

## Waste Collection Service Level Policy

Strategic Reference	Objective 1: A caring, healthy and resilient community. Strategy 1.7 – Achieve or implement the statutory and core responsibilities of Council.
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Responsibility	Infrastructure & Assets Department
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Applicable Legislation	Local Government Act 1999
Related Policies	Service Range Policy
Related Documents	Nil

### 1. Purpose

Coorong District Council is committed to the provision of accessible and reliable waste management services which are economically and environmentally sustainable and practically assist residents/ratepayers to avoid, reduce, reuse and recycle waste products.

Subject to certain conditions explained in this policy, Council will provide the following services to residents:

- 3 bin kerbside collection service to all township residents
- 3 bin en-route collection service to all eligible outer township residents
- 3 bin bin bank service to all eligible outer township residents
- 12 dump voucher system

The purpose of a service level policy is to:

- define the standard of services which residents and ratepayers can expect to receive, and
- ensure that residents have access to sufficient information to understand the extent of services which affect the financial sustainability of the Council.

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In determining service levels for its waste collection and recycling services, Council has taken into account:

- targets established for long-term financial sustainability;
- competing demands for Council's financial resources; and
- targets established for performance consistent with the objectives of its Strategic Management Plan and Annual Business Plan.

### **2. Legislative Context**

Waste collection and recycling is one of the functions of a Council specifically mentioned in section 7 of the *Local Government Act 1999*. The collection levels and frequencies of the service are not prescribed for non-metropolitan Councils but are subject to periodic review by Council.

Section 155 of that Act states that "the collection, treatment or disposal (including by recycling) of waste" is a "prescribed service" for which Council may at its discretion impose an annual service charge on rateable and non-rateable land.

### **3. Definitions**

For the purposes of this policy the following definitions apply:

**"Assessment"** is rateable land as defined in the Local Government Act.

**"Bin"** is a 140 or 240 litre mobile garbage bin (MGB).

**"Council"** means the Coorong District Council including any of its authorised representatives or staff under the delegated authority of Council.

**"Community Group"** a group or organisation which works for the public benefit.

**"E-Waste"** means electronic waste such as televisions, computer monitors, mobile phones, laptop computers, DVD players and includes components, sub-assemblies and consumables that are part of the equipment when discarded. (See Clause 5.12 for non-kerbside disposal options.)

**"Garden Organics"** means:

- small pruning's, cuttings, branches and pieces of untreated timber no larger than one metre long and 50 millimetres in diameter
  - lawn clippings, leaves, weeds and cut flowers
- any other materials as stipulated by Council from time to time.

**"Hard Waste"** means general waste materials including scrap metal, timber, building or construction materials, white goods, mattresses, furniture, large bundles of tree and shrub pruning's, tyres, batteries, E-Waste, and other materials as defined by Council from time to time. (See Clause 5.12 for non-kerbside disposal options.)

**"Recyclables"** means the following containers, packages and products:

- Recyclable Paper and Cardboard including;
  - Newspapers;
  - Magazines;
  - Junk mail;

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- Stationery;
- Office paper;
- Envelopes;
- Telephone books;
- Egg cartons;
- liquid paperboard cartons;
- glass bottles & jars (excluding crockery);
- aluminium rigid & semi rigid packaging;
- Approved rigid plastic packaging;
- steel rigid packaging (tins), including aerosol cans; and
- any other recyclables as stipulated by Council from time to time.

**“Residual Waste”** means the residual fraction of the waste stream remaining after the removal of the Recyclables and Garden Organic material. It includes small items of refuse and rubbish but excludes Hard Waste, building or construction wastes, liquid wastes, prescribed wastes, sewage and hazardous wastes.

### **4. Policy objectives**

Council’s Strategic Management Plan has the following community goal:

*“Responsibly manage the natural and built environment to ensure its sustainability and diversity to the community.”*

Council has also set a long term goal to be an organisation that is actively working to

- reduce its environmental footprint
- set an example in the community and
- be a leader amongst local government authorities for its practices in waste management, water use, greenhouse gas emission reductions, energy efficiency and protection of biodiversity.

As a core activity, Council will continue to fulfil the role or ensure provision of the collection, disposal or recycling of household and industrial waste in a manner that promotes the sustainability of the environment.

The service levels expressed in this policy:

- reflect current practice
- recognise the importance of Council’s long term financial sustainability;
- take into account the limited resources available to Council;
- provide the direction for other relevant plans developed by Council;
- are subject to review as circumstances change, including community consultation about intended changes which are considered material.

Council’s performance in meeting the specified levels will be reported on an annual basis.

### **5. The Service**

Council currently engages a contractor for waste collection. The contractor undertakes the collection consistent with a list of addresses of entitled premises. Modification or inclusion on this list is by way of an application to Council. Once approved Council will advise the applicant and contractor. Residents and property owners can access information as to their entitlement from the Council offices.

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Each eligible rateable assessment (except an assessment that has been assessed vacant land) within the Council area is eligible for either:

Kerbside collection - subject to the relevant conditions below:

- Property must be situated within the gazetted kerbside collection boundary.
- In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one kerbside collection service, unless otherwise approved within this policy.
- The recyclables and organics bins remain the property of Council, with on-going repair and replacement carried out by the Council's Contractor as detailed in Clause 5.1 below.
- Bins are allocated to each assessment and will remain on the premises in the event of a change of property ownership or tenancy.
- Will be subject to an annual service charge.

En-route and collection – subject to the relevant conditions below:

- Property must not be situated within the gazetted kerbside collection boundary.
- Eligible properties must have an access point to their property along the gazetted collection route.
- In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one kerbside collection service, unless otherwise approved within this policy.
- The recyclables and organics bins remain the property of Council, with on-going repair and replacement carried out by the Council's Contractor as detailed in Clause 5.1 below.
- Bins are allocated to each assessment (with the exception of the residual waste bin) and will remain on the premises in the event of a change of property ownership or tenancy.
- Will be subject to an annual service charge.

Bin bank collection– subject to the relevant conditions below:

- Property must not be situated within the gazetted Kerbside Collection Boundary
- In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one Domestic Kerbside Collection service, unless otherwise approved within this policy.
- The recyclables and organics bins remain the property of Council, with on-going repair and replacement carried out by the Council's Contractor as detailed in Clause 5.1 below.
- Bins are allocated to each assessment (with the exception of the residual waste bin) and will remain on the premises in the event of a change of property ownership or tenancy.
- Will be subject to an annual service charge.

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Dump Vouchers – subject to the relevant conditions below:

- Property must not be situated within the gazetted kerbside collection boundary.
- Each voucher is the equivalent of one 6x4 trailer load filled to water level
- Will be subject to an annual service charge.
- Farming businesses that own more than one property may still only be eligible for one voucher due to operating as a Single Farm Enterprise (ie. one business that own multiple properties with only one fixed charge). If there is more than one fixed charge, then additional vouchers can be issued at Council's discretion for each fixed charge.

### **5.1 Bin Supply, Repairs and Replacement**

The supply, repair and replacement of Bins shall be as shown below:

<b>Service</b>	<b>Initial Bin Supply</b>	<b>New and Additional Services</b>	<b>Repairs, Maintenance, Replacements</b>	<b>Ownership</b>
Residual Waste	Resident	Resident	Resident	Resident
Recyclables	Council	Contractor with Council supplied bins	Contractor with Council supplied bins	Council
Organics	Council	Contractor with Council supplied bins	Contractor with Council supplied bins	Council

Lost or stolen bins owned by Council will be replaced by Council at no charge, however the resident is required to report the loss to Police and provide a Police report number or complete a statutory declaration and provide this to Council.

### **5.2 Residual Waste Collection Service**

The residual waste collection service is available to all eligible rateable assessments and uses a 140 litre MGB with a red lid and is collected weekly.

### **5.3 Recyclables Collection Service**

The recyclables collection service is available to all eligible rateable assessments and uses a 240 litre MGB with a yellow lid and is collected fortnightly, alternating with the organics collection service.

### **5.4 Organics Collection Service**

The organics collection service is available to all eligible rateable assessments and uses a 240 litre MGB with a green lid and is collected fortnightly, alternating with the recyclables collection service.

In some locations an organics service may not be provided if alternative services are provided by the Body Corporate, or if the property landscape clearly does not warrant provision of an organics service.

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### **5.5 Shared bin arrangements**

In the case of strata title, multi unit, or similar higher density dwellings, Council may approve that residual waste bins, recyclables bins and/or organic bins be shared between properties. Requests to Council for premises to share bins must be endorsed by the Property/Strata Management Company, Housing Trust, or relevant Body Corporate. Sharing arrangements may be subsequently varied at any time subject to the above endorsements. Bin sharing arrangements will not cause any change to the rates assessment otherwise made on the properties.

### **5.6 Business, Industrial and Commercial Premises**

It is not Council's responsibility to provide a comprehensive waste collection service for waste and recyclables generated by the activities of business, industrial and commercial premises.

Businesses that require additional residual waste collections can choose to replace the organics collection (if not required) with another residual waste bin collection. Businesses need to apply to Council for this change and is subject to approval.

Additional bins for residual waste (140 litre or 360 litre) and recyclables are available to an individual business, industrial or commercial premise through Council, on a fee for service basis.

Alternatively, a business can access commercial waste and recyclables collection from an alternative service provider for any needs in excess of the kerbside collection services defined within this policy.

Multiple tenancies on a single assessment may each apply for a kerbside waste and recyclables collection service on a fee for service basis.

### **5.7 Council Owned Properties**

Council owned properties which are classified as eligible rateable assessments, and where the tenant is required to pay the rates for the property, shall be provided with a Domestic Kerbside Collection service.

### **5.8 Schools and Other Premises**

This category may include but is not limited to schools, community groups, sports clubs, health services, religious centres, child and aged care centres.

Premises/organisations in this category, and leased Council owned properties not otherwise defined will be provided with a Domestic Kerbside Collection service only. Schools may also request additional Recyclables Collection Services (up to a maximum of 1 Bin per 100 students).

In addition to the above, a discretionary provision also allows Council to deliver a Domestic Kerbside Collection service to other groups, organisations, or activities which can demonstrate that there is a general benefit or that they operate in the community's best interest.

The premises/organisations in this category, can make a request to Council in writing for the exemption of the compulsory waste charge from their rates, should they choose to surrender the service.

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### **5.10 Collection Times**

All services to any individual property will generally be provided on the same day of the week between the hours of 6.00am and 6.00pm, except where varied by Council in exceptional circumstances.

Bins are to be placed at the kerbside or at the gate entrance to an en-route property by 6.00am on the day of the collection service, and removed within 24 hours of being emptied.

Recyclables bins will be emptied once a fortnight and organics bins will be emptied on alternate weeks to the recyclables bins.

Where a collection day falls on a public holiday, normal services will be provided except for Good Friday, Christmas Day and New Year's Day. No waste collection services will be provided on any of these public holidays.

If Christmas Day and New Year's Day fall on a week day, collection services will be provided on the following day. The normal collection services for the following days in the same week may also be delayed one day.

Collection services for Good Friday will always be provided on the Saturday immediately following.

All changes to kerbside waste and recyclables collection times will be shown Council's website [www.coorong.sa.gov.au](http://www.coorong.sa.gov.au) and advertised in the local newspaper.

### **5.11 Refusal of Service**

Service may be refused in circumstances where:

- Prohibited materials are placed in the residual waste bin;
- Contamination is observed in either the recyclables or organics bins
- The bin and contents weigh more than 50 kg, as it exceeds the maximum lifting capacity of the collection vehicle's robotic arm.

Council reserves the right to refuse service to premises or locations where it is impractical to collect, store or present bins or where as part of planning approval conditions, responsibility for waste management is passed to the owner/occupier.

Bins will not be collected from other than a kerbside or approved en-route location unless prior arrangements including a signed agreement, indemnifying Council and the Collection Contractor against any claims for damages from the property owner or occupier, are in place.

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### **5.12 E-Waste and Hard Waste**

E-Waste and other Hard Waste items as defined are prohibited materials for kerbside waste and recycling collection but many of these items are able to be safely disposed of by residents at one of the Council operated Waste Transfer Stations.

Details of the individual Waste Transfer Station's operating hours, charges, and prohibited items are displayed at the site. This information is also available on Council's website [www.coorong.sa.gov.au](http://www.coorong.sa.gov.au).

From time to time, Council will also promote special campaigns for the collection and disposal of particular wastes, such as e-waste. These individual campaigns will be advertised in the media and Council's website.

### **5.13 Complaints**

Council will ensure that the Contractor:

- efficiently rectifies all complaints that relate to services in a timely manner
- investigates and attempts to resolve all complaints within the shift during which the complaint was received, or within the next working day
- for complaints about spilt material(s), clean it up within 3 hours of notification
- for complaints about a missed collection received before 12.00pm, effect clearance that day and for later notification, on the following Working Day.

## **6 Further information**

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: [www.coorong.sa.gov.au](http://www.coorong.sa.gov.au)

Civic Centre  
95-101 Railway Terrace  
Tailem Bend  
Phone: 1300 756 277  
Fax: 8572 3822

Meningie Branch Office  
49 Princes Highway  
Meningie

Tintinara Branch Office  
37 Becker Terrace  
Tintinara

Copies will be provided to interested parties upon request.

Email [council@coorong.sa.gov.au](mailto:council@coorong.sa.gov.au)

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer of Council.