



WASTE CHARGE POLICY

Responsible Officer: Waste Management Coordinator Authorising Officer: Director Infrastructure Services	Document No:	47
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The policy sets out the services that will attract fees and charges for kerbside waste collection and waste received at Council's waste sites. It also sets out the basis for any exemptions to these services and associated costs.

The Waste Charge Policy will assist to deliver the outcomes specified in Council's Waste Management Strategy.

Waste collection and associated charges are levied as approved by Council each year whether or not the service is used. The charges are included on the property's annual rate notice.

Kerbside Waste Collection Services

Council shall provide a kerbside collection of approved waste, recyclable and organic material within a defined service area. The defined service area is set out by the area and routes shown on Council's waste collection maps. These areas may be extended or reduced from time to time on the basis set out in this policy. See Table 1 below for information on the Council provided kerbside collection services.

Services	Residential Urban	Residential Rural	Commercial Businesses Urban	Commercial Businesses Rural
Standard Bin Service	140Lt garbage bin (fortnightly collection) 240Lt organics bin (weekly collection) 240Lt recycling bin (fortnightly collection)	240Lt garbage bin (fortnightly collection) 240Lt recycling bin (fortnightly collection)	140Lt garbage bin (fortnightly collection) 240Lt organics bin (weekly collection) 240Lt recycling bin (fortnightly collection)	240Lt garbage bin (fortnightly collection) 240Lt recycling bin (fortnightly collection)
Optional service	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240Lt)	140Lt garbage bin (same cost) 140Lt recycling bin (same cost)	240Lt garbage bin (higher cost)* 140Lt organics bin (same cost as 240Lt)* 140Lt or 360Lt recycling bin (same cost as 240Lt) *weekly or daily garbage or organics services are available at additional costs.	140Lt garbage bin (same cost)* 140Lt recycling bin (same cost) *weekly garbage is available at an additional cost.
Additional bins can be obtained outside the standard service at additional costs	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling
Medical certificate	Additional bin size to be determined on a as needs basis.	Additional bin size to be determined on a as needs basis.	Additional bin size to be determined on a as needs basis.	Additional bin size to be determined on a as needs basis.
Exemptions	No exemptions unless uninhabitable.	No exemptions unless uninhabitable.	Exemptions only granted if evidence of a collection being provided by another waste service.	Exemptions only granted if evidence of a collection being provided by another waste service.

Table 1: Waste services provided by the Rural City of Wangaratta

Organics caddies and liners - Urban

All urban properties receiving an organic service will receive a kitchen caddie and a roll of compostable liners.

Rental properties

It is the responsibility of the Landlord or Agent to ensure that caddies and liners remain with the property.

Caddie replacement

Broken, lost or stolen kitchen caddies can be replaced at approved Council fees and charges, or alternatively residents can purchase 8L bins from major retail stores.

Compostable Liners

Council will provide compostable liners for free, to be collected from the Wangaratta Government Centres.

Waste Collection Sites

Council provides waste collection services at Bowser Landfill and Transfer Stations.

Council shall establish fees for receiving waste at waste collection sites on an annual basis. Differential fees will be set for nominated materials to encourage separation, recycling and waste reduction.

Bowser Landfill

Bowser landfill fees will be set considering all costs of development, operation, rehabilitation, monitoring and aftercare as required by the Environment Protection Authority (EPA) and other regulations that may apply. All waste disposal will be charged according to the adopted fees, regardless of the source of the waste from within or outside the municipality. As required by the EPA Bowser Landfill Licence, Council will maintain a reserve for future costs of rehabilitation, aftercare and possible remediation of Bowser Landfill and provide financial reports to the EPA as required.

Asbestos is accepted at the Bowser Landfill from both domestic and commercial sources - 24 hours notification is required prior to disposal.

Transfer Stations

Transfer Station materials received must originate from within the Rural City of Wangaratta. State funded programs like Sustainability Victoria's "Detox Your Home" are available to North East residents.

Council may from time to time apply free or discounted fees for receiving waste at transfer stations.

Disposal of waste must comply with Council's safety and environmental requirements, therefore some items may be refused. Transfer stations only have a limited space for waste materials. Waste amounts greater than three cubic metres from commercial operations may be redirected to Bowser Landfill.

Due to Occupational Health and Safety (OH&S) regulations, Council does not allow the collection or scavenging of materials.

\$5 Hard Waste Voucher

One \$5 hard waste voucher will be issued to each property with the first rates notice of the financial year only. It is up to the landlord of the property to pass on the hard waste voucher to any tenanted properties if they choose to. The voucher is for one time only use.

Free Green Waste November

To assist residents to clean up around their property prior to the fire season, free green waste disposal is available for the month of November during normal operating hours, at all transfer stations.

Other Collections

Charity Organisations

Charity Opportunity shops operating within the municipality may be eligible for credit to dispose of unwanted items. A non-refundable credit will be granted annually, upon Director Approval* of written applications to Council.

The value of the non-refundable credit will be equal to 15 tonnes of commercial waste deposited at the Bowser landfill. This credit may be used at either the landfill or the Wangaratta Transfer Station.

*Director of Infrastructure Services

Community Halls & Pavilions

Council will provide two free garbage and recycling services to community halls and pavilions. Additional bins will be charged at normal rates.

Community Recreation Reserves

Council will provide free public place garbage and recycling services to recreation reserves and ovals for litter management. The litter bins will be fixed and it is the responsibility of the Committee of Management to ensure all bins are removed from the stands and placed out for collection.

Country Fire Authority (CFA) Volunteer Stations

CFA volunteer stations on Council's waste collection routes will receive one free garbage service and one free recycling service per annum.

Schools and Churches

Kerbside garbage, recycling and organics (urban only) is compulsory for schools and churches to help promote waste education. Exemptions may apply if other services are in use.

Community Events

Council can provide Public Place Recycling (PPR) event bins for all event requests received. Council approved fees and charges will apply. The event bin charge is not applicable to commercial businesses who may require additional bin services due to an external event.

PPR event bin costs are based on the collection being undertaken as part of a normal collection run, enabling standard collection rates to apply. Should a collection be required outside a standard run then the applicable charge will be per hour to service the bins.

Recycling is compulsory when utilising Council's waste collection service and highly contaminated recycling bins may incur a fine for waste disposal.

Council's resources will only extend to provide a maximum of 50 PPR stations (paired garbage and recycling bins), per event. Additional household bins can be provided upon advance notice and additional costs will apply.

If an Event is cancelled within 48 hours, or bins have already been delivered to the event, then the event bin charge will remain applicable.

Large Events 50>100 bins

Event application must be completed and received by Council, 6 weeks in advance of event.

Medium Events 10>50 bins

Event application is likely to be required to be completed and received by Council, 6 weeks in advance of event.

Small Events <10 bins

Event application does not always apply, bins can be applied for through the customer request system, 2 weeks in advance of event.

Charity Events

Charity events will be subjected to Council's approved fees and charges. Exemptions may be granted following formal application to the Director - Infrastructure Services.

*Refer to Council's annual published Fees and Charges for applicable rates.

Exemptions and Exceptions

Uninhabitable residences

Premises may be eligible for a waste exemption if evidence can be provided that the premises are uninhabitable.

Emergency waste exemption

Residents may be eligible for a waste exemption if affected by a natural disaster. Depending on the severity of the situation, a \$5 dollar hard waste voucher will be provided, or alternatively fees may be waived, at the discretion of the Director - Infrastructure Services.

Rural and Urban Medical Waste

Residents may be eligible for a waste exemption for medical waste. The option of an additional bin will be provided at no charge, upon receipt of a medical certificate or other documentation deemed appropriate by the Waste Management Coordinator.

Unit buildings – Owners' Corporation

Owners' Corporations will be able to negotiate the overall number and composition of bins and will be charged accordingly, but will be required to provide a kitchen caddy for each residence. The number of rolls of compostable liners provided will be reflective of the number of bins charged. Negotiation of bins will need to occur prior to July 1 of the new financial year to align with rates notices.

Alternative collection arrangements for Business or Commercial Operators

Persons or corporations may be eligible for a waste charge exemption where an alternative collection service is utilised. Exemptions will be considered, if written evidence of an alternative service is provided and is satisfactory to Council's requirements, and a waste audit is undertaken at the property by a Council officer.

Satisfactory evidence would include a copy of the contract for the provision of future waste collection services or a copy of three months statements showing a regular collection service is in place. Any information supplied will remain confidential. This evidence will be required annually upon receipt of a rate notice including waste charges.

Request for a Route Extension

If the owner of a rural property wishes to receive a waste and recycling collection service and is not on an established collection service route, the owner of the property may arrange to place their bins at the nearest cross road that is on a collection route. The standard waste collection charges will apply.

The defined service area can be extended as required by the Director - Infrastructure Services after considering matters such as:

- viability
- access and safety of movement for the waste collection truck and other road users
- whether the additional route is on Council's Register of Public Roads
- whether the additional distance exceeds two kilometres, including any additional distance to safely turn around, if required.

Access using private roads to provide waste collection can be approved where a specific access agreement has been negotiated with Council, and agreed in writing.

If the waste route is able to be extended down a road listed within Council's roads register, letters will be sent to residents notifying them of the proposed change. If residents are consenting with the proposed change, then waste rates will apply to the residential properties along that road. This is based on 80% of residents consenting to the extension.

Council's Four Strike Contamination Policy – Organics and Recycling

Contamination occurs when people place the wrong item in the wrong bin. To ensure the long-term viability and effectiveness of the organic and recycling kerbside systems, Council has introduced a four strike contamination policy. This policy will use both education and enforcement to reduce the rate of contamination in Council bins.

If an organics or recycling bin containing contamination is presented 4 times within a 6 month period, on the fourth occasion, the bin will be removed and the charges will remain on the properties rates notice.

Contamination Policy Steps

First offence – The organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The bin will be recollected upon request, if the contaminants are removed.

Second offence – The organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The resident will also receive a follow up letter in the mail notifying them of their second offence and outlining the contamination policy steps. The bin will be recollected upon request if contaminants are removed.

Third offence – The organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The resident will also receive a follow up letter in the mail notifying them of their third offence and outlining the contamination policy steps. The bin will be recollected upon request if contaminants are removed.

Fourth offence – The organics or recycling bin will be removed and the waste charge will remain. A letter will be sent to the resident advising them, that in order to reinstate their organics or recycling bin they are required to provide a letter to Council stating that they will use the bin correctly and only place accepted materials in their bin.

Illegal Dumping

Any person caught dumping waste illegally either in a public place, park, in recreation bins, outside transfer stations, or within the municipality's roadsides, will be subjected to Environmental Protection Authority fines and penalties.

Conditions of Collections

1. Scheduled bins to be out for collection prior to 6 am.
2. Bins must not exceed approximately 70 kilograms in weight as the truck may not be able to lift the bins. If you have major difficulty pushing full bin, then it may be more than the required weight limit. For example 360L recycling bins filled with glass may result in a non-collection; Organics bins that are filled to the top with wet lawn clippings or fruit may be too heavy to collect (try leaving the lid open to dry the contents up); Garbage bins containing unauthorised materials such as brick and concrete may result in the truck unable to collect the bin.
3. Only authorised material may be put in bins. If you are unsure of what can go in what bin please check Council's waste website for more information, or contact Council directly.
4. Any waste spilt from overflowing bins prior to collection must be removed by the occupier responsible for the bin, as soon as practicable. Larger garbage bins are available at a cost, if required.