

Kerbside Collection Policy



Policy type	Council
Adopted by	Council
Responsible Director	Sustainable Development
Responsible officer	Manager Waste and Sustainability
Date adopted	28 August 2024
Scheduled for review	This policy will be reviewed two years from the date of adoption, with operational amendments as required, in accordance with Council's approval.

PURPOSE

The purpose of this policy is to provide guidance in the provision of Council's waste management services, determining collection routes, criteria for exemptions and the application of the associated service charges.

The policy sets out the responsibilities of ratepayers with a kerbside collection service.

SCOPE

This policy applies to the kerbside landfill, recycling, glass and organic collection services provided by Council.

DEFINITIONS

Bin	A Mobile Landfill Bin, a Mobile Organics Bin, a Mobile Recycling Bin or a Mobile Glass Bin.
Collection Route	Area designated by Council where kerbside collection services are compulsory and service charges apply.
Contamination	Disposal of materials other than Organics into a Mobile Organics Bin, materials other than glass into a Mobile Glass Bin or materials other than recyclables into a Mobile Recycling Bin.
MLB	Mobile Landfill Bin
MOB	Mobile Organics Bin (where applicable)
MRB	Mobile Recycling Bin
MGB	Mobile Glass Bin (This service will be available to eligible properties from 1 December 2024)
Service Charges	The charge for the annual provision of Kerbside Landfill, Recycling, Glass and Organic services as declared by Council in its Annual Budget.

POLICY

1. Collection Services

Council delivers kerbside collection services to more than 14,000 properties across the Shire which balances the need to provide a cost-effective service to ratepayers while minimising the environmental and social impacts of waste.

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From the adoption of this Policy until 1 February 2025 these services will consist of:

- Organics – collected fortnightly (where eligible)
- Recycling – collected fortnightly on alternate weeks to Organics
- Landfill – collected weekly
- And from 1 December 2024 - Glass - collected every 4 weeks.

From 1 February 2025 these services will consist of:

- Organics - collected weekly (where eligible)
- Recycling – collected fortnightly on alternate weeks to Landfill
- Landfill – collected fortnightly on alternate weeks to Recycling
- Glass - collected every 4 weeks.

As a default, Council will issue the standard bin option as outlined in section 1.1 below to properties eligible for kerbside collections unless alternative sizes are requested.

Bin contents, once the bin has been placed in its usual collection location becomes Council's property. Bin audits may be undertaken by Council at any time to contribute to its understanding of user's waste and resource recovery practices

Bins should be placed on the kerbside the night before collection and returned to that property as soon as reasonably practical after the contents of the mobile kerbside bin have been collected and, in any event, no later than 12 noon on the following day on which the contents of the mobile kerbside bin have been collected.

Property owners (or their approved agent) may apply for an alternative size MOB, MRB, MGB or MLB with the rate charge to be borne by the applicant.

MLB, MOB, MRB and MGB provided to ratepayers remain the property of Council and must be kept at the address they have been issued to.

Council will arrange for a new collection service for properties upon receipt of the certificate of occupancy.

Likewise, Council will arrange for additional collection service of any of the options outlined in section 1.1 upon request from the property owner, or person legally responsible for payment of rates.

1.1 Service Options

Service type	Default	Alternative sizes
Landfill (red lid)	120L MLB	80L MLB 240L MLB
Recycling (yellow lid)	240L MOB	120L MRB 360L MRB
Glass (purple lid)	120L MGB	80L MGB
Organic (green lid)	240L MOB	120L MOB

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- (a) For repairs and replacements, the resident must notify Council to arrange.
- (b) A collection service may be available for properties not on a collection route, provided the MLB, MOB, MGB or MRB are delivered to and from an agreed location and in agreement with the current contract superintendent;
- (c) Commercial and Industrial Properties on a collection route have the option of arranging a collection service by contacting Council, provided that the waste being disposed of is suitable for the services supplied.

1.2 Collection days

Collection days for areas within the shire are outlined on Council's annual Kerbside Collection Calendar which is available on Council's website, Moira's Waste Info App and services centres.

Collection days and times may alter on occasion due to the following:

- public holidays;
- emergency events;
- in areas where traffic or other activities may restrict reasonable access to bins.

Council will provide adequate notice to residents impacted by these alterations.

2. Service Charges

- Council is entitled to charge Service Rates and Charges for the collection and disposal of waste under the *Local Government Act 2020*.
- Council will declare kerbside collection service charges and their quantum during the budget process each financial year.

A kerbside collection service charge is an annual charge on a property or pro rata if a service is commenced during the year.

- Kerbside collection service charges are structured to reflect the service cost to Council and are geared toward encouraging residents to reduce waste to landfill.
- The onus is on the resident or owner of a property to notify Council when a bin has been stolen or is missing. Council will not refund non-service due to bins been stolen or missing.

3. Collection Routes

Kerbside landfill, recycling, glass and organic collection routes are mapped and set the scope of the services to be provided.

The route for the organic collection service is properties residing in residential planning zones.

Given the constraints of the large geographic size of the municipality, it is not economically feasible to support a collection service in all areas with a low density of settlement. On this basis, collection routes determined by Council, have evolved to include:

- i. Most townships within the Shire;
- ii. Rural areas where the ratio of homes to the distance involved makes provision of a service economically feasible; and

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- iii. Roads travelled that link collection routes together.

For all properties along a collection route the service and service charges are compulsory, whether permanently occupied or not, and regardless of whether the service is required or utilised (unless an exemption has been approved for an organic or glass collection under section 6 and 7 of this policy).

4. Requests from residents to extend collection routes

Residents may request to extend a collection route. Requests will be considered within the scope of any contract agreement Council has with the service provider.

Existing collection routes will only be extended after a thorough investigation and after the following criteria has been considered:

- i. Number of collections on the proposed route;
- ii. Additional distance;
- iii. Condition of the road;
- iv. Contractor's capacity (plant and staff); and
- v. The extension can be fully funded by the service charge/s to be collected.
- vi. As the service would be compulsory to all properties on the proposed route, written agreement by a majority of affected residents (more than 50%) to utilise the service.

Council may offer frequency of collection considered in response extenuating services or resident requests. Additional collections may incur an additional collection charge.

5. Extension of Collection Routes by Council

- (a) In addition to requests from residents to extend collection routes, Council at its discretion, may choose to extend routes. This decision could be based on, but not limited to the following extension criteria:
 - i. Township growth;
 - ii. Contractor's collection schedules;
 - iii. Viable diversion from landfill. *Example: to extend the organics routes to reduce waste sent to landfill;* and
 - iv. Improved social economic or environmental outcomes.
- (b) In accordance with Council's Waste Management and Services Strategy (endorsed 25 July 2018). Council may also decide to introduce new collection routes to expand the organics collection with consideration to the following criteria:
 - Bin weights;
 - Organic content;
 - Zoning;
 - Bin presentation rates;
 - Population density; and
 - Other considerations relevant to the situation.

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6. Exemption from the Organic Collection

- (a) An exemption from the organic collection service may be granted in the instance where there are the following circumstances:
- i. Multiple residences, unit complexes or similar and where a reduced number of MOBs are adequate for the volume of organic material being generated.

7. Exemption from the Glass Collection

- (a) An exemption from the glass collection service may be granted in the instance where there are the following circumstances:
- i. Multiple residences, unit complexes or similar and where a reduced number of MGBs are adequate for the volume of glass material being generated.

8. Refusal of service and contamination

Council may refuse to provide a Kerbside Collection Service to a property if:

- The bin is contaminated with hazardous materials or wastes
- The bin is contaminated of the Recycling, Landfill, Glass or Organic bins
- A bin being used is not a Council approved bin;
- The bin is overflowing (the lid must close properly);
- Part of a load is jammed within the bin, or the contents are over-compacted, and will not release;
- A bin weighs more than 80kg;
- A bin is placed in an area that the collection vehicle is unable to access/reach;

After the second offence, Council will contact user with official warning.

Council reserves the right to cease a collection service where there are three or more repeated instances of misuse of the kerbside collection service. If a service is ceased to a property the relevant service charges will continue to be applied to the property.

9. Special consideration kerbside collection services

- (a) Residents with medical conditions that result in larger than usual waste generation. A residential property may apply for a Special consideration kerbside collection service where an additional or upsized MLB is provided for the collection of increased waste free of charge. The waste generated must be able to be disposed of through the kerbside collection and cannot include sharps or other hazardous medical waste.
- (b) Council will request suitable documentation from residents in order to support the request for special needs collection.
- (c) A list of properties receiving special needs collections will be maintained and the continued need for the service reviewed at the end of each financial year.
- (d) Residential properties meeting the following criteria, an additional or upsized MLB

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may be provided with fees applying at the request of the resident:

- (i) Six or more people permanently residing at the property,
- (ii) Households with two or more children in nappies.
 - Special considerations are not available for Family Day Care Services or other businesses that are run out of residential properties.

10. Kerbside collection presentation assistance

- (a) In the event of Council receiving notification of a request for assistance on presentation of MLB, MOB, MGB and or MRB at the kerb, Councils will review the request.
- (b) Council will only be able to provide assistance if:
 - (i) Council deem the location suitably safe for entry and exit of the collection vehicle.
 - (ii) There is suitable resources available to undertake the required services.
- (c) Council will request suitable documentation from residents in order to support the request for kerbside collection presentation assistance,
- (d) Council will seek written permission for Council staff and Contractors to enter the property.

RELATED POLICIES AND PROCEDURES

Community Engagement Policy

RELATED LEGISLATION

- Environment Protection Act 2017
- Local Government Act 2020
- Circular Economy Act 2021

REFERENCES

Moira Shire Council, Contract No. C001/18 (Domestic Kerbside Waste and Recyclables Collection and Disposal)

Moira Shire Council, Contract No C027/14 (Organics Collection Contract and Organics Acceptance and Processing Contract)

Moira Shire Council, Waste Management and Services Strategy 2018-2027