

# Refund Request Form

## At-Call User Pays Hard Waste Collection Fee



Application Number: \_\_\_\_\_ Fee Paid: \_\_\_\_\_ Receipt Reference: \_\_\_\_\_

Applicant name: \_\_\_\_\_

Applicant Address: \_\_\_\_\_

Telephone number (BH): \_\_\_\_\_ Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

Reason for Refund: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### *Bank Account Details:*

Account Name:

Bank Name:

BSB Number:

Account Number:

Please return the completed form to us via:

**Post:** Administration Officer (Waste Services), PO Box 1, GLEN WAVERLEY 3150. **Email:** [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)

**In Person:** Civic Centre - 293 Springvale Road, Glen Waverley or Oakleigh Service Centre – 3 Atherton Road, Oakleigh.

Once approved, A full refund will be processed within fourteen (14) days from the date of this notice.

If you wish to discuss anything with us, please contact Council's Waste Services Administration team on 9518 3769.

Regards,

A handwritten signature in black ink, appearing to read 'Simon Hill'.

Simon Hill

Manager Sustainable Monash

### *Information Privacy:*

*The Privacy and Data Protection Act 2014 protects the personal information of individuals. The City of Monash takes this responsibility seriously and endeavours to manage and protect personal information in its possession at all times. The Council will only use and disclose information for the purpose/s for which it is collected. The Council has adopted policies and procedures to protect personal information. These are available at Council's web site [www.monash.vic.gov.au](http://www.monash.vic.gov.au). Queries regarding Council's handling of information privacy can be directed to the Information Privacy Officer, telephone 9518 3696.*

### OFFICE USE ONLY

Application number: \_\_\_\_\_ Fee Refunded: \_\_\_\_\_ Processed date: \_\_\_\_\_ Processed by: \_\_\_\_\_