Kerbside Waste, Recycling & Green Organics Collection Service Policy

Strategic Reference	**Environmental Care** *Priority Area 4: Waste Management and Recycling* Action 3.4.2 – Implement the Murraylands & Riverland Local Government Association's (MRLGA) waste education program to increase the diversion of food waste from general waste to organic waste. Improve waste knowledge in the community and decrease contamination in recycling and green waste bins.
File reference	AR17/10895
Responsibility	Roads & Infrastructure Department
Revision Number	9
Effective date	October 2011
Last revised date	August 2026
Minutes reference	231/26, 179/24, 157/24, 259/23, 137/21, 137/17, 270/13, 260/12, 345/11
Next review date	July 2027
Applicable Legislation	Environment Protection Act 1993 Local Government Act 1999
Related Policies	Rating Policy
Related Documents	Fees & Charges Schedule

1. Purpose

1.1 To define the level of service provision and entitlements for kerbside waste, recycling and green organics services to be provided by Council and outline the requirements for both Council and the ratepayer in providing this service;

1.2 Ensure that residents have access to sufficient information to understand the extent of services which affect the financial sustainability of Council.

2. Definitions

For the purposes of this policy the following definitions apply:

"Assessment" is rateable land as defined in the Local Government Act 1999.

"Business As Usual" (BAU) means the normal, recurring activities of an organisation where waste generated remains within expected operational levels.

"Business" is a commercial activity conducted to provide goods or services for sale. For the purpose of this policy, this definition excludes farming & agricultural businesses and residential style accommodation. Commercial businesses include, but are not limited to service stations, cafes, restaurants, hotel/motel.

"Council" means the Coorong District Council.

"Council Properties" means properties owned by Council or Crown Land where the land is under the management, care and control of Council.

"En-route" means the route traversed by Council's waste collection contractor between established collection points and deemed suitable for waste collection. A property is deemed en-route when its primary driveway access is from the road on which Council's Waste Collection Contractor vehicle travels.

"Bin" is either a 140 or 240 litre mobile garbage bin.

"Property" or ***"Properties"*** means rateable, residential, commercial, industrial, primary production (with an occupied residence) or other property (including kindergartens, schools, sporting clubs, cemeteries, churches and local government) and vacant land where development approval has been granted for a dwelling that includes auxiliary caravan accommodation. It excludes vacant land.

"Resident" may be the property owner for rating purposes or a tenant (a resident that is not the property owner) under a lease, tenancy agreement or licence to occupy.

"Service" means the provision of garbage, recycling and organics (where applicable) bins and the collection of household waste and recycling.

"Special Event" means any one-off activity that will generate additional waste beyond that of the organisation's regular remit.

"Unauthorised Waste Receptacle" means a bin not allocated by the Coorong District Council for the purpose of waste disposal.

3. Scope

This policy applies to all assessments within the Council district.

Council provides four service levels:

1	**Township collection** Township properties within the kerbside collection boundary will receive a mandatory three (3) bin kerbside collection service: • 140L bin (red lid) – for the disposal of household putrescible waste, collected weekly • 240L bin (yellow lid) – for the disposal of household recyclable products, collected fortnightly • 240L bin (green lid) – for the disposal of green organics waste, collected fortnightly
2	**En-route collection** Properties outside the kerbside collection boundary may be eligible to receive two (2) bin en-route kerbside collection service on application: • 140L bin (red lid) – for the disposal of household putrescible waste, collected weekly • 240L bin (yellow lid) – for the disposal of household recyclable products, collected fortnightly
3	**Bin bank collection** Occupied dwellings ineligible for township or en-route services may receive a two (2) bin service via Council's Bin banks on application. This service makes provision for each inhabited dwelling located within a single farm enterprise. • 140L bin (red lid) – for the disposal of household putrescible waste, collected weekly • 240L bin (yellow lid) – for the disposal of household recyclable products collected fortnightly The cost of the bin bank service is based on a sliding scale in accordance with Regulation 13 of the Local Government (General) Regulations. If the service is: • Up to 500 metres from property access point – the full charge applies • 500 metres to 2 kilometres – a 75% charge applies • 2 kilometres to 5 kilometres – a 50% charge applies • Over 5 kilometres – there is no charge for this service
4	**Waste Transfer Station vouchers** Occupied dwellings ineligible for township or en-route services and choose not to use the bin bank service, may dispose of the equivalent of one 6x4 trailer load

	(filled to water level) at a charge prescribed by the Fees & Charges Schedule, up to twelve occasions per annum at any Waste Transfer Station in the district. The charge prescribed in the Fees & Charges Schedule is an annual non-refundable charge.

NOTE:

- Service 1 is mandatory for all properties located within the kerbside collection boundary.
- Services 2, 3 & 4 are optional services via application to Council using Council's prescribed application form.
- The waste management charge is exclusive of Goods & Services Tax.
- Should a property that receives a kerbside collection service become subdivided, the bins will remain with the occupied portion(s) of the land.
- Maps of the gazetted kerbside collection boundary are appended to this policy (Appendix 1).

4. Policy

4.1 Property owner/resident/tenant responsibility and accountability

Waste transfer station vouchers:

- A Coorong District Council official waste transfer station voucher(s) must be presented at each visit to the Waste Transfer Station.
- The waste transfer station voucher is to be used for the disposal of household putrescible waste only – no hard/green or construction and demolition waste materials.
- All loads are assessed at the discretion of the Waste Transfer Station Attendant.

  Farming businesses that own more than one property may be eligible for one voucher per occupied dwelling within the Single Farm Enterprise (SFE).

Bin banks:

- Only for the disposal of household putrescible waste and recyclable products.
- No hard, green organics or construction and demolition waste materials.
- Waste must be placed within the bins provided. Any items/waste disposed of external to the bin will not be collected.
- All bins must be removed by the property owner within 24 hours on the designated collection day. Bins are not to be left at bin banks between collection days.

Kerbside collection:

- Bins must not be over-loaded or compacted (should not weigh more than 50kg) and the lid shall not be open more than 10cm prior to collection to reduce spillage.
- Waste must be placed within the bin. Any items/waste disposed of external to the bin will not be collected.
- Bins must not be used for the disposal of hot ashes, medical waste and liquids (including paint, oil, dangerous or hazardous materials).
- Bins must be placed on the kerb (where no kerbing exists, as close as practicable to the edge of the road shoulder) prior to 6:00am on the day of collection; in the correct position to enable pick up, with the lid opening in the appropriate direction.
- All bins to be presented for a 24 hours period on the designated collection day. Bins are not to be left collection point between collection days.
- Where bins are placed for collection and missed by Council's waste contractor, the resident will make arrangements directly with the contractor.
- Bins placed out after the normal collection time and after the collection vehicle has passed will not be collected until the next scheduled collection.
- Recycling bins must be used for the disposal of recyclable material only.
- Bins that do not conform will not be emptied and Council's contractor will report to Council any detected non-confirming bins.
- Council's waste contractor and Council staff will not empty drums of any size; including 44 gallon drums.
- Bins must be cleaned regularly. Cleaning of bins is the responsibility of the user (ratepayer, resident, tenant or business).
- Bins must be retained at the designated property during any transfer of ownership or occupancy.

4.2 Council Responsibility/Accountability

4.2.1 Council and/or its contractors will:

- Retain ownership of each bin attributed to a property for the life of the bin (ie. bin will not leave property despite change in tenants/ownership).
- Ensure that all legitimate requests relating to waste & recycling collection services are responded to.
- Provide each property with access to either a waste transfer station voucher, bin bank collection point, en-route or kerbside service in accordance with the applicable service level and with regard to:

  Waste transfer station vouchers:
  - Maintain a register of eligible properties and provide waste transfer station vouchers on an annual basis.
  - Receive green organics waste in accordance with Council fees and charges schedule

Bin banks:

- Maintain the bin (Bin Bank) collection point infrastructure (including replacement bins). Any refuse or debris placed outside of the bins remains the responsibility of the residential group it services.
- bin bank services may not be offered if Council assess the bin bank has reached capacity.

En-route & kerbside collection:

- 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.

All bins supplied by Council will contain Council's logo on the front of the bin.

The application of stickers on bins are permitted, however stickers must not cover or impede the stamped Coorong District Council logo.

4.2.2 Council or its contractors will not:

- Empty overloaded, compacted or bins that exceed 50 kilogram weight limit.
- Empty bins containing hot ashes, medical waste and liquids (including paint, oil, dangerous or hazardous materials).
- Empty recycling bins that have been identified to contain non-recyclable materials.

4.3 Waste collection

4.3.1 Waste and recycling collection services shall be undertaken between the hours of 6:00am and 6:00pm on the designated collection day. On occasions, collection time may vary as a result of unforeseen circumstances.

4.3.2 The household putrescible waste collection service will be undertaken weekly and the recycling & organics collection service undertaken fortnightly.

4.4 New collection services

Property owners may request a new collection service by submitting an application for Council's assessment and approval with details of the property location, and:

- In the case of a non-residential building: providing proof of permanent occupation;
- In the case of a new dwelling: a copy of the certificate of occupation;
- In the case of approved temporary accommodation associated with a new dwelling/development approval: a copy of the development notification form

On approval, service charges will apply in accordance with the relevant rating category and assessment.

4.5 Additional collection services

Residents who require an additional waste and/or recycling collection service(s) must contact Council, complete the prescribed application form and pay the applicable fee prior to delivery of bins in accordance with Council's Fees & Charges Schedule.

Information on the application process is available on Council's website and at any Customer Service Centre.

Applications are subject to assessment and approval by Council administration.

Charges for the additional service will be invoiced to the resident in accordance with Council's Fees & Charges Schedule. Non-payment of the service fee will result in the service being withdrawn.

Approved additional collection services will be delivered by Council's contracted waste collection provider.

Community or sporting organisations who require additional collection services will be assessed in accordance with clause 4.12 of this policy.

4.6 Replacement Bins

4.6.1 Damaged bins:

- Damaged bins will be replaced by Council at no charge to the property owner or occupant, unless it is deemed by Council to be deliberate damage or misuse. A fee for each bin will then apply, as per Council's Fees & Charges Schedule.

4.6.2 Stolen bins:

- Stolen bins will be replaced by Council at no charge to the property owner or occupant.
- Requests for replacement of stolen bins must be made in writing using the requested form. At Council's discretion, satisfactory evidence of bin theft may be requested.

4.7 Bin repairs

The repair and replacement of bins shall be as follows:

4.7.1 Replacement of a bin due to wilful damage or neglect may incur Council charges against the property unless there are special circumstances that justify not charging. In some cases, the applicant will be required to submit appropriate documentation (ie. statutory declaration) stating the special circumstances.

4.7.2 Damage to bins as a result of operational activities will be repaired or replaced at no cost to the resident.

4.7.3 Damaged bins will be surrendered to Council. Failure to surrender will negate eligibility of a replacement bin.

4.8 Bin disposal

Council will not make available second-hand bins. All unserviceable bins will be delivered by the user to one of Council's waste transfer stations.

4.9 Council owned properties and public areas

4.9.1 Council properties utilised by Council (ie. offices, works depots) will be charged a waste service charge.

4.9.2 Council owned properties and public area bins will be charged in accordance with this policy.

4.9.3 A waste service charge will apply to all Council properties occupied by a third party.

4.9.4 Council may, by way of resolution determine to waive a service charge to a group or organisation occupying Council property.

4.10 Schools

Schools will be issued with designated 240L recycling bin based on the number of students at the school (maximum of one bin per 100 students). The purpose for this is to encourage recycling and promote waste minimisation. Other waste disposal arrangements that a school may already have in place remain unchanged and will remain the responsibility of the school.

4.11 Baseline provision for community/sporting organisations

A community/sporting organisation (or head lessee/licensee thereof) will be entitled to the following baseline service provision:

Baseline service provision	
One (1) 140L bin (red lid) One (1) 240L bin (yellow lid) One (1) 240L bin (green lid)	*In accordance with service level 1 and annual service charge applied (on rates notice).*
PLUS	
Up to four (4) bins (bin types are interchangeable)	*Provided in-kind by Council*

Any requests for additional collection will be assessed in accordance with clause 4.12.

4.12 Additional collection services for community or sporting organisations

Council recognises that community/sporting organisations may generate waste over and above household limits and/or the service level stipulated in clause 3 of this policy.

Community/sporting organisations seeking additional waste collection services will be classified in one of the following categories:

	Business As Usual	Special Event
	The normal, recurring activities of an organisation where waste generated remain within expected operational levels and can be managed through one of the following solutions:	Any one-off activity that will generate additional waste beyond that of the organisation's regular remit Applicable to one of the following scenarios: • Organisation based outside the Council district who are staging an event within the Council district • Community/sporting organisation based within the Council district • Sporting body hosting one major event per annum (ie. final)
SOLUTION	• Organisation to opt for additional collection service and charged in accordance with Fees & Charges; or • Organisation to make private waste management arrangements	• Council to supply up to ten (10) bins on a one-off basis at no charge • Bins to be placed appropriately for collection • Two (2) weeks' notice required

4.13 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 green organics 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 attract an annual service charge for the rates assessment.

4.14 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 green organics collection (if not required) with another residual collection. Businesses need to apply to Council for this change and is subject to approval. This applies only within the township kerbside collection boundary.

Additional bins for residual waste and recyclables are available to businesses where the premises is within Council's township collection boundary, on a fee for service basis under clause 4.5. Council reserve the right to assess the number of additional bins provided based on factors such as business type & collection capacity.

Individual businesses, industrial or commercial whose premises are en-route or within a bin bank collection area are not entitled to additional bins.

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 collections service on a fee for service basis.

4.15 Annual service charge

In accordance with section 155 of the Local Government Act 1999, Council may impose an annual service charge, on land within its area to which it provides, or makes available, a prescribed service.

The annual service charge will be included in the annual rates for assessments where:

a. The mandatory service applies; or

b. An en-route or bin bank service is provided

Additional bins are invoiced in accordance with clause 4.5 of this Policy.

4.16 Exemptions

The only properties that will not be part of the kerbside waste collection service are those where:

- The land is vacant
- It is primary production land with an inhabitable dwelling
- It is a property on which improvements do not include a dwelling or business premises
- It is a residential property that is demonstrated as unsuitable for human habitation
- It has been determined that the contractor's collection vehicle is unable to access the location of the property, and an alternative collection point has not been agreed

Properties not serviced by this policy will be required to utilise alternate waste and recycling disposal arrangements such as the use of Council's waste transfer stations or a private contractor. This is the responsibility of the ratepayer, resident, tenant or business.

There is not any opportunity for non-exempt property owners to opt out of having access to the service and paying the service charge. The service charge will apply whether or not the property owners choose to use the service.

4.17 Unauthorised waste receptacles

Where a property is found to have unauthorised waste receptacles (ie. incorrect size, incorrect bin lid, Council logo missing), Council or its contractors reserve the right not to service (empty) them.

4.18 E-Waste

E-Waste items may be safely disposed of by residents at a Waste Transfer Station. Occasionally Council may promote special campaigns for the collection and disposal of E-Waste and these will be advertised via social media and Council's website.

5. Availability/Accessibility

This policy is available for inspection at Council's offices during normal business hours & Council's website and will be emailed to interested parties on request (please lodge request in writing via email to council@coorong.sa.gov.au).

6. Document History

This policy shall be reviewed at least every three (3) years or more frequently if legislation or Council requires.

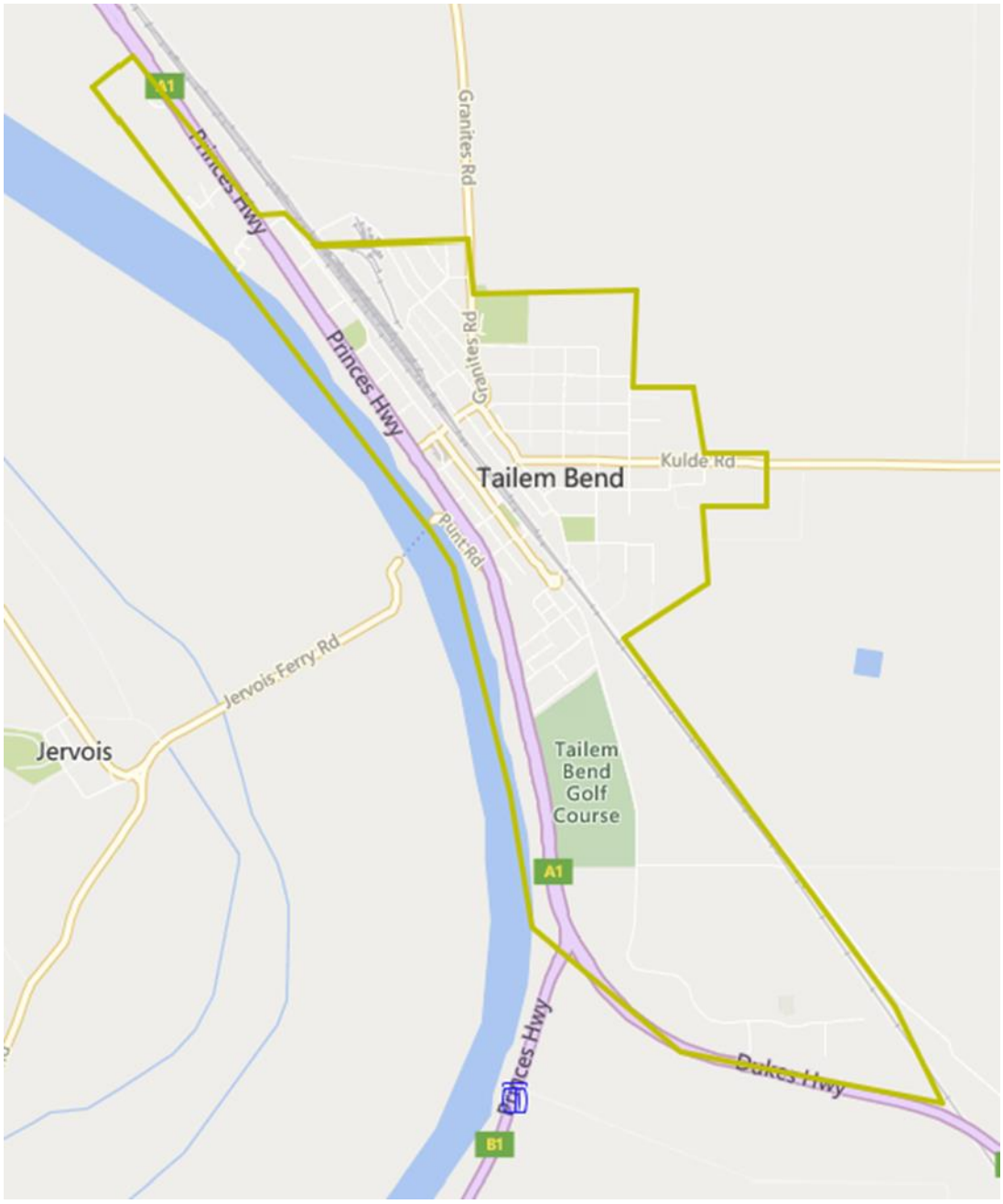
Version	Adopted	Minute No	Description of change(s)
1	18 October 2011	345/11	New policy
2	17 July 2012	260/12	Cyclical review
3	16 July 2013	270/13	Cyclical review
4	25 July 2017	137/17	Cyclical review
5	29 June 2021	137/21	Consolidation of clauses and definitions Inclusion of a table summarising service levels Annual service charge (in accordance with Local Government Act 1999) outlined Inclusion of gazetted kerbside collection boundary maps
6	17 October 2023	259/23	Cosmetic changes 'Commercial Business' and 'En-route' definitions refined Reference from 'Mobile Garbage Bin (MGB) changed to 'bin' throughout Clarity provided regarding mandatory service level(s), bin stickers, removal of bins from bin banks and additional bin requests

7	25 June 2024	157/24	New section 4.3 inserted – 'Additional collection services'
8	16 July 2024	179/24	Section 4.5 (Replacement Mobile Garbage Bins) refined and reference to replacement bin fee inserted
9	18 August 2026	231/26	Clauses refined (where appropriate) to reflect ability for Council to recognise all forms of dwellings and their subsequent entitlement to a collection service (including new collection services at [new] clause 4.4) Clause 4.5 updated to reflect process for additional collection services based on new waste collection contractor Baseline service provision for community/sporting organisations included at clause 4.11 (minute 217/26)

Appendix 1

Gazetted kerbside collection boundaries

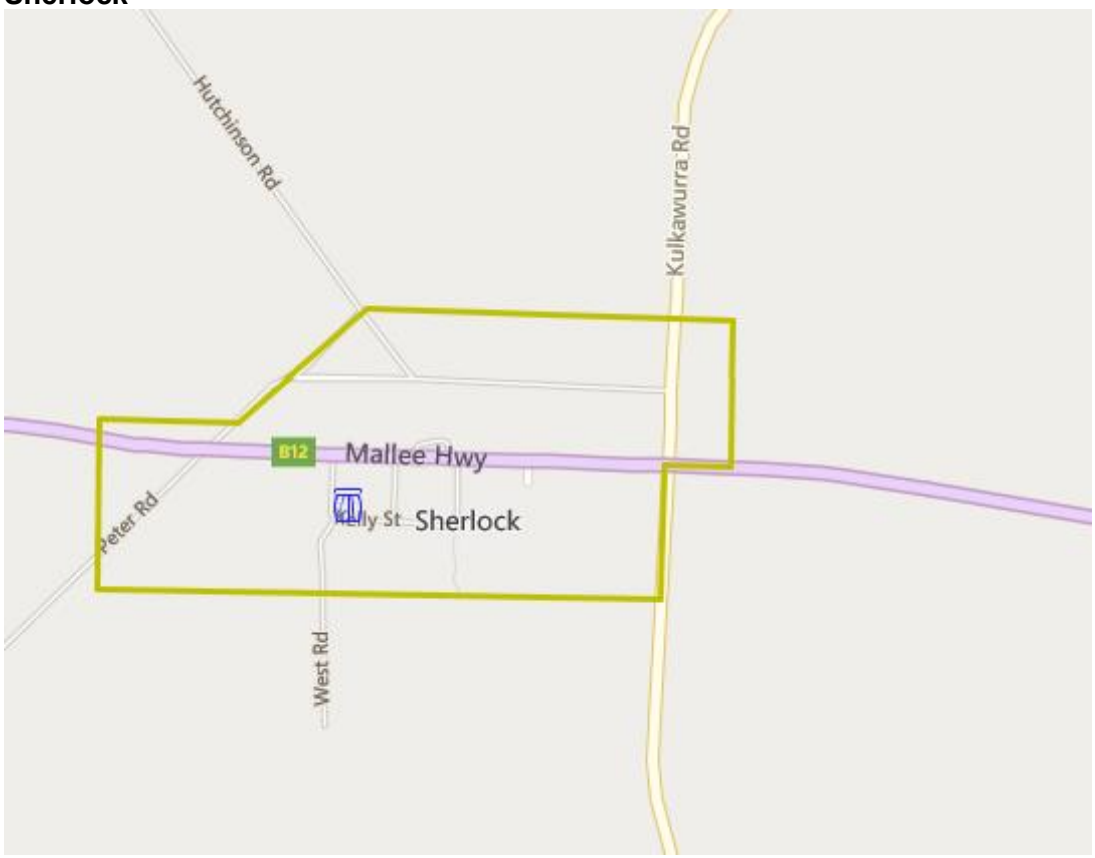
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Moorlands



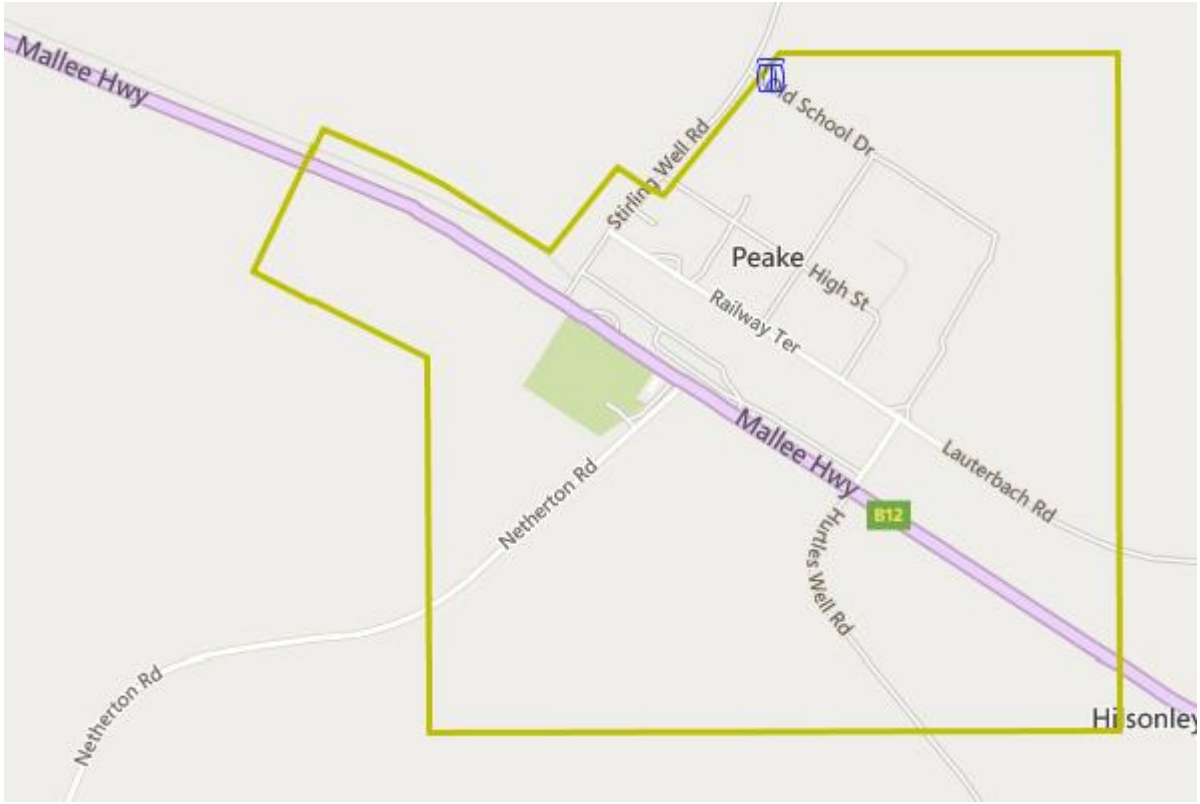
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Buccleuch



Peake


Mallee Hwy
Stirling Well Rd
School Dr
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Netherton Rd
Hurtles Well Rd
Netherton Rd

Jabuk



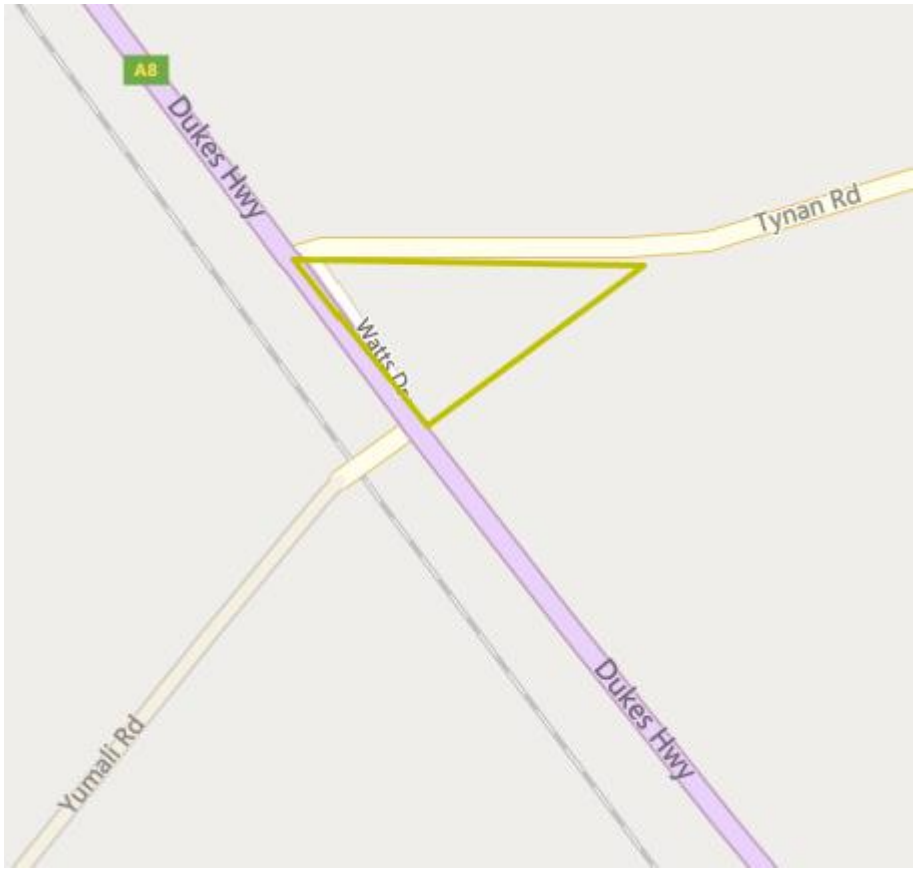
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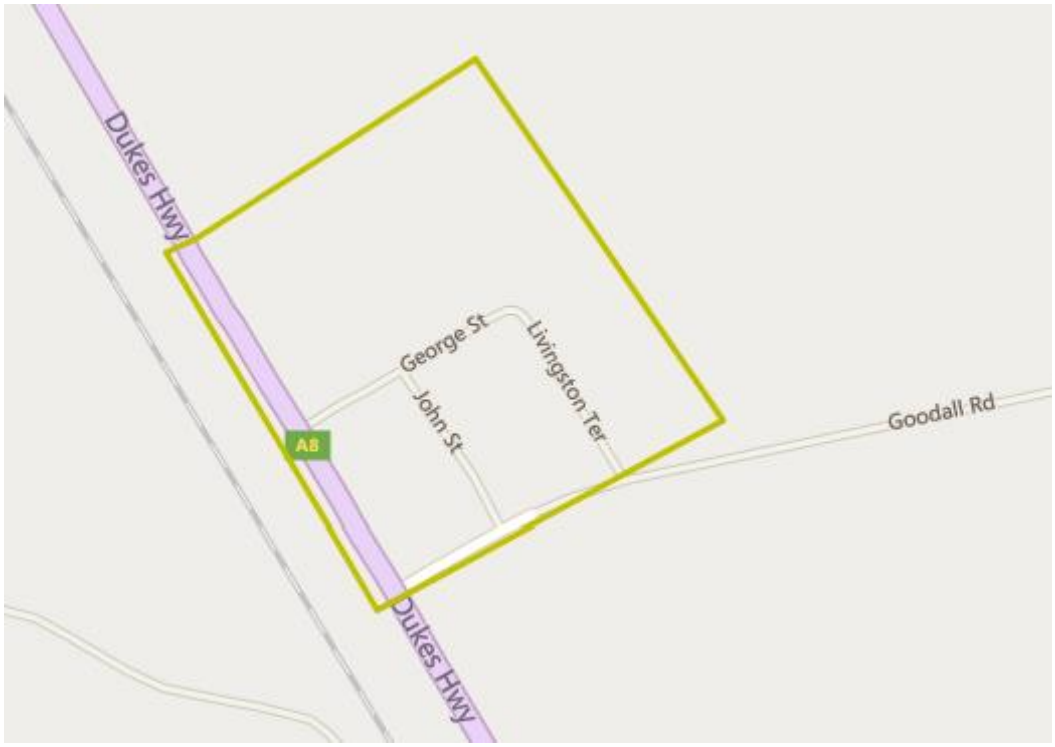
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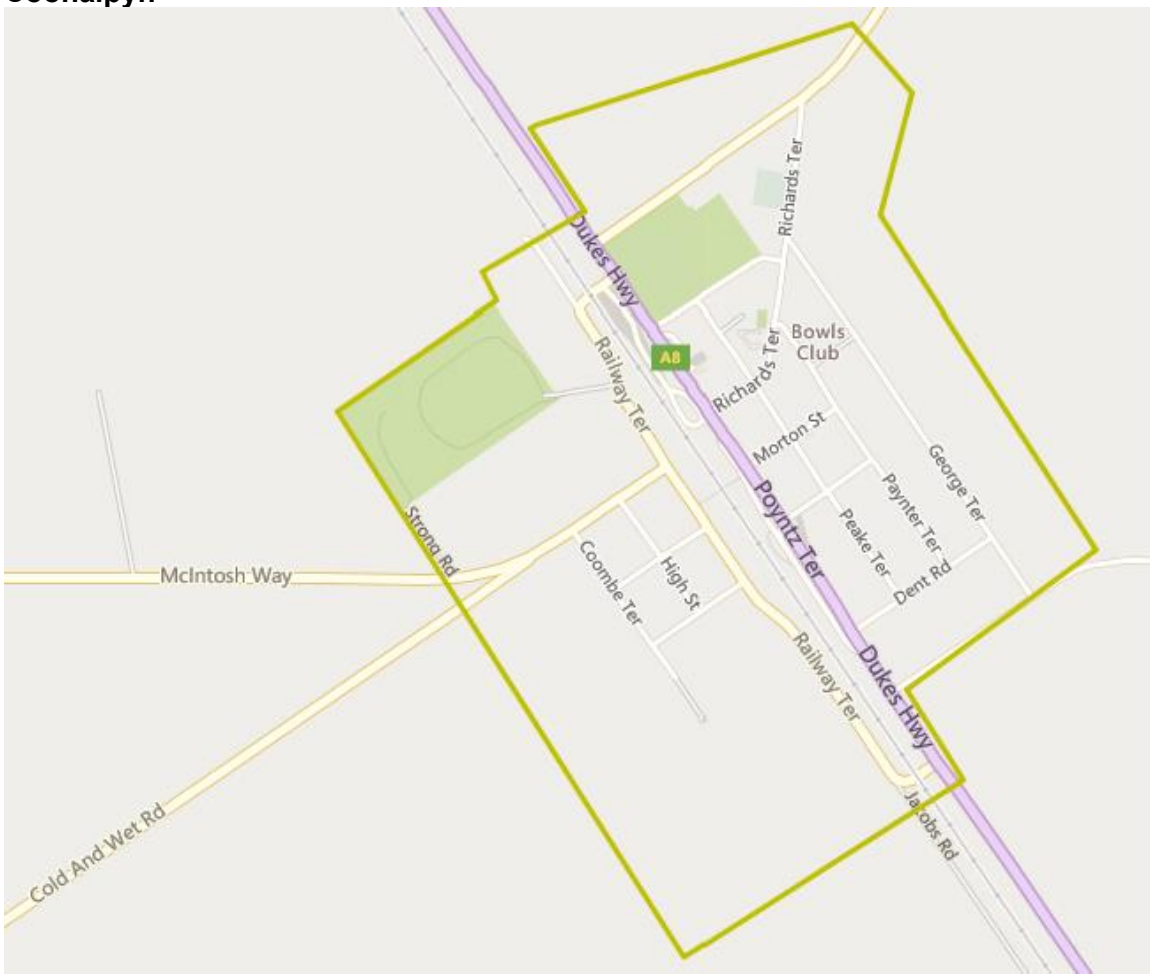
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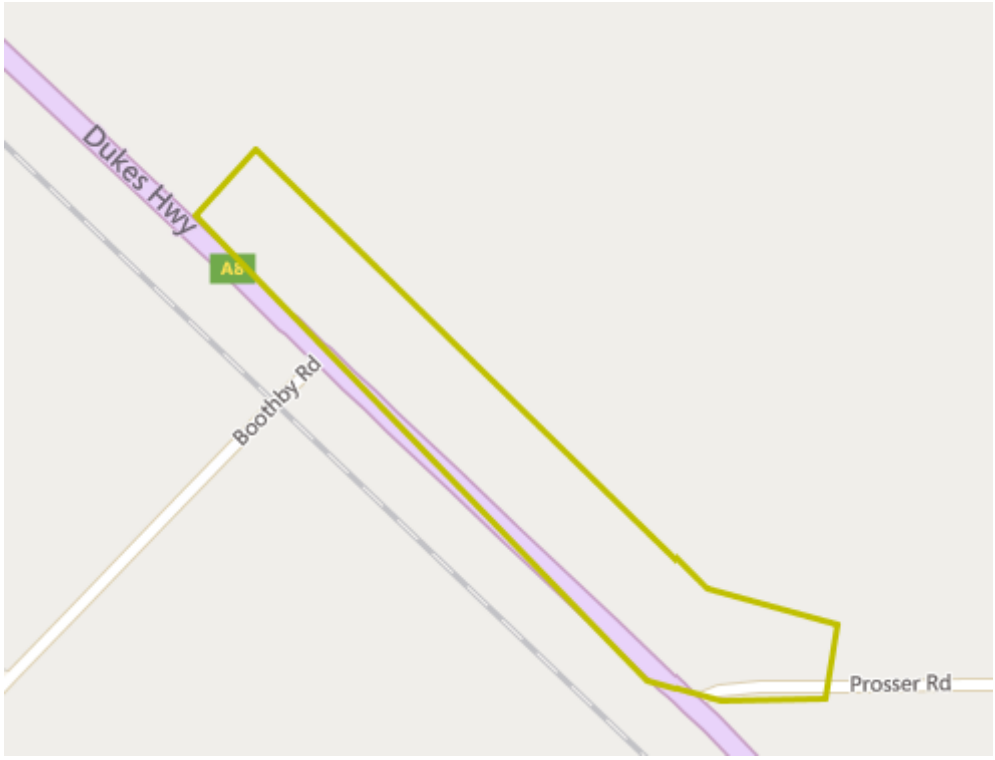
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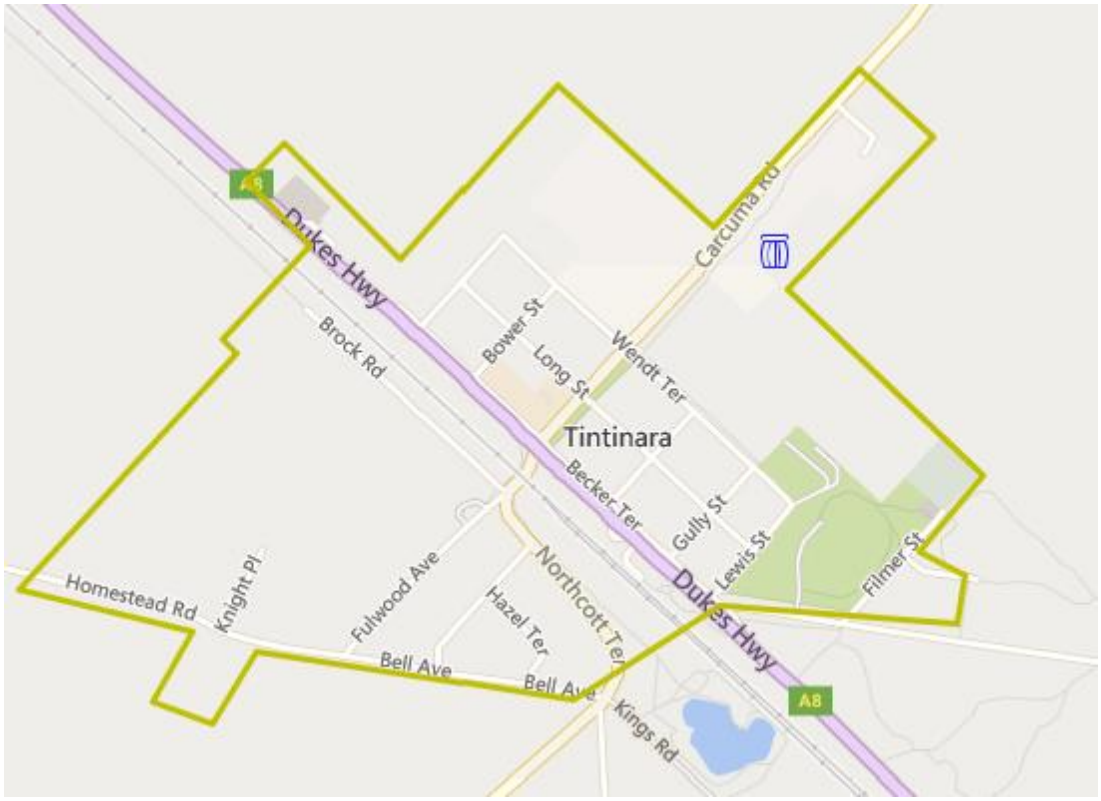
Coonalpyn



Culburra



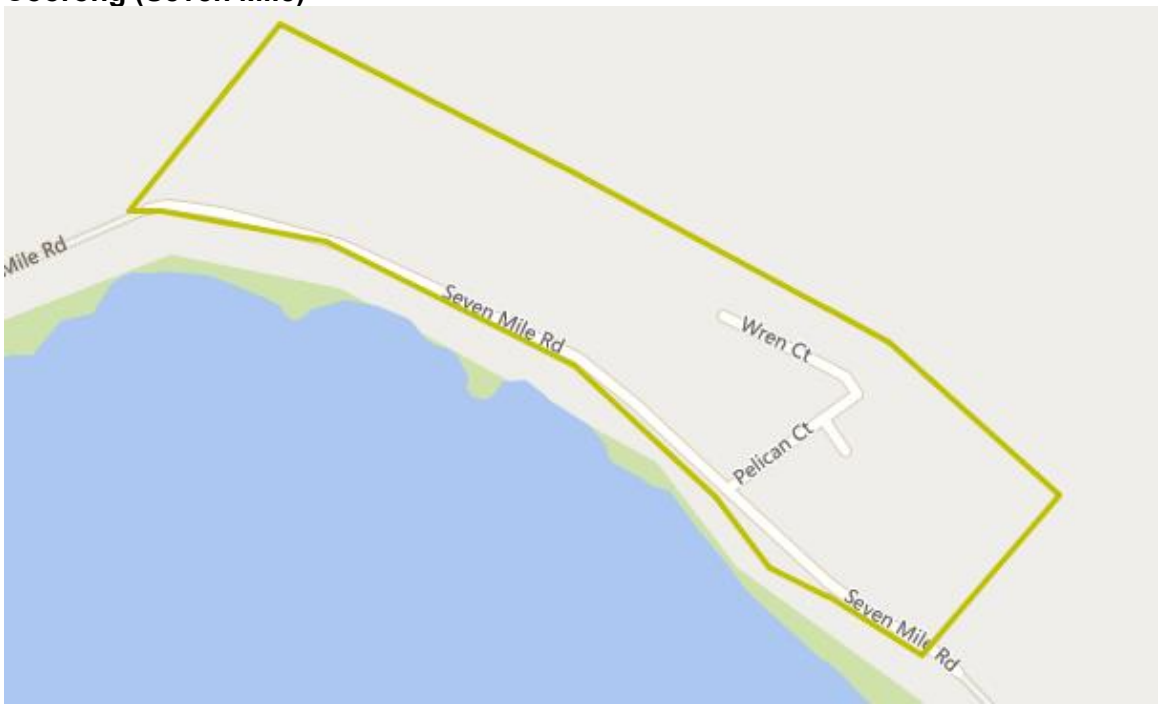
Tintinara



Meningie


Yumali Rd
Selby Rd
Albert Rd
Mcintosh Way
McIntosh Way
Narrung Rd
Meningie
Meningie
East Lakes
Starnway
Princes Hwy
Lake
Albert Golf
Club
Meningie
Airport

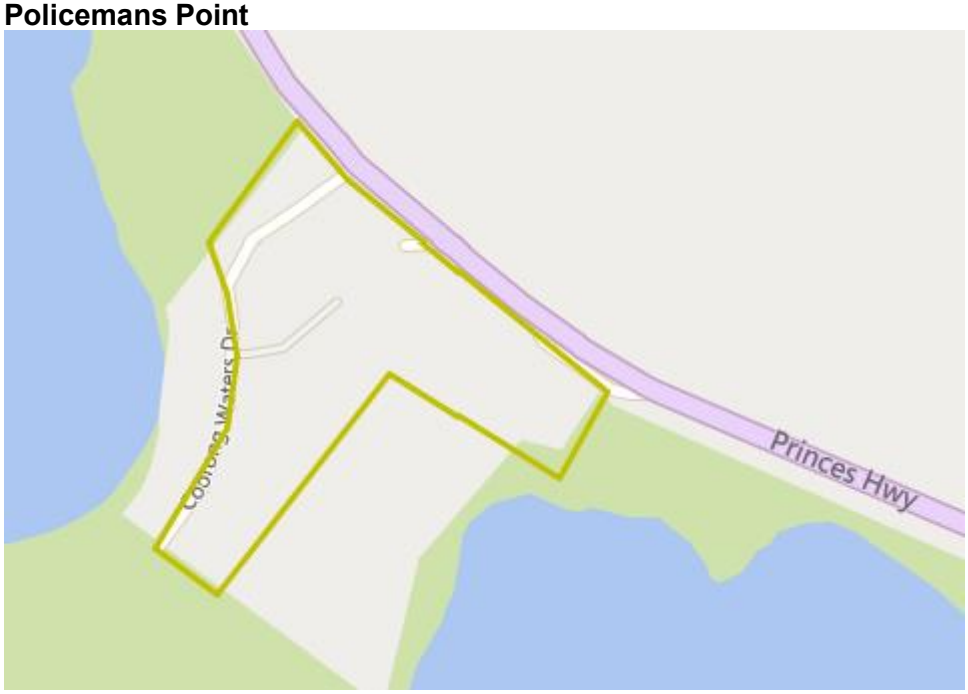
Coorong (Seven Mile)



Salt Creek



Policemans Point





Narrung



Raukkan



Wellington East and Placid Estates

