


COUNCIL POLICY

Waste Management	Adopted By Council:	26/10/17	
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	Next Review Date:	05/26	
	Document No:	CP038	
	Directorate:	Finance and Corporate Services / Infrastructure and Environment	
	Responsible Officer:	Manager, Finance and Corporate Services / Manager Infrastructure and Environment	

CONTEXT

Rates and charges (including waste management charges) are a secure and predictable source of income, and Council's major source of recurrent income, that it relies on to deliver services to the community. In all aspects of its Revenue and Rating Plan, Council considers the principles of fairness, transparency and equity.

The *Local Government Act 2020* (section 77) permits Council to raise separate service charges for recovery of waste management services through a local law. Council's adopted revenue and rating plan provides for full cost recovery of waste services.

PURPOSE

The purpose of this policy is to outline the arrangements for waste management services provided to properties in the Borough of Queenscliffe that are entitled to receive such services and to raise revenue in an equitable manner, in accordance with Council's adopted budget and adopted revenue and rating plan, to fully recover the cost of Council's waste services. The policy also clarifies ownership of bins and waste, waste disposal and bin collection obligations, processes to follow if bins are lost, stolen or damaged and/or a collection service is missed, and the refusal of contaminated waste.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

Comingled recyclables

Residential refuse material that can be recycled including:

- Clean paper and cardboard (Non laminated)
- Pure glass bottles and jars
- PET (1), HDPE (2) and PP (5); rigid plastic packaging
- Aluminium and Steel rigid packaging, including aerosol cans

Commercial property

A commercial property is any land which is:

- used primarily for carrying out the manufacture or production of, or trade in, goods or services (including accommodation); or
- unoccupied but zoned Business under the Borough of Queenscliffe Planning Scheme; and
- not Tourist accommodation land.

Cultural and recreational property	Under the <i>Cultural and Recreational Lands Act 1963</i> , provision is made for a Council to grant a rating concession to any 'recreational lands' which meet the test of being 'rateable land' under the Act. Council has applied this rating concession in recognition of the voluntary nature of the not-for-profit sport and recreation clubs operating on the rateable land and the limited revenue streams available to these community organisations.
Electronic waste (e-waste)	Old, unwanted or broken electronic or electrical equipment.
Food Organic and Garden Organic Waste (FOGO Waste)	Residential food refuse including meat, fruit, grain, dairy and bread scraps. Domestic garden refuse including any grasses, weeds, plants, shrubs, bushes and trees which are no longer growing and are discarded.
Hard waste	Any material that is not reasonably capable of being contained within a domestic rubbish container excluding: <ul style="list-style-type: none"> • electronic waste • Commercial waste • Building waste
Landfill waste	Residential residual refuse (including medical waste) that is not: <ul style="list-style-type: none"> • electronic waste, • food organic and garden organic, • comingled recyclables.
Non-rateable property	Commonwealth and State government properties, Council managed Crown land properties and those with religious or charitable exemptions.
Additional waste bins	Optional additional bin service, considered on formal application and approved where exceptional circumstances exist, for the collection and disposal of waste. Additional bins required for medical waste will be supplied on application at no charge.
Public waste charge	Method of full cost recovery for public waste.
Public waste service	The collection and disposal of public waste, including public street and park bins collection, street cleaning, street sweeping and beach cleaning services.
Rateable property	A rateable property may be classified as either residential, commercial, tourist accommodation or a property subject to Council's cultural and recreational rate.
General (residential) property	A general (residential) property is any land which is: <ul style="list-style-type: none"> • used primarily for residential purposes; or • not Commercial land or Tourist accommodation land.
Standard kerbside waste service	Collection and disposal of residential kerbside waste, including landfill waste, food organic & garden organic waste, hard waste and comingled recyclable material.

Tourist accommodation property

A tourist accommodation property is any land which contains a dwelling, unit, cabin or house, or part of a house, with five or less bedrooms available for holiday rental that is used, whether primarily or otherwise, to provide holiday accommodation for the purpose of generating income from the provision of such holiday accommodation.

Standard Kerbside Waste charge

Method of full cost recovery for the standard kerbside waste service.

Residential vacant land

Any land, which is:

- unoccupied but zoned Residential under Borough of Queenscliffe Planning Scheme; and
- not Commercial land or Tourist accommodation land; and
- vacant or with any uninhabitable shed or shelter (not a legally habitable building or structure, i.e. where no certificate of occupancy has been issued).

POLICY

The policy principles that form the basis of this policy are:

- Full cost recovery of all waste management services;
- Clear identification of the waste management cost streams and specifying these on the rate notice where applicable; and
- Disclosure of all costs associated with each of the waste management streams.

1. Waste services provided by Council

The Borough of Queenscliffe provides kerbside waste services to eligible properties. The Borough also provides a public waste service for the collection of litter and recyclable containers in public areas.

1.1 Standard kerbside waste service

Council provides for the collection and disposal of residential kerbside waste, including landfill waste, food organic & garden organic waste, and comingled recyclable material. Hard waste and e-waste services are provided on specified dates annually.

This service is provided to residential premises, rated as General Rate properties and residential premises, rated as Tourist Accommodation properties (all residential properties are charged for this service). It is not available to:

- Residential premises attached to a Commercial rated property, where there is no suitable access to the property to provide the service in a safe and practical manner;
- Commercial properties;
- Cultural and recreational properties; and
- Vacant residential land.

The service provides for a volume of 120 litres of landfill waste, collected fortnightly from the kerbside, a volume of 240 litres of food organic and garden organic waste, collected weekly from the kerbside, and a

volume of 240 litres of comingled recyclable material, collected fortnightly from the kerbside. An annual kerbside collection is also provided for hard waste.

1.2 Public waste service

Council provides for the collection and disposal of public waste, including public street and park bins collection, street cleaning, street sweeping and beach cleaning services.

This service applies to all rateable properties, given that public waste services benefit all properties in the Borough of Queenscliffe.

1.3 Additional waste bins

Council provides an optional additional bin service (landfill, FOGO and recycle bins), considered on formal application and approved where exceptional circumstances exist, for the collection and disposal of standard kerbside waste. Premises rated as;

- Cultural and Recreational properties,
- non-rateable , premises that operate purely for not-for-profit purposes for community benefit, providing the premises has suitable access to provide the service in a safe and practical manner, can make a formal application.

This additional bin service is not available to:

- Residential premises attached to a Commercial rated property, where there is no suitable access to the property to provide the service in a safe and practical manner; and
- Commercial rated properties.
- Schools
- State and Federal Government services

The service provides for an additional volume of 120 litres of landfill waste, collected fortnightly from the kerbside, and/or a volume 240 litres of FOGO waste, collected fortnightly from the kerbside, and/or a volume of 240 litres of recyclable material, collected fortnightly from the kerbside.

1.4 Additional waste bins Medical Waste

Council provides an additional waste bin when required for medical waste upon application. The duly completed application form given in the appendix 1, needs to be certified by an medical practitioner. Otherwise, an accompanying letter of support signed by a medical practitioner is required along with the duly completed application form.

An approved medical waste bin will be provided on a temporary basis at no cost.

This is a temporary service lasting the current rating year and subsequent 24 months and that re-application is required. Council will review existing arrangements every year as a part of the annual rating process.

2. Waste management costs

Full disclosure of the costs incurred in provision of waste management services is included in Council's adopted budget and financial reports through the year, providing transparency for ratepayers.

2.1 Standard kerbside waste costs (including additional kerbside bin costs)

The cost of kerbside waste incurred by Council in the provision of this service includes:

- Annual e-waste drop off event ;
- kerbside waste collection (including hard waste);
- landfill disposal (including the State government's landfill disposal levy);
- bin maintenance and renewal;
- waste and litter education;
- Pensioner concession offered by Council;
- recycling disposal expense;
- collection and disposal of FOGO waste;
- administration costs (including direct employee costs and
- Relevant Government grant funding offsets

2.2 Public waste costs

The cost of public waste incurred by Council in the provision of this service includes:

- the collection and disposal of public waste;
- street cleaning and sweeping;
- beach cleaning;
- management of illegal waste dumping; and
- administration costs (including direct employee costs).
- Relevant Government grant funding offsets

3. Waste management charges

The *Local Government Act 2020* permits Council to raise separate service charges for the recovery of waste management services through a local law, rather than include this in general rates. Separating out waste management charges from general rates to achieve full cost recovery remains the most financially responsible option available to Council, given State government rate capping legislation.

3.1 Standard kerbside waste charge

The objective of the kerbside waste charge is to recover all waste management costs associated with the collection and disposal of residential kerbside waste. Standard kerbside waste is charged at a fixed amount.

3.2 Public waste charge

The objective of the public waste charge is to recover all waste management costs associated with the collection and disposal of public waste. Public waste is charged at a fixed amount.

4. Waste management reserve funds

An annual reconciliation is completed at each financial year-end, to determine the surplus/(deficit) between waste management charges collected from ratepayers and the actual waste costs incurred by Council for the year. A separate reserve account is held for each of waste services provided by Council. Reserve funds are held on the Balance Sheet to record any net surplus achieved, so Council can then determine that amount which will be allocated towards meeting the cost of waste services in the next financial year, while retaining part of the surplus not exceeding \$15,000 in each category of waste reserve as a contingency to address emerging risks with respect to waste management services in future years.

Council Policy CP039: Discretionary Reserves provides more information with respect to the reporting of reserve balances and transfers to/from these reserves.

5. Properties that have historically received a waste service from Council, which are now ineligible to receive such service

In instances where a property has historically received a waste service from Council, but for which they are no longer eligible under Council's adopted waste management policy to receive such service, officers are writing to the property owners to advise of this change. Property owners will be provided with eight weeks notice by Council, in order to allow them sufficient time to make alternative arrangements. Manager, Financial Finance and Corporate Services or Manager Infrastructure and Environment is responsible for signing this correspondence, in applying items set out in this policy.

6. Borough of Queenscliffe General Local Law 2021 and Borough of Queenscliffe Policies and Procedures Manual (additional requirements applying to uses and activities set out under General Local Law 2021)

Council's waste management services are managed in line with the parts/clauses, specific to waste management services in General Local Law 2021 and Borough of Queenscliffe Policies and Procedures Manual.

7. General Requirements, including obligations and right of Council and property owners/occupiers

7.1 Ownership of waste

Bin contents, once deposited into the bin and placed in its normal collection point, becomes Council's property. Once collected, Council or residents cannot retrieve items of value accidentally placed into a bin. Council may also check bins for contamination, or audit bin contents to contribute to its understanding of user's waste practices.

7.2 Stolen, missing, vandalised or damaged bins

Bins damaged through fair wear and tear, which have been vandalised or become lost or damaged by the collection contractor, will be replaced by Council at no cost to the resident. Ratepayers may report these issues through Council's Customer Service Officers.

For all other stolen, missing, vandalised or damaged bins, residents may be requested to provide a statutory declaration to secure a new Council bin free of charge and Council may investigate these circumstances. If a bin is missing or damaged, other than by any fault of the Council or its contractor, the owner is liable for all costs to repair or replace the bin. Replacement bins may be either new or repaired and Council oversees the management of all repairs or replacements of bins.

Damaged or lost Kitchen Caddy bins that were issued through the FOGO service transition will not be replaced by Council.

The onus is on the property owner to notify Council of stolen or missing bins as soon as possible. New property owners may find that a service has previously been withdrawn. Council will not refund annual waste management charges for non-service due to bins being stolen or missing.

7.3 Missed collection services

In the event that a collection is missed and the bin was presented in compliance with this policy, upon notification, Council will schedule the collection of the missed bin on the following working day, depending on the type and frequency of the specific waste service.

7.4 Ownership of bins

Bins (including any additional bins) are supplied and owned by Council, and Contractors will only pick up bins stamped with Council's logo.

Residents must not take bin infrastructure with them if they move properties, as the bins are registered to the property address. In relation to additional bins, residents must notify Council in writing of their residential change of address, whereby Council will arrange transfers/retrievals of any/all additional bins if appropriate/necessary.

In the case where a property dwelling is demolished, bins will be collected and stored by Council, until a certificate of occupancy has been issued for the new dwelling. Pro rata waste charges will apply.

The Kitchen Caddy issued to properties through the FOGO service transition are the property of the resident. The Kitchen Caddies will not be renewed by Council at the end of their useful life.

7.5 Bin collections

It is preferred that bins be placed on the kerbside no more than 24 hours prior to collection, with empty bins to be returned to the property within 24 hours following collection.

Where practicable, bins should be spaced one metre apart from other bins, and free of obstructions such as power poles, letter boxes, trees, low hanging branches and parked cars.

7.6 Refusal of service and contamination control

Kerbside collection service may be refused for:

- failing to use the approved bin supplied by Council;
- placement of bin which is overflowing (the lid of the bin should close properly);
- placing contaminated or prohibited waste out for collection;
- part of a load is jammed within the bin and will not release;
- placing a bin that weighs more than 100kg out for collection;
- failing to place the bin in a location that can be reached by the collection vehicle; and
- failing to use the bins correctly, leading to contamination of recyclables or organics.

Council reserves the right to cease a collection service where there is repeated misuse of the waste collection service.

If a bin is found to contain contaminated or inappropriate material, an educative and enforcement process will commence, escalating as follows:

- If contaminated material is found in the bin prior to collection, the bin will not be collected. The contaminated bin will be stickered (i.e. the application of an adhesive notification to the bin) to inform the resident that the incorrect material was placed in the bin. The bin will only be collected once the offending contamination is removed.
- If contamination is found in the collection process, in the first instance, the contaminated bin will be stickered and a letter sent to inform the resident that the incorrect material was placed in the bin.
- In the second instance, Council will send a follow up letter to the property occupier, informing them this event occurred again and outlining the actions that will transpire should a third or fourth instance occur;
- In the third instance, bin collection will be suspended from the property, a penalty notice may be issued and the user must commit to abide by the requirements in using the bin before the service may recommence; and

- In the fourth instance, a penalty notice may be issued, and the bin will be removed from the property and not replaced until the user commits to abide by bin usage requirements, with no refund of annual standard kerbside waste management charges.
- If extreme levels of contamination continue to occur, Council may suspend or remove all services with the exception of the landfill bin with no refund of annual standard kerbside waste management charges.

Council reserves the right to pass on costs associated with contamination of a bin back to the service user

CONTINUOUS IMPROVEMENT

This policy will be reviewed on a continuous basis, as a minimum every three years from the date of adoption.

OTHER REFERENCES

Borough of Queenscliffe Revenue and Rating Plan

Borough of Queenscliffe Adopted Budget

Borough of Queenscliffe General Local Law 2021

Local Government Act 2020

Cultural and Recreational Lands Act 1963strategy

END

[Appendix 1:](#)



Medical Assistance Bin Service

An additional general waste bin may be supplied to residents who are undergoing medical treatment.

APPLICANT DETAILS			
Title	Given names	Surname	
Rates assessment number (if known)			
Address			
Suburb		State/Territory	Postcode
Home phone		Mobile	
Email			
DECLARATION			
I hereby apply for an additional general waste bin for the general waste being generated from my medical treatment.			
I declare that I am currently undergoing a medical treatment.			
I understand that this is a temporary service lasting current rating year and subsequent 24 months and that re-application is required.			
I understand that I am obligated to notify council if this service is no longer required or I move properties.			
Applicant name			
Applicant signature		Date	//
NECESSARY SUPPORTING MEDICAL ADVICE (to be completed by a GP, Medical Specialist or Health Care Nurse)			
I hereby confirm the above mentioned person/s are undergoing a medical treatment which would necessitate an additional general waste bin.			
Title	Given names	Surname	
Business address			
Suburb		State/Territory	Postcode
Phone			
Signature	Date	//	
OFFICE USE ONLY			
Date received	//	Received by	
Customer number		Acknowledgement sent	

Note: Council retains sole discretion whether to approve any additional general waste service.

The Borough of Queenscliffe is collecting your personal information for the purpose of fulfilling its functions, responsibilities and activities. Please see council's Information Privacy policy (CP010) for further information about how we manage personal information.

