. Categories for CSE

CSEs are assessed by the EPA under three categories outlined in the table below. For more information about categories go to the [NSW EPA website](#).

Table 1 CSE application, Category eligibility criteria

Category	Description
Donation	<p>Organisations that receive donated items from the community that are unable to be re-used or resold and must be disposed of. For the waste to be eligible for an exemption under this category, the organisation must:</p> <ul style="list-style-type: none">• be recognised as a charitable and/or not-for-profit organisation through either :<ul style="list-style-type: none">○ registration with the Australian Charities and Not-for profit Commission (ACNC). To find out more about ACNC registration visit the ACNC websiteor○ a letter of endorsement from a local council, stating the organisation is charitable and provides a service which benefits the communityand• receives donated goods from the community for the purposes of re-use or reselling.

Category	Description
Public clean-up	<p>Organisations that collect waste from public areas as part of a clean-up activity. For the waste to be eligible for an exemption under this category, the organisation must:</p> <ul style="list-style-type: none"> • be recognised as a public land manager, charitable and/or not-for-profit organisation through either <ul style="list-style-type: none"> ○ registration with the Australian Charities and Not-for profit Commission (ACNC). To find out more about ACNC registration visit the ACNC website or ○ a letter of endorsement from a local council, stating the organisation is charitable and provides a service which benefits the community or ○ a manager working for a public authority or public corporation who is responsible for managing public land and • collect the waste in a public area that is accessible to the community and • use volunteer participation to carry out the clean-up activity. A volunteer is someone who takes part in the community service activity of their own free will without payment.
Other	<p>Organisations can apply for a CSE under the 'other' category for waste associated with services or activities that do not fit the 'public clean-up' or 'donation' categories. For the waste to be eligible for an exemption under this category, the organisation must:</p> <ul style="list-style-type: none"> • be recognised as a charitable and/or not-for-profit organisation through <ul style="list-style-type: none"> ○ registration with the Australian Charities and Not-for profit Commission (ACNC) and • not charge a fee to those who receive the benefits of the community service activity and • collect or generate waste as a direct result of providing the community service or activity for which you are seeking a CSE. <p>Waste generated as a result of general office or staff kitchen activities, or from the clean-up, renovation, refurbishment or maintenance of the organisation's property is not eligible for a CSE.</p>

2. Completing an application

To apply for a CSE, you need to complete the online application on the EPA website. You must complete the application in one session. If you close the application without completing all sections, the information will not be saved, and you will need to restart the application from the beginning.

The application sections must be completed in the order they appear. There are mandatory questions which must be completed before the next can be started. Once a section is complete, the status in the top right-hand corner of the section heading will change from 'Incomplete' to 'Complete'.

The figure on the next page shows a new CSE application, the sections of which are explained in the table that follows the figure.

NOTE: The application must be completed in one session, as there is no save function.

Figure 1 CSE application form

The image shows a web-based application form for a Community Service Exemption (CSE). The form is titled "Community Service Exemption Application" and is marked as "New" and "Incomplete". It is divided into several sections: "Applicant Details", "Organisation Details", "Primary Contact's Details", and "Secondary Contact's Details".

Numbered callouts (1-11) point to the following elements:

- 1:** NSW EPA logo
- 2:** Application title "Community Service Exemption Application"
- 3:** "New" status indicator
- 4:** "Applicant Details" section header
- 5:** "Incomplete" status indicator for the Applicant Details section
- 6:** "Go to Service or Activity Details" button
- 7:** "Service or Activity Details" section header
- 8:** "I'm not a robot" CAPTCHA
- 9:** "Cancel" button
- 10:** Disclaimer text: "By selecting 'Submit to EPA' I agree that all the information I have provided on this application is true and I understand that any incorrect or misleading information will result in my application not being assessed."
- 11:** "Submit to EPA" button

The "Organisation Details" section includes fields for Organisation Name, Physical Address, Suburb, State (dropdown menu), Postcode, Postal Address, and a checkbox for "Same as physical". Below this is a text area for "Please tell us about your organisation".

The "Primary Contact's Details" section includes fields for Title (dropdown), First Name, Surname, Position, Mobile Phone No., Business Phone No., and Email.

The "Secondary Contact's Details" section includes fields for Title (dropdown), First Name, Surname, Position, Mobile Phone No., Business Phone No., and Email.

At the bottom, there is a "General Waste Details" section marked as "Incomplete".

Table 2 CSE application section definitions

Reference	Name	Description
1	EPA logo	Select the EPA Logo to return the EPA homepage.
2	Application heading	Name of the application.
3	Application status	Status of the application. It will always be 'New' when selecting the application link from the EPA website.
4	Section heading	Name of the section. There are three sections in a new application (Applicant Details, Service or Activity Details, and General Waste Details).
5	Section status	This will display the status of the section as 'Incomplete' until all mandatory information is entered. The status will change to 'Complete' once all mandatory information is entered.
6	Next section button	Select to proceed to the next section of the application. This button is located in the bottom right corner and will only be available when the current section is marked 'Complete'.
7	Unexpanded section	Sections cannot be expanded until the 'Next section button' is selected. Once expanded, you can contract the section by clicking on the heading.
8	reCAPTCHA	Security validation check box. Select 'I'm not a robot' to enable 'Submit to EPA' button.
9	Cancel button	By selecting the cancel button, your application will be deleted, and you will be taken back to the EPA website.
10	User agreement	The user agreement states that by submitting your application you agree that all information you have provided on your application is true and that you understand that any incorrect or misleading information will result in your application not being assessed.

3. Application questions

To complete a CSE application, you will need to answer questions about the following:

- **Applicant Details:** provide general details about your organisation.
- **Service or Activity Details:** describe the specific services or activities provided by your organisation that are associated with the waste for which you are seeking a CSE.
- **Category questions:** answer questions about the category or categories you are applying for the CSE under (i.e. donation, clean-up or other).
- **General Waste Details:** provide details about how and where you will dispose of the waste.

3.1. Applicant details

In this section, you are required to answer questions relating to your organisation. All correspondence from the EPA will be sent to your primary contact. The primary contact details will also be provided to the nominated waste facility or facilities.

You must complete all questions in this section before moving to the next section.

NOTE: All correspondence relating to this application will be sent to your primary contact's email address. If you would like to receive paper correspondence, please email waste.levydata@epa.nsw.gov.au.

If your primary contact details change you must notify the NSW EPA.

Table 3 CSE application, Applicant Details section questions

Application question	Answer guide
Organisation name	Enter your organisation's name. Ensure the name you enter matches the name you have used: <ul style="list-style-type: none"> with the Australian Business Register (ABR) on any registrations you might have with other regulatory bodies (for example ASIC, Fair Trading, Consumer Affairs, or ORIC).
Physical address	Enter your organisation's physical address.
Postal address	If your physical address is the same as your postal address, tick the 'Same as Physical' checkbox. If your organisation's postal address is not the same as your physical address, enter your postal address here.
Tell us about your organisation	Describe the main services or activities of your organisation and how it benefits those in your community. You could include information such as: <ul style="list-style-type: none"> organisation visions and objectives outcomes of the services or activities provided by the organisation social or environmental benefits offered by the organisation.
Is your organisation registered with the Australian Charities and Not-for-profits Commission (ACNC)?	Tell us whether you are registered with the Australian Charities and Not-for-profits Commission (ACNC). The ACNC are the national regulator of charities and not-for-profit organisations. For more information visit the ACNC website .
Organisation's ABN	Enter your 11-digit Australian Business Number (ABN). If you don't know your ABN, visit the Australian Business Register website .
Previous Community Service Exemption	Has your organisation previously held an exemption number? If so, please enter the exemption number.
Primary contact	Provide the details for your organisation's primary contact. The email provided here will be the main way the EPA contacts you.
Secondary contact	Provide the details for your organisation's secondary contact. This contact does not automatically receive system communications but can be manually contacted by EPA as required.

Once this section has been completed, you may begin to fill out the next section 'Service or Activity Details' by clicking the button '**Go to Service or Activity details**'.

3.2. Service or activity details

In this section, you are required to describe the specific services and activities provided by your organisation that are associated with the waste for which you are seeking a CSE. A service or activity is defined as the act of helping or doing work that benefits a person, group or the community.

If you are applying for a CSE for waste associated with multiple services or activities, you will need to individually detail each service or activity. This can be done by selecting the 'Add another Service or Activity' button (see section 3.4).

There is no limit on the number of services or activities that can be included within one application. Once this section has been completed, you need to complete the questions relating to the category or categories you have selected.

Table 4 CSE application, Service or Activity Details section questions

Application question	Answer guide
Describe the service or activity you are seeking an exemption for	<p>Describe the community service or activity associated with the waste for which your organisation is seeking an exemption. In your description, you should:</p> <ul style="list-style-type: none"> state what the service or activity is describe how undertaking this service or activity results in the collection of waste. <p>If you have multiple services or activities associated with the waste you are applying for exemption, you will need to describe and categorise each service or activity individually.</p>
Categorise the service or activity you have described	<p>Categorise the service or activity provided by your organisation that is associated with the waste for which you are seeking a CSE. The categories are:</p> <ul style="list-style-type: none"> public clean-up donation other community service. <p>The questions you need to answer will vary depending on the category you select. You can change the category at any time during the application. If the category selected does not align with the service or activity description, the EPA may return the application for further information or decline it.</p>
Estimating how much waste you will dispose of of per month	<p>You need to estimate how many tonnes of waste (per month) you seek to claim under the exemption. To estimate the amount of waste, please use the below as a guide:</p> <ul style="list-style-type: none"> One full standard box trailer of waste weighs approximately 300 kg (0.3 tonnes). A small car weighs approximately 1 tonne.

3.3. Category questions

Use the drop-down menu to select the category applicable to the community service or activity provided by your organisation that is associated with the waste for which you are seeking a CSE: public clean-up, donation, or other community service.

The following questions are specific to the category that you select.

3.3.1. Public clean-up

A CSE for waste under the ‘public clean-up’ category must:

- be collected in a public area that is accessible to the community
- use volunteer participation or a combination of volunteer and paid employees to carry out the clean-up activity.

NOTE: If you do not have volunteer participation, or your activity is held on private property, please categorise your activity as ‘other’ and continue the application.

Table 5 CSE application, Category section questions

Application question	Answer guide
Describe the waste you will dispose of from your service or activity	Describe the types of waste you will dispose of and for which you are seeking an exemption under the ‘public clean-up’ category. Examples of waste may include litter, beverage containers, take away containers or plastic.
Does your clean-up service or activity take place in a public area that is accessible to the community?	Use the drop-down menu to answer whether the clean-up activity takes place in a public area that is accessible to the community. Examples of public areas include: <ul style="list-style-type: none"> • parks • road reserves, rest areas and nature strips • beaches, rivers and estuaries • National Parks. Examples of areas that are NOT public areas include: <ul style="list-style-type: none"> • private properties (residential and commercial) • community title • common areas under strata.
Does your clean-up service or activity have volunteer participation?	Use the drop-down menu to answer whether the participants of the clean-up activity are voluntary. A volunteer is an individual who undertakes the service or activity of their own free will, without payment. Participants that are not considered volunteers include: <ul style="list-style-type: none"> • work for the dole • paid employees. Note: To be eligible for a CSE, your clean-up activities or services need to involve volunteer participation or a combination of volunteer and paid employees.
Clean-up Australia Day Site Registration Number	If your clean-up activity is registered with Clean-Up Australia Day, please enter your site registration number. If you are not registered, you may leave this section blank. For more information on Clean Up Australia Day registration, visit the Clean Up Australia Day website .
Provide the dates for when your clean-up service or activity will occur	Provide the dates or timeframes for when the clean-up service or activity will take place. Specify if clean-up services or activities are one-off or ongoing.
Provide the number of locations for this application	Provide the number of sites or locations that are going to be cleaned up under the exemption.

3.3.2. Donation

A CSE for waste under the 'donation' category must receive donated items from the community for the purpose of resale or re-use that are unable to be re-used or resold and must be disposed of.

NOTE: If you do not receive donated items from the community for the purposes of re-use or resale, please categorise your activity as 'other' and continue the application.

Table 6 CSE application, Donation section questions

Application question	Answer guide
Describe the waste you will dispose of from your service or activity	Describe the types of waste you will dispose of and for which you are seeking an exemption under the 'donation' category. Examples of waste types may include items such as textiles, furniture and other household items.
Do you receive donations from members of the community that are unsuitable for re-use or resale?	Use the drop-down menu to answer if you receive donated items from the community that are unsuitable for re-use or resale. Organisations seeking an exemption for waste associated with the 'donation' category must collect or receive donated items from the community for the purposes of re-use or resale.
How do you collect or receive donated items?	Use the drop-down menu to select how you collect or receive donated items. You may pick more than one option. If the drop-down menu items do not describe how you collect or receive donations, select the 'other' option and include a brief description of how you collect or receive this waste in the 'Please specify other' text box.
Provide the number of locations this application is for	Provide the number of sites your organisation is applying for e.g. how many opportunity shops will be used under this exemption.
Describe the waste you will dispose of from your service or activity	Describe the types of waste you will dispose of and for which you are seeking an exemption under the 'donation' category. Examples of waste types may include items such as textiles, furniture and other household items.

3.3.3. Other community service

Organisations can apply for a CSE under the 'other community service' category for waste that is associated with services or activities that do not fit the 'public clean-up' or 'donation' categories.

If your organisation is applying for waste associated with more than one service or activity under the 'other' category, you will need to individually detail each service or activity. This can be done by selecting the 'Add another Service or Activity' button.

NOTE: Services or activities categorised as 'other' must state whether a fee is charged, or money received for providing the described service or activity. Rent paid to your organisation is considered a fee for service.

Table 7 CSE application, Other Community Service section questions

Application question	Answer guide
Describe the waste you will dispose of from your service or activity	Describe the types of waste you will dispose of and for which you are seeking an exemption under the 'other community service' category. Examples of waste types may include furniture, mattresses or garden organics.
Are recipients of your service or activity charged a fee (sum of money) to access the service or activity?	Use the drop-down menu to answer if those who receive your community service or activity are charged a fee to access this service. A 'fee for service' is defined as any money paid by the recipients to your organisation in exchange for the community service or activity that you provide. Any cash, cheque or electronic payment, regardless of amount, charged in association with the described service or activity is considered a fee for service.

3.4. Add another service or activity

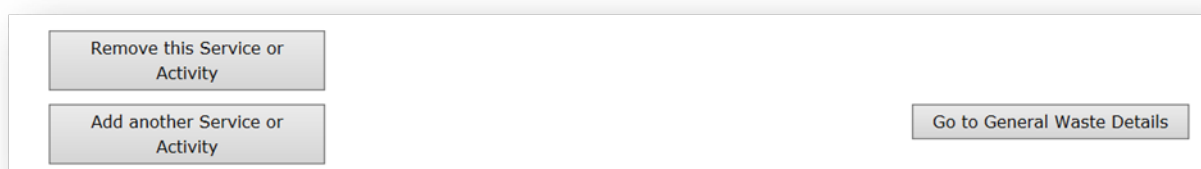
If you would like to enter another service or activity, click the button '**Add another Service or Activity**'. There is no limit on the number of services or activities that can be applied for.

To delete a service or activity select '**Remove the Service or Activity**' button.

Once this section has been completed, you may move to the next section 'General Waste Details' by clicking the button '**Go to General Waste Details**'.

NOTE: The 'Remove this Service or Activity' and 'Add another Service or Activity' buttons are located at the bottom left corner of the 'Service or Activity Details' section.

Figure 2 CSE application, 'Remove this Service Activity' and 'Add another Service or Activity' buttons



3.5. General waste details

In this section you are required to answer questions about:

- where and how you will dispose of the waste under the exemption
- how your organisation will separate exempt and non-exempt waste.

NOTE: Waste that is eligible for an exemption cannot be combined with waste that is not eligible for an exemption. Approved waste will be detailed on the CSE Certificate. See CSE Conditions on the EPA website for more details.

Table 8 CSE Application, General Waste Details section questions

Application question	Answer guide
Name the waste-disposal facility or facilities you will use	Provide the name of the preferred waste-disposal facility or facilities where the waste will be disposed of. There is no limit on the number of facilities that can be listed. The EPA will provide a list of approved facilities on the CSE Certificate.
How will you transport the waste to the disposal facility?	Use the drop-down menu to select the method that you will use to transport waste to the waste-disposal facility. This only applies to the waste that is collected through the community service or activity for which you are claiming an exemption. The two options available for selection include: <ul style="list-style-type: none"> • contractor • organisation or member-owned vehicles. A 'contractor' refers to any waste collection contractor or third party that is hired to collect and transport waste to the waste-disposal facility. If your organisation uses both contractors and organisation or member-owned vehicles, then you should select 'contractor'.
Waste separation	Describe how you will separate waste collected from community services or activities for which you are seeking a CSE, from waste that is not eligible under a CSE. Waste that is NOT eligible under the exemption includes: <ul style="list-style-type: none"> • general office or staff kitchen waste • waste generated from the clean-up, renovation, refurbishment or maintenance of an organisation's property Include the following details about the waste for which you are seeking a CSE: <ul style="list-style-type: none"> • where this waste is kept before being disposed of • how this waste is transported. For example, your organisation might separate your waste by using two separate bins or by transporting waste in different loads.

4. Submitting your application

Before you submit your application, ensure all questions have been correctly answered and all the services or activities you are seeking an exemption for are individually listed. You will not be able to submit your application until all mandatory fields have been answered.

To submit your application, click the reCAPTCHA 'I'm not a robot' tick box. Images or text may appear with instructions to follow. Once the reCAPTCHA authentication is complete, the 'Submit to EPA' button will become selectable.

Once the application has been received by the EPA, the primary contact will be sent a confirmation email.

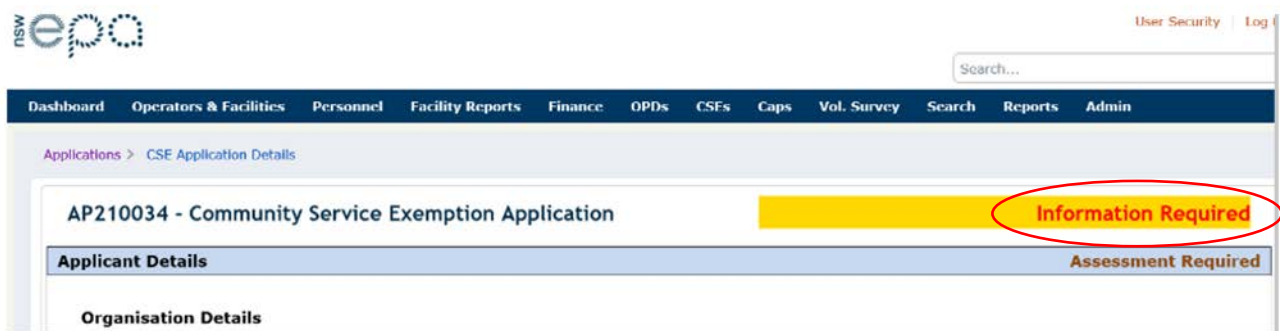
5. Amending a submitted application

To amend a submitted application, you must make a request by emailing the EPA at waste.levydata@epa.nsw.gov.au.

5.1. Request for additional information

If the EPA finds that the application requires additional information before it can be assessed, the application may be returned via email to the primary contact. The returned application will have the status 'Information Required' in the top right-hand corner of the application.

Figure 3 CSE application, Information Required messaging



NOTE: Your application will not progress until you resubmit your application to the EPA.

5.2. Cancelling an application

The EPA may in consultation with the applicant, cancel an application that has been incorrectly completed or is missing information.

Applicants can also request to cancel an application. To cancel an application, the primary contact must email the EPA at waste.levydata@epa.nsw.gov.au. Please include your organisation name and application number in this email.

NOTE: A cancelled application is no longer eligible for assessment. If you wish to reapply, you must start a new CSE application.

6. Successful applicants

The primary contact will be notified by email if an application is approved for an exemption. The notification email will have a CSE Certificate attached.

The CSE Certificate is an official record of the approved exemption. CSE Certificates are required to be displayed on vehicles or the exemption number quoted every time waste is disposed of at a licensed waste-disposal facility.

NOTE: It is important that you read the conditions listed on your CSE Certificate. These conditions must be adhered to. Failure to comply with the conditions listed may result in your exemption being revoked.

6.1. Using your exemption

Exemptions can be used as soon as the applicant receives a CSE Certificate. The CSE Certificate has 'Valid From' and 'Valid To' dates listed at the top of the certificate. The CSE will expire the day after the 'Valid To' date and cannot be used after this date.

NOTE: Exemptions can only be used at the disposal facilities listed on the CSE Certificate.

6.2. Amending your exemption

There may be circumstances where an organisation may need to change the details of an exemption. This may include removing a waste-disposal facility listed on the exemption due to its closure or changing your organisation's primary contact details. However, there are some amendments that may not be possible such as amending the start and end dates of an issued exemption.

NOTE: It is important you contact the EPA to discuss any changes to your exemption, including change of primary contact details.

7. Unsuccessful applicants

An application will be unsuccessful if it does not meet the eligibility requirements. Your primary contact will be notified by email if your application is unsuccessful.

8. Definitions

Community Service Exemption (CSE or Exemption) is an exemption from the NSW Waste Levy issued by the EPA under Clause 21 of the *Protection of the Environment Operations (Waste) Regulation 2014*.

Fee for Service is any money paid by the recipients, to your organisation, in exchange for the community service or activity that you provide.

Contractor refers to any waste collection contractor or third party that is hired to collect and transport waste to the waste-disposal facility.

Organisation or member-owned vehicles refers to any person (staff or volunteer) who uses their privately owned vehicle, or a vehicle owned by the organisation, to transport waste to the waste-disposal facility.

Service or Activity is the act of helping or doing work that benefits a person, group or the community by the organisation.

Volunteer is an individual who undertakes the service or activity of their own free will, without payment.