



KERBSIDE COLLECTION SERVICES POLICY

(Policy Number – KL-INFPOL001)
(Policy Type – Council / Management)

1 Aim

The purpose of this Policy is to state Council's objectives regarding the kerbside waste management services it provides to residents and businesses within the Local Government Area (LGA).

2 Policy Statement

This policy applies to the kerbside waste management services provided by Council and the associated service charges.

The Council is able to establish this policy in accordance with its powers under the *Local Government Act 1993*.

3 Policy Detail

Kentish and Latrobe Councils are committed to facilitating effective, economical and sustainable waste management practices that assist in achieving the following goals:

- Minimising the amount of landfill waste generated within the municipality.
- Increasing the recovery of resources.
- Providing alternatives to landfill disposal.
- Minimising the contamination of recycling and organic waste streams.
- Affordable and accessible services.

3.1 Definitions

Kerbside Collection Service – a Council provided bin service collected from the roadside in urban or rural areas.

MGB – Mobile Garbage Bin, either 140 L or 240 L bin supplied by the contractor.

FOGO – mobile Food Organics and Garden Organics bin, 240 L bin with lime green lid supplied by the contractor.

MRB – Mobile Recycling Bin, 240 L bin with yellow lid supplied by the contractor.

Bin Suite – either a 140 L or 240 L MGB plus a 240 L FOGO bin and a 240 L MRB.

Standard Kerbside Collection Service – a standard kerbside collection service consists of one full bin suite (1xMGB, 1xMRB, 1XFOGO).

Serviced Area – Developed properties on the collection route. The serviced areas have been mapped in Council's GIS system. If a property falls into this boundary, then they **MUST** have, as a minimum, a standard kerbside collection service (maps of the collection areas are located on Council's website at kentish.tas.gov.au or latrobe.tas.gov.au).

3.2 Kerbside Collection Service Charges

- a) Council is entitled to charge Service Rates and Charges for the collection and disposal of waste under the *Local Government Act 1993*.
- b) A kerbside collection service charge is an annual charge on a property is part of a rates notice. Council will consider declaring kerbside collection service charges during the budget process each financial year.
- c) Each annual kerbside collection service charge will be for a standard kerbside collection service.
- d) Kerbside collection service charges are structured to reflect the service cost to Council and are geared toward encouraging residents to reduce waste to landfill and on a cost recovery basis. Cost recovery includes collection, processing/disposal, and management of the service.
- e) A 140/240/240 L bin suite is charged at a lower rate than a 240/240/240 L bin suite.

3.3 About the Kerbside Collection Services

- a) The standard kerbside collection service provided by Council will be delivered as follows:
 - Garbage - One MGB collected fortnightly
 - Food and Garden Organics - One FOGO collected fortnightly
 - Recycling - One MRB collected fortnightly
- b) MGB, FOGO, and MRB services are not offered separately and are only provided as a standard kerbside collection service and associated service charge. Tenements may choose to not use all services provided, however it is encouraged that they do.
- c) Where the standard service is inadequate, to allow customers to meet their particular needs, additional bin suites may be ordered at the property owner's ongoing cost. The property owner may elect not to have all three bins supplied but will be charged for the full additional service set.
- d) All MGBs, FOGO's and MRBs provided by Council or their contractor, remain the property of Council or their contractor and must be kept at the address they have been issued to.

- e) The Council contractor will undertake repairs on damaged bins and replace any bins that are stolen or damaged whilst left out for collection. However, if a bin is damaged or lost as a result of misuse or other action on a resident's part, the cost of replacement or repair of the damaged or stolen bin may be sought from the ratepayer of the property that it was allocated to.
- f) Bins should be placed on the kerbside the night before collection and removed from the kerbside and into the property as soon as practical after collection. Once the bin has been placed in its usual collection location, its contents become Council's property. Contamination or bin audits may be undertaken by Council at any time to contribute to its understanding of user's waste and resource recovery practices.
- g) Suites will only be delivered to properties that have applied for an occupation certificate. Bins will not be delivered to empty blocks except if there is a need demonstrated in writing to council and if agreed to by Council Officers.
- h) Given the geographic area of the municipality, it is not economically feasible to support kerbside collection services to all areas of low-density settlement. Collection routes are mainly limited to:
 - Urban Areas
 - Rural areas where the ratio of homes to the distance travelled makes provision of services economically feasible; and
 - Roads travelled that link collection routes together.

3.4 Kerbside Collection Services

- a) Council's Standard Service Charge will be levied on all habitable properties on the collection route. These charges will apply regardless of whether or not:
 - the dwelling or building is permanently occupied; or
 - the service is required or utilised.
- b) Charges for the standard kerbside collection services on new dwellings shall apply as of the date that Council's Rates Department receives the Certificate of Occupancy, unless an earlier service date is agreed as outlined in Clause 3.3.
- c) Additional kerbside collection services can be provided upon application. Additional fees apply. Likewise extra services including the three bins, beyond the standard kerbside collection service, may be returned and costs adjusted.

Any amendments to service allocations can only be made by the property owner or person legally responsible for payment of rates, or with the written authority of that person.

- d) Once a standard kerbside collection service is established at the property any amount of additional bin suites may be delivered and utilised by the property. A minimum of one FOGO, MGB and MRB applies.

- e) Kerbside collection services and their associated charges can only be cancelled if the property becomes uninhabitable.
- f) There is no option for properties within this collection area to opt out of this service as it would not be financially viable and impractical to maintain an effective service for all users. The collection route is based on a minimum number of properties to maintain its viability and if properties opted in and out it becomes a logistical issue to keep exchanging bins.
- g) 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 for non-service due to bins been stolen or missing.
- h) Kerbside collection services may be available for properties adjacent to existing collection routes, provided the bins are delivered to and from an agreed location on the route for collection and any other criteria stipulated by Council and/or its service provider is met. Standard collection charges will apply.

3.4.1 Changes to Scheduled Collection Days

Scheduled collection days for each bin type are set recur every two weeks. Exceptions to this may occur periodically and examples of this may include:

- a) Equipment failure
- b) Roadworks
- c) Public holidays

Council may provide notification of changes by any of the following means:

- i) Annual collection calendar
- ii) Council's website
- iii) Council facebook page
- iv) The Advocate newspaper or other local publication
- v) Letter, e-mail, or telephone call

Collections not undertaken on the normal collection day will be rescheduled. Prior to any scheduled collection falling on a public holiday, residents are expected to check if collections have been changed.

3.5 Non-collection of Kerbside Bins

The best recycling and recovery outcomes are achieved through correct usage of the kerbside bins. Inappropriate use can lead to recycling and organic loads being contaminated and unable to be processed. Full loads may then be sent to landfill, wasting everyone's efforts and adding to the cost of waste services. Consequently, all households are encouraged to use the bins to achieve the best resource recovery.

Whilst mistakes can happen, deliberate misuse will have consequences. If a bin is found to hold contaminated or inappropriate material, an education and enforcement process will commence, escalating as follows:

3.5.1 Contamination

- a) In the **first two** instances:
 - i. Visible gross contamination (more than 10% of the bin content): the bin will be stickered, or a letter put in the letterbox, to inform the resident that the incorrect material was placed in the bin and therefore could not be collected. Once the resident has corrected the contamination and advised the customer service centre, the contractor will return and collect the bin within a reasonable timeframe, or on the next collection day at no additional charge.
 - ii. Minor contamination: the bin will be collected, but the contractor may notify the customer of the problem and clarify what is deemed acceptable within two business days of collection.
- b) In the **third** instance of either gross or minor contamination, the contractor will repeat the procedure outlined in clause 3.5.1 a) i), and request that Council send a letter to the property owner informing them that the service will be ceased after any further incidents of contamination.
- c) In the **fourth** instance of either gross or minor contamination, the contractor will repeat the procedure outlined in clause 3.5.1 a) i) and provide the Council with the history and severity of contamination (including photographic evidence) and will request permission to remove the bin* until the resident agrees to use the bin correctly.

*Please note that should the bin be removed; the waste management charges will continue to accrue on the property until the user commits to use the service as intended.

Whilst Council does not wish to take such drastic steps as outlined in the third and fourth instance, the contamination of each of the collection services brings penalties to the Council and thus the broader community. Council staff and/or a regional education officer will support the household to change behaviours to use the bins correctly or suggest an alternate configuration of bins to avoid escalation of the problem.

3.5.2 Incorrectly Presented Bins

A bin is deemed “incorrectly presented” if it is not located in a position accessible by the collection truck at the time of collection or is overfilled. A bin must be positioned facing the kerb, the night before collection, without any obstruction from other cars or objects.

If a bin is found to be incorrectly presented, an education and enforcement process will commence, escalating as follows:

- i. In the **first two** instances: the bin will be collected, but the contractor will notify the customer of the problem by letter or sticker secured to the bin to clarify what is deemed acceptable, and the Council will be advised of the address of the premises and the presentation problem.

- ii. In the **third** instance: the contractor may refuse to empty the bin. The contractor will notify the customer of the problem by letter or sticker secured to the bin to clarify what is deemed acceptable. The Council will be advised of the address of the premises and the action taken and detail recommendations to resolve the issue, including proposed alternative collection points if relevant. Once the resident has corrected the issue and advised the customer service centre, the contractor will return and collect the bin within a reasonable timeframe, or on the next collection day at no additional charge.

3.5.3 Other Forms of Non-conforming Bins

The contractor shall not knowingly collect:

- i) Any dangerous, hazardous or illegal substance.
- ii) From non-approved mobile bins.
- iii) Materials not placed inside a mobile bin.
- iv) From mobile bins which are of excessive weight.

In the case of a non-collection in accordance with Clause 3.5.3 the bin will be stickered, or a letter put in the letterbox, to inform the resident of the reason for the non-collection. Once the resident has rectified the problem and advised the customer service centre, the contractor will return and collect the bin within a reasonable timeframe, or on the next collection day at no additional charge.

3.5.4 Missed Bins

If a compliant bin is not collected, the customer must notify the customer service centre of the missed bin. The contractor will return to collect the missed bin by the end of the following working day.

3.5.5 Partially Emptied Bins

If a compliant bin is not completely emptied, the customer must notify the customer service centre of the partially emptied bin. The contractor will return to collect the missed bin by the end of the following working day.

3.6 Extensions to Kerbside Collection Routes

- a) The following may be given consideration before adopting any extensions to existing collection routes:
 - All roads on the proposed extended route are listed on Council's Register of Public Roads.
 - Economic feasibility of additional service (cost vs benefit).
 - Existing contractual arrangements.
 - Physical constraints of extended route (ie: pavement strength of road to take heavy vehicles, width and alignment of road, bridge load limits, slope of road, turning area if required).

- Possibility of damage to Council assets by heavy vehicles (ie: damage to bridges, road surface, road furniture).
 - Number and proximity of dwellings serviced (additional distance travelled does not exceed two kilometres per service).
 - Impact of additional routes on the existing collection day program.
 - Proximity to existing collection routes.
 - Whether or not the majority of proposed additional properties support an extension to the serviced area.
- b) In addition, Council could, at its discretion, choose to extend collection routes based on, but not limited to, the following:
- Growth from development or subdivision.
 - Contractor's collection schedules.
 - An initiative of Council benefitting for an extension to the serviced area.
- c) Access using private roads to provide collection services can be approved where a specific access agreement has been negotiated between Council, the collection contractor, and the landowner.
- d) Requests to provide collection services to properties located within adjoining municipalities and in close proximity to the border with Kentish or Latrobe Council will be investigated on a case-by-case basis. For this service to take place, agreement must be reached with the particular Council that the property is located in, to either:
- Bill the relevant Council separately for the collection;
 - Come to a mutual understanding regarding the costs on "quid pro quo" basis; or
 - Bill the ratepayer as a sundry debtor.

3.7 Legacy Arrangements

A small number of legacy arrangements may be in place from previous kerbside services.

Council intends to periodically review properties in the serviced area with respect to maintaining consistency with this policy and that any potential legacy arrangements are phased out over time.

3.8 Driver Collect Service

Where a resident is unable to put their bins out for collection due to disability or illness, Council may be able to arrange for its Contractor to do this.

This service is **at no extra cost** to the resident however Council is charged additional fees by its Contractor.



- a) Any request for a driver collect service must be in writing to Council.
- b) Council also requires a letter from the resident's doctor confirming they are unable to put their bin out for collection.
- c) Council will assess the request and respond to the resident.
- d) Driver collect services will be reviewed periodically, and updated correspondence likely to be requested every two years.

3.9 Public Place Recycling

Council encourages residents and visitors to practice their home recycling habits when out in the community. To support them, Council provides public place co-mingled recycling bins in high traffic areas such as shopping precincts and parks/reserves.

Council will continue to take opportunities to establish recycling bins in public places where effective. Investigation into the provision of FOGO bins in community spaces will be made in the future.

4 Associated Documents and References

4.1 Local Government Act 1993

4.2 Strategic Plan Reference

Kentish Council Strategic Plan 2014-2024

3.6 Waste Management – To provide responsible waste management services.

Latrobe Council Strategic Plan 2020-2030

3.6 Waste Management – Provide responsible waste management services.

APPROVED BY LATROBE COUNCIL: 13 May 2024 Minute: 14.1

APPROVED BY KENTISH COUNCIL: 21 May 2024 Minute: 14.1

EFFECTIVE DATE: 21 May 2024

ADMINISTERED BY: Manager Infrastructure & Assets

This policy will be reviewed periodically to ensure its relevance in terms of community needs and expectations and Council goals, targets, budget and statutory requirements.