

RRWR Customer Service Standards

(as at 1 July 2019)

Rockhampton Regional Waste and Recycling's key objectives are to deliver commercially viable waste and recycling services that satisfy the Council adopted Customer Service Standards. Performance against the targets is measured and reported to Council each quarter.

Performance Indicator	Target
Weekly collection of domestic waste on the same day every week	98%
Weekly collection of commercial waste	95%
Fortnightly collection of domestic recyclable waste	98%
Fortnightly collection of commercial recyclable waste	98%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%
Collection services will be made available within four working days upon application by the owner	98%
Provision of assisted services within ten working days from application by the owner	100%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%