

# Waste & Recycling Collection Services Policy

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File Number	5/POL/WMS/2
Responsible Officer	Director Infrastructure & Field Services
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Last reviewed at Council Meeting	12 July 2022
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Due date of next Review	July 2026

## 1. Purpose

This Policy defines the level of service provision and entitlements for Council's Waste & Recycling Collection Services, and outlines the requirements for both Council and residents in providing and utilising the service.

## 2. Definitions

- 2.1 **Contractor** refers to the party engaged by Council to perform waste and recycling management services.
- 2.2 **Council** refers to the Mid Murray Council.
- 2.3 **Council Properties** refers to properties owned by Council or Crown Land where the Land is under the care and control of Council.
- 2.4 **Free Hard Waste Disposal Voucher** refers to up to two (2) free vouchers provided by Council annually to eligible properties for disposal of approved hard waste material.
- 2.5 **Garbage Bin** refers to a 140L or a 240L MGB with a red lid, supplied for waste disposal. The bin remains the property of the Mid Murray Council.
- 2.6 **Green Waste** refers to clean residential green waste material up to a manageable manual handling size and not including proclaimed weeds and materials.
- 2.7 **Hard Waste** refers to items that do not fit into or are not accepted in your general waste bins, not including commercial, business or industrial materials or materials attracting a specific charge.
- 2.8 **MGB** refers to a Mobile Garbage Bin.
- 2.9 **Property** refers to developed/habitable land and does not include vacant land.
- 2.10 **Rateable Property** refers to dwellings, business, industrial and commercial premises to which Council rates apply.
- 2.11 **Recycling Bin** refers to a 240L MGB with a green/yellow lid, supplied for recycling disposal. The bin remains the property of the Mid Murray Council.

- 2.12 Resident** may be the Property Owner (the owner of a habitable property) or a Tenant (a resident that is not the property owner).
- 2.13 Transfer Station** refers to all of Council's ten (10) Waste Transfer Station Facilities.
- 2.14 Unauthorised Waste Receptacle** refers to a bin not allocated by the Mid Murray Council for the purpose of waste disposal.
- 2.15 Service** refers to the provision of mobile garbage and recycling bins and the collection of household waste and recycling.
- 2.16 Service Fee** refers to a fee to be charged by Council for the provision of additional waste and recycling bins at events and other community activities.
- 2.17 Service Charge** refers to the annual service charge defined annually and listed on Council's rate notice.

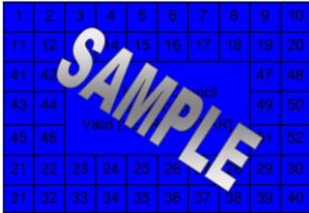
### 3. Scope

This Policy applies to all properties in the designated waste collection areas determined by Council.

Council provides four Service Levels:

1	<p><b><u>Township Residential</u></b></p> <ul style="list-style-type: none"> <li>Residential properties rated as TOWNSHIP serviced by 1 x 140 litre MGB, collected weekly and 1 x 240 litre recycling bin, collected fortnightly.             <ul style="list-style-type: none"> <li>140 litre - For the disposal of household putrescible waste</li> <li>240 litre – For the disposal of recyclable material</li> <li>Additional bins available upon request. Fees and charges apply*</li> </ul> </li> </ul>
2	<p><b><u>Rural Individual Waste Bin Collection Service (Household / Putrescible)</u></b></p> <ul style="list-style-type: none"> <li>Residential properties with an approved dwelling (not rated as TOWNSHIP), with road frontage provided with 1 x 240 litre MGB per property, collected weekly.</li> <li>Only for the disposal of household putrescible waste – no hard waste or construction and demolition waste materials.</li> <li>Additional bins available upon request. Fees and charges apply*</li> </ul>
3	<p><b><u>Bin Collection Points (Private)</u></b></p> <ul style="list-style-type: none"> <li>Bin Collection Points are located on private/leased land specifically for the exclusive use of residential properties not serviced by an Individual Waste Bin Collection Service.</li> <li>Only for the disposal of household putrescible waste - no hard waste or construction and demolition waste materials.</li> </ul>



4	<p><b><u>Transfer Station Access Card</u></b></p> <p>Residential properties not serviced by an Individual Waste Bin Collection service or Private Bin Collection Point may dispose of the equivalent to 1 x 240 litre MGB (MGB) of household putrescible waste per week, at a discounted rate* at Council Transfer Stations.</p> <p style="text-align: right;">*service charges apply</p>	
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## 4. Policy

### 4.1 Council Responsibility/Accountability

#### 4.1.1 Council and/or its Contactors will:

- Ensure that all legitimate requests relating to Waste & Recycling Collection Services are responded to.
- Provide each residential property with access to either, an access card, private bin collection point or MGBs in accordance with the applicable service level; and

#### **Transfer Station Access Cards:**

- Assess requests for Transfer Station Access Cards where residents are not serviced with a pickup service and located greater than 5kms from a collection route, or as specified by Council.
- Maintain a register of eligible properties and provide Transfer Station Access Cards on an annual basis.
- Reserves the right to withdraw a Transfer Station Access Card at its discretion.

#### **Private Bin Collection Points:**

- Maintain the bin collection point MGB infrastructure (including replacement bins). Any refuse or debris placed outside of the bins remains the responsibility of the residential group it services.

#### **Rural Individual Waste Bin Collection and (Township) Kerbside Collection & Recycling:**

- 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, and in accordance with the contract negotiated with Council and the Contractor.
- Provide, through the designated Contractor, Rural Residential Properties (outside of townships) with a 1 x 240 litre MGB for the disposal of household putrescible waste – no hard waste or construction and demolition waste materials.
- Replace, through the designated Contractor, MGBs that have been damaged beyond repair
- Be responsible for the contractual collection of garbage and recyclable material from Council provided MGBs.

#### 4.1.2 Council or its Contractors will not:

- Consider an “opt out” of service provision or a downgrade to the service level provided (refer to Clause 4.8).
- Empty overloaded or compacted MGBs.
- Empty bins containing medical or hazardous waste, liquid, oil, paint or hot coals.
- Empty recycling bins that have been identified to contain non-recyclable materials.



## 4.2 Waste Collection

- 4.2.1 Waste & 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.
- 4.2.2 The household putrescible waste collection service will be undertaken weekly and the recycling collection service undertaken fortnightly.

## 4.3 Property Owner / Resident / Tenant Responsibility / Accountability

### Transfer Station Access Cards:

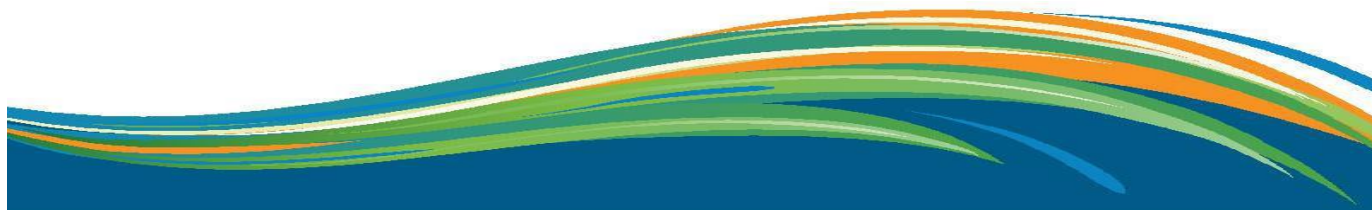
- Property owners will be responsible for providing up to date mailing address details to Council.
- The Transfer Station Access Card must be presented at each visit to the transfer station.
- The Transfer Station Access Card is to be used for the disposal of household putrescible waste only – no hard waste or construction and demolition waste materials.
- All loads and fees are assessed at the discretion of the Transfer Station Operator.
- Putrescible waste at 240 litres per visit attracts a discounted gate fee.
- Where negotiated and available, Council will endeavour to provide a MGB on route at the nearest collection point pickup service.

### Private Bin Collection Points:

- Only for the disposal of household putrescible waste - no hard waste 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.
- Council will maintain the bin bank MGB infrastructure (including replacement bins). Any refuse or debris placed outside of the bins remains the responsibility of the residential group it services.

### Rural Individual Waste Bin Collection and (Township) Kerbside Collection & Recycling:

- MGBs must not be over-loaded or compacted (should not weigh more than 50kg), and the lid shall not be open more than 10 cm 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.
- MGBs must not be used for the disposal of hot ashes, medical waste, liquids; including paint, oil, dangerous or hazardous materials or batteries.
- MGBs must be placed on the kerb (or 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.
- MGBs must be removed from the collection point as soon as practicable after emptying and stored at an appropriate location on the property.
- Where MGBs are placed for collection and missed by Council's waste Contractor, arrangements will be made for the bin/s to be emptied within 24 hours of advice to one of Council's District Offices or by calling the Contractor on 8295 5077.
- Recycling bins must be used for the disposal of recyclable material only (as per Council's education material). See Council's web page for details [www.mid-murray.sa.gov.au](http://www.mid-murray.sa.gov.au)
- All MGBs must be provided by Council. Bins that do not conform will not be emptied and Council's waste Contractor will report to Council any detected non-conforming MGBs as soon as practicable after the collection round.
- Council's waste Contractor and Council Staff will not empty drums of any size; including 44 gallon drums.





- Theft or wilful damage of any MGB must be reported to the Police and Council.
- MGBs must be cleaned regularly. Cleaning of MGBs is the responsibility of the user.
- MGBs must be retained at the designated property during any transfer of ownership or occupancy.

#### **4.4 Provision of Mobile Garbage Bins**

- 4.4.1 MGBs remain the property of Council and are not to be removed or transferred from the designated property.
- 4.4.2 Council or its Contractors will not enter private property to deliver, repair or replace bins. Residents will be requested to leave the bin out on the collection day after it has been emptied so that repairs or bin changeover can be completed.

#### **4.5 Replacement Mobile Garbage Bins**

Stolen MGBs will be replaced by the Contractor on receipt of a Police Report Number.

#### **4.6 Bin Repairs**

- 4.6.1 MGBs that are damaged during the collection process shall be repaired or replaced as soon as possible after the incident has been reported.
- 4.6.2 Where the bin has been damaged by Council's Contractor, the bin will be repaired or replaced at no cost to the resident. Council or its Contractor will repair or replace damaged or broken MGBs at no cost to the resident in the following circumstances:
- Split bins
  - Broken or damaged lids or pins
  - Broken or damaged handles
  - Broken or damaged wheels
  - Bins involved in vehicle accidents, and bins involved in arson attempts (Police Report Number required)
- 4.6.3 Council does acknowledge that MGBs will deteriorate over a period of time and will allow for natural deterioration.

#### **4.7 Bin Disposal**

Council will not sell or make second hand MGBs available to residents. All unserviceable bins will be delivered to one of Council's recycling depots and disposed of accordingly.

#### **4.8 Exemption from Service**

No property within the designated waste or recycling collection service area is exempt from applicable services and charges, or able to make changes (downgrade service) to the current service.

#### **4.9 Exemptions from Service Charge**

Only properties that are rates exempt by the annual resolution of Council are exempt from the service charge.

#### **4.10 Council Owned Properties**

- 4.10.1 Council owned properties that are classified as rateable land and where the tenant is required to pay the rates for the property shall, where the property meets the requirements for the kerbside collection service, be eligible for the same service as a residential property and charged the applicable service charge.
- 4.10.2 Council owned properties that meet the requirements for a kerbside collection service



and where Council is responsible for the provision of waste provision through a management agreement or any additional agreement, will be provided with one designated weekly waste collection and one fortnightly recycling service where the service is warranted and at the discretion of Council.

- 4.10.3 Records will be maintained of the number of waste collection and recycling services provided to Council properties for use as part of the development of the specification for waste collection and recycling service contracts and for service costing purposes. A Waste Service Charge will apply to all Council Properties leased to a third party. The third party will be responsible for payment of the Waste Service Fee.
- 4.10.4 A Waste Service Charge will apply to all Council Properties occupied by a third party.
- 4.10.5 Council may, by way of resolution, determine to make a donation to a group or organisation occupying Council property.

#### **4.11 Council Offices, Depots & Facilities**

Council will provide a waste collection and recycling service to each Council Office and Depot. Council Staff and volunteers will be actively involved with waste minimisation and encouraged to participate in and promote recycling best practices.

#### **4.12 Schools, Churches, Emergency Services, Community Service Organisations**

- 4.12.1 Schools within Council area will be issued with 240 litre recycling bins based on the number of students at the school (maximum of 1 bin per 100 students) to encourage recycling and promote waste minimisation as part of Council's education campaign, at no charge.
- 4.12.2 Churches, Emergency Service Organisations and Community Service Groups which are located within the kerbside collection service area will be offered the service, at no charge.

#### **4.13 Events**

- 4.13.1 If requestion, Council may provide additional MGBs for events held in township areas, including sporting finals held on Ovals and Special Events held on Recreation Reserves. The number of bins to be provided will be calculated on the basis of anticipated attendance and will be based on a needs analysis.
- 4.13.2 Event organisers are required to include their requirements on Council's [\*Special Event Application Form\*](#) to make arrangements and confirm any request for additional bins at an event.
- 4.13.3 A Service Fee will be charged for each additional MGB provided for events. Refer Council's *Fees & Charges Schedule*.
- 4.13.4 In supporting community organisations, Council may waive the equivalent Service Fee to allow for an 'in kind' contribution to the hosting of community events.

#### **4.14 Unauthorised Waste Receptacles**

Where a property is found to have unauthorised waste receptacles, Council or its contactors reserve the right not to service (empty) them.

## **5. Hard Waste and Green Waste**

### **5.1 Hard Waste**

- 5.1.1 Council accepts hard waste at its Transfer Stations in accordance with the *Fees & Charges Schedule* adopted by Council.
- 5.1.2 Council provides non-commercial, residential dwellings which are currently serviced by a kerbside collection or transfer station access card, the opportunity to dispose of hard waste at its



Transfer Stations free of charge with a hard waste disposal voucher upon application. Conditions apply, further details are available on Council's website [www.mid-murray.sa.gov.au](http://www.mid-murray.sa.gov.au).

## 5.2 Green Waste Disposal

- 5.2.1 Council accepts green waste at its Transfer Stations in accordance with the *Fees & Charges Schedule* adopted by Council.
- 5.2.2 Council provides ratepayers/residents the opportunity to dispose of green waste at its Transfer Stations free of charge on designated green waste disposal days. Conditions apply, further details are available on Council's website [www.mid-murray.sa.gov.au](http://www.mid-murray.sa.gov.au).

## 6. Policy Responsibility

The Director Infrastructure & Field Services & Waste Management Coordinator are responsible for ensuring the proper operation of this Policy.

## 7. Availability/Accessibility

- 7.1 This Policy and Council's *Fees and Charges Register* are available to be downloaded free of charge from Council's website: [www.mid-murray.sa.gov.au](http://www.mid-murray.sa.gov.au).
- 7.2 This Policy is available for inspection at Council's principal office during ordinary business hours. Hard copies, for a fee in accordance with Council's schedule of Fees and Charges, can be provided upon request.

## 8. Legislative Framework / Other References

- [Local Government Act 1999](#)



## 9. Document History

This Policy shall be reviewed at least every four (4) years or more frequently if legislation or Council requires.

Version	Adopted	Minute	Description of Change
1	8 October 2012	13749/3	Adopted as "Kerbside Waste & Recycling Collection Services Policy"
1.1	4 December 2019		No changes to policy content, updated to new template
2	14 July 2020	20989/2	Reviewed and updated to incorporate all Waste & Recycling Collection Services as resolved by Council and implemented 20182020.
3	10 August 2021	21177/3	Reviewed and updated to accommodate a mandatory service provision, the TSAC provisions and a general update of terminology within the Policy.
4	12 July 2022	21352/1	Reviewed and updated to include the addition of Specific Definitions and Hard Waste and Green Waste service provisions.

