

 BULOKE SHIRE COUNCIL	Policy Location	Works and Technical Services		
	Policy Title	Kerbside Waste and Recycling Collection		
	Policy No	167	Date approved	
	Revision No	2	Revision Date	September 2020

Purpose

To define the level of service provision and entitlements for Council’s kerbside waste and recycling services and outline the requirements for both Council and ratepayers in providing the service.

Scope

This policy applies to all properties within the designated kerbside waste collection areas determined by Council.

Definitions

In this policy –

“**Garbage Bin**” refers to either a 120L or 240L Mobile Garbage Bin with a red lid, supplied for waste disposal. The bin remains the property of the Buloke Shire Council.

“**Recycling Bin**” refers to a 240L Mobile Garbage Bin with a yellow lid, supplied for recycling disposal. The bin remains the property of the Buloke Shire Council.

“**Council**” refers to the Buloke Shire Council.

“**Council properties**” refers to properties owned by Council or Crown Land where Council has been appointed as the Committee of Management.

“**Property**” refers to developed/habitable or undeveloped/vacant land.

“**Rateable Property**” refers to dwellings, business, industrial and commercial premises and vacant land to which Council rates apply.

“**Property Owner**” refers to the owner of a property both habitable and/or vacant land.

“**Service**” refers to the provision of mobile garbage and recycling bins and the collection of household waste and recycling.

“**Service Fee**” refers to a fee to be charged by council for the provision of additional waste and recycling bins at events and other community activities.

“**Tenant**” refers to a resident that is not the property owner.

“**Unauthorised Waste Receptacle**” refers to a bin not allocated by the Buloke Shire Council for the purpose of waste disposal.

“Waste Service Fee” refers to the annual municipal garbage charge defined annually and listed on Council’s rate notice.

Policy Statement

This policy is designed to ensure the delivery of a safe, consistent, environmentally sustainable and economically viable kerbside waste and recycling collection service.

Principles

1. Responsibility /Accountability

COUNCIL SHALL:

- 1.1. Provide urban residential property with one 120L garbage bin for garbage disposal and one 240L recycle bin for recycling. The bin remains the property of the Buloke Shire Council.
- 1.2. Provide commercial and industrial properties one 240L garbage bin for garbage disposal and one 240L recycle bin for recycling. The bin remains the property of the Buloke Shire Council.
- 1.3. Provide the opportunity for owners or tenants of a residential, commercial or industrial property to apply for additional waste or recycling services.
- 1.4. Provide garbage and recycling bins to the owners or tenants (with consent of the property owner) of a new residential, commercial or industrial property within 5 working days upon issue of a Certificate of Occupancy and the customer service request being received by Council. The property must be within the garbage collection area.
- 1.5. Provide additional garbage bins to owners of residential, commercial or industrial properties upon written request after payment of appropriate pro-rata waste service fee.
- 1.6. Replace garbage and recycling bins that have been damaged beyond repair at no cost to the property owner.
- 1.7. Request confirmation in writing to substantiate stolen garbage and recycling bins before a replacement bin is delivered.
- 1.8. Undertake minor repairs to garbage and recycling bins upon notification to Council.
- 1.9. Be responsible for the collection of garbage and recyclable material from Council provided garbage and recycling bins.
- 1.10. Council will not empty:

- Overloaded or compacted garbage or recycling bins (>60kgs).
 - Bins containing medical or hazardous waste, liquid, oil, paint or hot coals.
 - Bins that have been identified to contain non-recyclable materials.
- 1.11. Make available an annual kerbside waste and recycling calendar to households, commercial and industrial customers.
 - 1.12. Manage the operation of the garbage and recyclable collection service, through a designated contractor, and ensure the service is provided in a timely, professional and efficient manner.
 - 1.13. Ensure that all legitimate requests by property owners or tenants (with consent of the property owner) relating to the provision of bins and/or the collection of garbage and recycling are responded to promptly.

COUNCIL WILL WORK WITH PROPERTY OWNERS, RESIDENTS OR TENANTS TO ENSURE THAT:

- 1.14. Garbage and recycling bins are placed on the kerb. Where no kerbing exists, as close as practicable to the edge of the graded road shoulder.
- 1.15. Garbage and recycling bins are placed as directed by Council where access for collection is restricted to one side of the roadway.
- 1.16. Garbage and recycling bins are removed from the collection point as soon as practicable after emptying and stored at an appropriate location on the property.
- 1.17. Theft or wilful damage of any garbage or recycling bin is reported to the Police and Council.
- 1.18. Garbage and recycling bins are not used for the disposal of hot ashes, medical waste, liquids; including paint, oil, e-waste, dangerous or hazardous materials.
- 1.19. Recycling bins are only used for the disposal of recyclable material.
- 1.20. Garbage and recycling bins are retained at the designated property during any transfer of ownership or occupancy.

2. GARBAGE AND RECYCLING COLLECTION

- 2.1. Garbage and recycling collection shall be undertaken between the hours of 6:00am and 4:00pm on the designated collection day, except Wycheproof which commences at 5:00am in the business district. The garbage collection service will be undertaken weekly and the recycling service undertaken fortnightly.
- 2.2. Where collection occurs on a Public Holiday the service will proceed as normal. If there is to be a change to the service Council will notify (via social media newspapers) all affected residents in regard to the changes.

3. BIN PLACEMENT AND USE

- 3.1. Garbage and recycling bins must be placed so the bin lid opens towards the roadside, not towards the property.
- 3.2. Garbage and recycling bins shall be placed in accordance with Council's requirements where access is limited or where the collection is on one side of the road.
- 3.3. Garbage or recycling bins must not be overloaded and the lid shall not be open more than 10 cm prior to collection to reduce spillage.
- 3.4. Garbage and recycling bins shall not be excessively compacted causing the contents to become jammed.
- 3.5. Only recyclable material as detailed in Council's education material can be placed in recycling bins. Non-recyclable material, green waste and garbage must not be placed in recycling bins. If a contaminated bin is detected, Council or the waste contractor will place a contamination sticker on the bin and make contact to outline the reasons. Three or more instances of contamination will result in the collections being ceased until the resident signs an agreement stating commitment to Council's Policy. Further instances may result in the service being permanently withdrawn.
- 3.6. Council's waste contractor and Council staff will not empty drums of any size; including 44 gallon drums.
- 3.7. Council's waste contractor will report detected non-conforming garbage or recycling bins as soon as practicable after the collection round.
- 3.8. Where garbage or recycling bins are placed for collection and missed by Council's waste contractor, residents need to notify Council and arrangements will be made for the bin/s to be emptied within 24 hours of advice.
- 3.9. Garbage and recycling bins placed out after the normal collection time and after the collection vehicle has passed will not be collected until the next scheduled collection.

4. PROVISION OF GARBAGE AND RECYCLING BINS

- 4.1. Residents requesting a new service must place request in writing to Council and state in the letter that they are the property owner and will accept Council's Municipal Garbage Charge added to their rate notice.
- 4.2. Council staff will not enter private property to deliver, repair or replace bins. Residents will be requested to leave the bin out on the kerb so that repairs or bin changeover can be completed.

5. REPLACEMENT GARBAGE AND RECYCLING BINS

- 5.1. The replacement cost of burnt garbage or recycling bin is the responsibility of the property owner and the owner shall pay the garbage or recycling bin replacement cost as set by Council. If the bin has been vandalised by a third party, the bin will be replaced at Council cost upon the receipt of a police report.

6. BIN REPAIRS

- 6.1. Garbage and recycling bins that are damaged during the collection process shall be repaired or replaced as soon as possible after the incident has been reported.
- 6.2. Where the bin has been damaged by Council's contractor, a replacement bin will be provided at no cost to the resident.

7. SECONDHAND MOBILE GARBAGE BIN

- 7.1. Council will not sell or make second hand garbage or recycling bins available to residents or community groups. All unserviceable bins will be delivered to one of Council's recycling depots and recycled.

8. EXEMPTION FROM SERVICE

- 8.1. Vacant land within the urban areas of township will not be charged a waste service fee.

9. EXTENSION OF SERVICE INTO RURAL AREAS

- 9.1. Council will review all requests for extensions of collection into the rural areas through surveys with local land-owners and undertake a feasibility assessment in collaboration with the contractor.

10. COUNCIL PROPERTIES

- 10.1. Council will provide waste collection and recycling services to each Council property and the appropriate waste service fee charged.
- 10.2. A waste service fee will apply to all Council Properties leased or occupied by a third party.
- 10.3. Council may, by way of resolution or policy, determine to pay the waste service fee for a group or organisation occupying Council property.

11. COMMUNITY EVENTS

- 11.1. Council will provide additional garbage and recycling bins for community events held in township areas, including sporting finals held on Recreation Reserves. The number of bins to be provided will be calculated on the basis of anticipated attendance and will be based on a needs analysis.
- 11.2. Event organisers are requested to write to Council well in advance of the event to make arrangements for the additional street bins.

11.3. All requests for Council's event bins shall include recycling bins.

11.4. Additional bins may be made available for commercial events and will be charged a fee for each additional waste and recycling bin provided. The fee will be a pro-rata calculation of the annual waste service fee, plus a delivery and collection fee. The delivery and collection fee will be based on the cost of labour and plant to deliver and recover the additional bins provided.

12. MULTIPLE BINS

12.1. Council will provide additional 120 litre garbage bins and 240 litre recycling bins upon request. The appropriate waste service fee set by Council will apply. Applicants will be required to make the request in writing to Council.

13. UNAUTHORISED BINS

13.1. Where a property is found to have unauthorised Buloke Shire Council bin(s), Council will take appropriate action to retrieve the bin.

13.2. Unauthorised bins will not be collected by Council's waste collection contractor.

14. PUBLIC STREET AND PARKS BINS

14.1. The installation of new public bin surround shall be dual units containing garbage and recyclable bins.

14.2. All public street and parks bins shall be secured to a stand or post arrangement or enclosed bin surround.

14.3. All council owned public parks shall have a minimum of one waste and recyclable bins.

14.4. Public street bins shall have a minimum of one waste and recyclable bins per township, located in the main street.

14.5. A public recycling bin should not be placed in a location without a public garbage bin, to ensure that the potential for contamination of recycling is minimised.

14.6. All requests for extra public street bins must be made in writing to Council. The request will be considered by Manager Works and investigated.

14.7. All new bin installations shall comply with the *Disability Discrimination Act (1992)*

RESPONSIBILITY FOR IMPLEMENTING THE POLICY

The Director Works & Technical Services, Manager Works and the Superintendent Waste & Environment shall ensure that requests by residents in relation to collection of waste and recycling bins are responded to promptly and professionally.

The Superintendent Waste & Environment shall ensure that all waste collection and recycling collection services are undertaken in a professional manner, in accordance with specified standards.

References

Legislation

This Policy was developed in accord with the following legislation:

- Environment Protection Act 1970
- Environment Protection (Amendment) Act 2014
- Disability Discrimination Act (1992)
- Getting Full value – Victorian Waste & Resource Recovery Policy April 2013
- National Waste Policy: Less Waste, More Resources 2009
- Victorian Charter of Human Rights and Responsibilities 2007

Documents

This Policy is implemented in conjunction with the following documents:

- Contract C14 – 2014/19 – Waste & Recycling Collection Service (extended until 30 June 2019)
- Buloke Shire Council Waste Management Strategy – 2012-2022
- BSC Waste Management Strategy – Action Plan 2017/2018
- Loddon Mallee Waste and Resource Recovery Implementation Plan