

1. Policy intent

To establish a policy for the collection of kerbside waste and recycling bins within the Tablelands Regional Council (TRC) local government area.

2. Scope

This policy applies to the kerbside waste and recycling services provided by TRC within the Designated Kerbside Collection Area.

3. Background/supporting information

Under the provisions of Clause 7 of the *Waste and Recycling Regulation 2011*, a local government may, by resolution, designate areas within its local government area in which the local government may conduct general waste or green waste collection, and decide the frequency of general waste or green waste collection in the designated area. This Policy should be read in conjunction with *Local Law No.3 (Community and Environment) 2019*.

4. Definitions

Kerbside Collection Service means a 1 x 240 litre recycle wheelie bin collected fortnightly and 1 x 240 litre general waste wheelie bin collected weekly.

Commercial Waste means waste, other than green waste, recyclable waste, interceptor waste or waste discharged to a sewer, produced as a result of the ordinary use or occupation of commercial premises.

Designated Collection Day means the designated day at a specified address for collection of kerbside waste or recycling bins as listed in the kerbside collection calendar on the TRC website

Designated Kerbside Collection Area means the waste collection area declared by Council resolution in which TRC may conduct general waste and recycling collection.

Domestic Waste means waste, other than domestic clean-up waste, green waste, recyclable waste, interceptor waste or waste discharged to a sewer, produced as a result of the ordinary use or occupation of domestic premises.

Infirm Collection Service is a collection service available to residents who due to health reasons are not able to present their MGB at the kerbside for collection.

MGB means mobile garbage bin.

Owner of land takes the same meaning as defined in the *Local Government Act 2009*.

Serviced Premises means a residential premises within the Designated Kerbside Collection Area.

Putrescible Waste means solid waste that contains organic matter capable of being decomposed by microorganisms and of such a character and proportion as to cause obnoxious odours and to be capable of attracting or providing food for animals.

5. Policy statements

5.1 Designated Kerbside Collection Area

- 5.1.1 TRC will periodically by resolution declare a Designated Kerbside Collection Area for the kerbside collection of waste and recyclable materials.
- 5.1.2 All residential properties within the Designated Kerbside Collection Area will be charged a minimum of one Kerbside Collection Service.
- 5.1.3 TRC may arrange for collection of waste and recyclable materials from non-residential properties within the Designated Kerbside Collection Area by agreement with property owners. Applications for non-residential services should be made through TRC Customer Service and are subject to Manager approval.

5.2 Eligibility for Kerbside Collection Service

- 5.2.4 To be eligible for a Kerbside Collection Service, properties must be located within the Designated Kerbside Collection Area.
- 5.2.5 Under the TRC Local Law 3, the owner or occupier of a serviced premises must supply enough waste collection containers at the premises to contain the typical volume of waste produced at the premises.
- 5.2.6 New residences within the Designated Kerbside Collection Area will be issued with a Kerbside Collection Service only upon issue of a Final Certificate (Form 21) or a Certificate of Classification for that building.
- 5.2.7 Properties with buildings subject to a temporary occupancy permit within the Designated Kerbside Collection Area are eligible for a Kerbside Collection Service upon request.
- 5.2.8 Requests for a Kerbside Collection Service for properties located outside of the Designated Kerbside Collection Area can be made through TRC Customer Service and must be approved by the Manager Water & Waste.
- 5.2.9 Assessment criteria for Kerbside Collection Service requests for properties located outside of the Designated Kerbside Collection Area will include, but not be limited to the following:
 - a) Location of the property with reference to existing collection service routes
 - b) Consideration of any site constraints
 - c) Outcomes from a safety risk assessment of the proposed location for the collection service.

5.3 Purchase of Mobile Garbage Bins (MGBs)

- 5.3.1 MGBs are available for purchase from TRC at the cost of the resident as per the TRC Fees and Charges Schedule.
- 5.3.2 MGBs may also be purchased from commercial businesses.

5.4 Additional Kerbside Collection Service

- 5.4.1 Additional Kerbside Collection Services can be requested by the property owner through the TRC Customer Service and are subject to Manager approval.

- 5.4.2 Charges for additional Kerbside Collection Services shall be as per the approved Waste Management Utility Charges for that financial year.
- 5.4.3 Additional Kerbside Collection Service may be cancelled at the request of the property owner through the TRC Customer Service.

5.5 Replacement of MGBs

- 5.5.1 MGBs damaged due to the operations of the TRC Kerbside Collection Service will be replaced free of charge by TRC as approved by the Manager Water and Waste.
- 5.5.2 Any damage to MGBs caused by means other than through the provision of the Kerbside Collection Service, such as being burnt, lost, stolen, or broken are required to be replaced by the property owner at the cost of the property owner.

5.6 Kerbside Placement and Presentation of MGBs

- 5.6.1 MGBs must be placed on the kerbside for collection by 6.00am on the Designated Collection Day.
- 5.6.2 Kerbside collection drivers will not enter private property to collect MGBs with the exception of an approved Infirm Kerbside Collection Service.
- 5.6.3 Property owners may request a one-off collection at the sole cost of the property owner as per the TRC Fees and Charges Schedule if MGBs have not been presented at the time that the Kerbside Collection Service is conducted.
- 5.6.4 MGBs must be presented for collection so as they are easily accessible by the garbage collection vehicle.
- 5.6.5 MGBs should be placed at the kerbside no less than 50cm apart and at least 50cm from other obstructions such as poles, street furniture, and parked vehicles wherever possible.
- 5.6.6 MGBs that are over 70kgs in weight or are overfull so as the lid will not close may not be collected.
- 5.6.7 Should the collection truck driver identify that a MGB weighs more than 70kg, the driver will return the MGB to the kerbside without being emptied and place a sticker on the MGB to inform the customer of the issue.
- 5.6.8 If MGBs are placed too close together or too close to an object to allow for easy collection, the collection truck driver may place a sticker on the bins informing the customer of the issue.
- 5.6.9 If a general waste or recycling MGB is rejected for collection for being overweight, too close to another MGB or object, the resident has the following options:
- a. The overweight material can be removed from the MGB, or the MGB can be relocated and a one-off collection of the general waste or recycling MGB can be arranged through TRC Customer Service at the cost of the property owner as per the TRC Fees and Charges Schedule

- b. The resident may elect to transport the MGB to a TRC transfer station for disposal
- c. The resident may elect to wait for the next Designated Collection Day.

5.7 Contamination of MGBs

- 5.7.1 General waste MGBs are to be used for the disposal of waste generated in the household such as food scraps, small amounts of garden waste, nappies and other non-recyclable household material (Putrescible Waste).
- 5.7.2 General waste MGBs should not be used for the disposal of timber, bricks, concrete, ash, soil, branches, white goods, construction and demolition or commercial and industrial waste.
- 5.7.3 Recycling MGBs (240 litre yellow lidded bin) are to be used for the disposal of recyclable materials and must not contain domestic waste or any other waste types that may contaminate the recyclable content.
- 5.7.4 If the kerbside collection truck driver identifies contaminated or inappropriate material in either the general waste or recycling MGB, the driver will return the bin to the kerbside without being emptied.
- 5.7.5 In the event that the kerbside collection driver returns either a general waste or recycling MGB to the kerbside, a sticker will be placed on the MGB notifying the resident of the issue identified.
- 5.7.6 If a general waste or recycling MGB is rejected for collection, the resident has the following options:
 - a. The contaminating material can be removed and a one-off collection of the general waste or recycling MGB can be arranged through TRC Customer Service at the cost of the property owner as per the TRC Fees and Charges Schedule
 - b. The resident may elect to transport the MGB to a TRC transfer station for disposal
 - c. The resident may elect to remove the contaminated material and wait for the next Designated Collection Day.

5.8 Infirm Kerbside Collection Service

- 5.8.1 An Infirm Kerbside Collection Service may be provided where the resident is unable, due to a health or other condition, present their MGB at the kerb for collection.
- 5.8.2 A request for an Infirm Kerbside Collection Service may be made by contacting TRC Customer Service outlining the reasons for the request. The request will be subject to Manager consideration and approval.
- 5.8.3 Any request for an Infirm Kerbside Collection Service shall only be considered after the resident has supplied TRC with a medical certificate confirming that the resident is unable to present the bin for collection.
- 5.8.4 If a request for an Infirm Kerbside Collection Service is approved, on the Designated Collection Day the collection truck driver shall enter the property, bring the MGB's out to the kerbside and collect the waste or recyclable material from the MGB's. The driver shall then return the MGB's to inside the property boundary.
- 5.8.5 An Infirm Kerbside Collection Service may be cancelled by advising TRC Customer Service.

5.9 Exemption of a Kerbside Collection Service

- 5.9.1 A request for an exemption from a Kerbside Collection Service for residential properties may be submitted by the property owner to TRC Customer Service and is subject to Manager approval.
- 5.9.2 Exemptions may be approved based on, but not limited to the following factors:
- a. Distance for MGB presentation to collection point deemed excessive
 - b. Grade of route for MGB presentation to collection point deemed excessive
 - c. Significant road side collection hazard.
- 5.9.3 If an exemption is approved, the property owner will be notified in writing and will be refunded the Kerbside Collection Charge on a pro-rata basis after the property owner has paid their rates in full.
- 5.9.4 TRC will maintain a register of properties exempt from a Kerbside Collection Service.
- 5.9.5 If an exemption is granted for a Kerbside Collection Service the property will continue to be charged a No Kerbside Collection Fee as per the TRC adopted Rates and Charges.

5.10 Charging Mechanism

- 5.10.1 A Kerbside Collection Service for a residential property will incur a kerbside service single collection charge as per the TRC adopted Rates and Charges which will be applied to the property's rates.
- 5.10.2 Each additional Kerbside Collection Service for a residential property will incur the kerbside service additional collection requested charge for each additional collection requested which will be applied to the property's rates.
- 5.10.3 Where there have been demolitions relating to residential services, an adjustment of charges will be made from the date of the final approval of the demolition work. Where the service relates to an additional service, an adjustment of charges will apply from the date of notification of the cancelled additional service.
- 5.10.4 Properties receiving a non-residential kerbside collection service will incur the kerbside service single collection charge as per the TRC adopted Rates and Charges which will be applied to the property's rates.
- 5.10.5 Properties receiving an additional non-residential kerbside collection service will incur the kerbside service additional collection charge as per the TRC adopted Rates and Charges which will be applied to a property's rates.

6. References

Environment Protection Regulation 2019.

Tablelands Regional Council Local Law No.3 (Community and Environment) 2019

Tablelands Regional Council Rating Category Statement

Tablelands Regional Council Revenue Statement

Waste and Recycling Regulation 2011

7. Responsibility

Council is responsible for the adoption, amendment and repeal of the Policy and the Chief Executive Officer is responsible for the development and amendment of any associated procedures and guidelines relevant to the Policy.

8. Review

It is the responsibility of the Manager Water and Waste to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required by Council.

This Policy is to remain in force until otherwise amended/repealed by resolution of Council.