



# Waste Services Policy

Responsible Officer	Adoption Date	
Waste Management Coordinator		
Authorising Officer	Approved By	Council
Director Infrastructure Services	Review Date	March 2024
	Policy Type	Council Policy

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 Services Policy will assist in delivering the outcomes specified in Council's Waste Management Strategy.

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

## 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 Wangaratta	Residential Rural	Glenrowan, Hamilton Park, Oxley and Milawa (Townships)	Commercial Businesses Urban	Commercial Businesses Rural
<b>Standard Bin Service</b>	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)	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)
<b>Optional service</b>	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 or 360Lt 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)	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240Lt) A weekly or daily garbage or organics services are available at additional costs. Daily services are Monday - Saturday	140Lt garbage bin (same cost) 140Lt recycling bin (same cost) A weekly garbage collection may be available at an additional cost.
<b>Additional bins can be obtained outside the standard service at additional costs</b>	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	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240Lt)	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 *Where an existing service is being provided
<b>Medical certificate</b>	Upgrade from a 140Lt to a 240Lt garbage. If a 240Lt exists then an additional 140Lt will be provided.	If a 240Lt exists then an additional 240Lt will be provided.	Upgrade from a 140Lt to a 240Lt garbage bin. If a 240Lt exists then an additional 140Lt will be provided.	N/A	N/A
<b>Exemptions</b>	No exemptions unless uninhabitable.	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.



## Organics Caddies and Liners – Urban

All properties receiving an organic service will receive a kitchen caddy 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.

### Caddy 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 Centre.

### Commercial business using the compostable liners

Commercial business that have a food organics collection are entitled to one roll of either 80L or 240L organic liners per service, once a year.

## 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

Materials received at Council's Transfer stations 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 have only a limited space for waste materials. For this reason where commercial operations are looking to dispose waste amounts greater than three cubic metres to the

Wangaratta transfer station, the Council must be contacted first. Where appropriate loads may be redirected to the Bowser Landfill. Failure to contact Council may result in being refused service and a request to return at a later time depending on space remaining within the waste bins.

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

#### Wangaratta Organic Processing Facility

The Wangaratta Organic Processing Facility fees will be set considering all costs of its development and ongoing operation. The facility has the ability to process food and garden waste from kerbside collected green bins. This site is considered a commercial site, and is not open to the general public.

#### \$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 use only.

#### 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**

#### Public Place Litter Bins

Council provides an extensive public place litter bin network through-out the municipality, consideration of expansion of public place litter and recycling systems will be considered on an on-going basis.

Individual requests for additional public place bins will be considered based on the following:

- Location (land manager/owner).
- Existing litter risk to public amenity in areas for which Council is responsible.
- Existing kerbside service network and access.
- Performance/impact of existing public place litter bin in adjacent/abutting areas.

#### 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.

\* Director – Community & Infrastructure

#### Community Halls & Pavilions

Council will provide two free garbage and recycling, as well as one free organic bin (if located within the collection area) 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, Childcare Centres and Churches

Kerbside garbage, recycling and organics (located with a collection area) is compulsory for schools, child care centres and churches to help promote waste education. Exemptions may apply if other services are in use.

### Community Events

Council has specialised bins available for hire by organisers of events in public spaces that normally would not have adequate waste service provision in place for the increased use.

Organisers of events have a responsibility to reduce, reuse and recycle waste that is generated from an event, applicants, in the registration process must demonstrate evidence of adequate waste management provisions.

'Event Bins' can be provided by Council for events that are:

- Within Council managed land and/or open spaces (or in areas immediately abutting)
- Within publicly accessible 'recreation reserves.
- Are specifically Council supported/endorsed events.

Upon approval of application event bins are provided in 'sets' (general waste and recycling) in accordance with adopted fees and charges. Supply of bins are capped at 30 sets of bins per event.

The standard 'Event Bins' charge covers:

- Delivery of events bins too site.
- Clearance (disposal of material) of events bins following completion of event.
- Collection & removal of event bins following clearance.

Additional charges will be incurred if:

- More than 30 sets of bins are required.
- More than one clearance (disposal of material) is required, please note additional costs may be incurred if outside normal working hours or on public holidays.
- Gross contamination is identified.
- Any additional rubbish/garbage removal (i.e., additional rubbish material that may accrue following an event)

Please note:

- Addition clearances after hours can only be undertaken pending availability of Council and contractor resources at scheduled time of event, due to this, applications are required 6 weeks in advance.
- Charges will remain applicable for events that are cancelled within 48 hours of scheduled start or after delivery of bins.
- Collection is undertaken as part of a normal collection run, should a collection be required outside a standard collection run then additional charges will apply.
- Event organisers are responsible for any damage/vandalism to event bins once delivered, costs associated with repair or replacement will incur additional costs

## 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 directly affected by a natural or local disaster, details including location, impacted items/material to be disposed of and volume of items/material must be submitted to the waste team for consideration in advance of disposal. Fees may be waived, at the discretion of the Director – Community & Infrastructure.

### Rural and Urban Medical Waste

Residents may be eligible for a waste exemption for medical waste. The option of an additional bin or an addition single bin collection can be arranged for the Tuesday of the non-garbage week (Urban areas only) and provided at no charge, upon receipt of a medical certificate or other documentation deemed appropriate by the Waste Management Coordinator. The additional bin or additional collection option will be discussed on a case by case basis and is at the discretion of the Waste Management Coordinator.

### Multi-Level Units and Large Unit Buildings – Owners' Corporation

Owners' Corporations of more than 8 units can negotiate the overall number and composition of bins and will be charged accordingly, however a kitchen caddy and liners will need to be provided for each residence at the cost to the Owners Corporation. The number of rolls of compostable liners provided for free will be reflective of the number of bins charged. Negotiation of bins will need to occur prior to 1 July of the new financial year to be itemised on annual rates notices.

Owners' Corporation representatives will be required to provide evidence of their eligibility under this section and also to complete a form to substantiate their request for a change in services. If approved, the total amount of the service charges will be invoiced directly to the Owners' Corporation representative.

Unpaid amounts will result in an immediate termination of these special arrangements and reversion to standard bin services.

### Refund of rates for services not received

In the occurrence of paid waste rates without a collection ever occurring, the owner of the property may seek reimbursement. Reimbursement at the error of Council will be up to a maximum of 5 years, if proven there was no waste collection in place.

### 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 month's 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.

### Unoccupied commercial properties

If a commercial property has been unoccupied for a minimum of 12 months, an exemption from waste charges may be granted. It is the responsibility of the landlord to apply for the exemption. The exemption will be applied going forward from the date approval is granted. No retrospective refunds will be given for the period that the commercial property has not been occupied.

All exemptions are reassessed before the end of the financial year biannually. At any point, if the property becomes occupied again the landlord must notify Council and arrange waste services.

## **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. Register of Public Roads, 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. Generally, the process of consideration and assessment of a route extension takes approximately 3 months from initial request.

## **Council's Four Strike Contamination Policy – Garbage, 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 garbage, 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 a garbage, organics or recycling bin containing contamination is presented 4 times within a 4 year period, on the fourth occasion, the bin will be removed and the charges will remain on the property's rates notice.

If Council becomes aware of a situation that is causing ongoing contamination issues e.g. dementia or disability, bins will be taken away and more appropriate bins will be issued to the resident.

### **Contamination Policy Steps**

**First offence** – The garbage, 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 garbage, 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 garbage, 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 garbage, 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 garbage, 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**

- Scheduled bins to be out for collection the evening prior.
- Bins will only be collected that are located at allocated rateable properties.
- 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 the 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.
- 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.
- 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 if required, at a cost.



- Bin collection will occur between 6am and 6pm on scheduled day of collection. Instances where it is verified that missed collection was the direct fault of Council or the collection contractor, an additional collection will be scheduled within 3 working days of the reported event. Bins are to remain available for collection on the kerbside.
- Collection vehicles are fitted with video surveillance and global positioning equipment; this technology has the capacity to enable the contractor and Council to establish whether any bins were not placed out for collection at the time the contractor's vehicle arrived at the property. Council may instruct the contractor not to return to collect missed bins in circumstances where the bins are regularly not available for collection at the appropriate time.
- Once bins have been emptied, bins are to be removed from the kerbside and relocated within the premise of the property within 24 hours of collection (refer to Local law No. 1 sub clause 64.1.3).