

Kerbside Refuse Collection Services

Policy type	Administration
Function	Commercial Services
Policy Owner	Waste & Resource Recovery
Effective date	22 July 2021

1. Purpose

Council is committed to providing the rate payers of Cassowary Coast with a cost effective kerbside refuse collection service which meets legislative requirements.

2. Scope

The Cassowary Coast Regional Council (CCRC) is committed to providing its residents, whose properties are within the designated waste collection areas (both residential and non-residential) with a kerbside refuse collection service which is cost effective, innovative and complies with environmentally responsible waste management practices. The system is designed to meet the needs of the community both now and into the future.

Council is also committed to providing waste disposal services to manage the waste generated by the kerbside refuse collection service. This collection does not include waste generated in public places by CCRC residents and visitors to the area.

The service is to be funded through a waste management charge or charges being placed on all premises eligible to receive a service both residential and non-residential.

2.1 Responsibility

The provision of the service is a responsibility of Council as a whole.


The provision and supervision of the service is the responsibility of the Waste & Resource Recovery Department which is part of the Commercial Services Division.

It is the responsibility of the owner/occupier to place the bins at the kerbside for collection on the designated day, remove the bins to their property after the refuse is collected and maintain that the bins remain at the property in a clean and serviceable condition.

3. Definitions

Approved waste removal provider – means a person/entity who removes, collects or transports waste under the direction of Council or under a Council contract.

Standard Service – means the waste is separated when presented for collection. The wet waste is in the allotted wet waste mobile garbage bin (MGB) and dry waste is in the allotted dry waste MGB.



Non-Separated service – means waste that is not-separated when presented for collection - wet waste is contained in the allotted dry waste MGB.

Council – means Cassowary Coast Regional Council (CCRC).

Designated waste collection area – means the areas defined by Council within the CCRC local government area in which a service is eligible to be provided for the collection and disposal of residential and non-residential waste using MGBs located at the kerbside (or other approved location) for collection. Designated waste collection areas are as marked on the designated waste collection area maps (Annex B to the policy) and are subject to change as a result of subdivisions, improved roads and future planning requirements. Council will make and levy a waste management charge on all premises within the designated waste collection areas.

Dry waste – means material, which is inert and does not breakdown in a landfill.

Wet waste – means material that breaks down in a landfill or is contaminated by material that breaks down in a landfill. Materials which are deemed to be wet waste include but not limited to putrescible waste, green waste, food products, used nappies/sanitary/incontinence pads and contaminated food containers.

Dwelling – means a building or part of a building used or capable of being used as a self-contained residence that may include food preparation facilities; a bath or shower; a toilet and wash basin and clothes washing facilities. This term includes outbuildings, structures and works normally associated with a dwelling.

Multi-Unit Complex – means any property with more than one building unit or dwelling. A dwelling is defined above and a multi-unit complex includes strata titled, Building Unit Properties (BUPs) and other multiple dwellings on one property title.

Assisted / Infirm service – means a service provided to a resident who, because of a medical condition or disability, is unable to place the MGB in accordance with this policy. The provision of an infirmed service is subject to the approval of the Manager Waste & Resource Recovery.

Mobile Garbage Bin (MGB) – means the approved mobile garbage bin/s used for the kerbside refuse collection service. The type, colour and dimensions of the bins are as approved by Council. Any bins presented for collection by the owner/occupier must comply with the approved standard otherwise they may not be collected.

Kerbside refuse collection service – means the provision of a standard kerbside collection service of:

- a 240L MGB for dry waste collected fortnightly; and
- a 120/140L MGB for wet waste collected weekly.

Waste Management Service Charge – means the charge or charges applied to either a Residential premises or Non Residential premises for the provision of a kerbside refuse collection service and ancillary waste management programs.

Residential premises – means any premises described as residential in Council's Annual Revenue Statement and relates to each individual property assessment.

Non-residential premises – mean any premise described as a non-residential property in Council's Annual Revenue Statement and includes all non-residential categories.

Residential waste – means Municipal solid waste produced as a result of the ordinary use or occupation of a residential premise. It also includes definitions included in the *Queensland Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019*.

Non-residential waste – means any Commercial/Industrial solid waste which may be produced as a result of the ordinary use or occupation of a non-residential premise, but excludes regulated waste. This waste is also as defined in the *Queensland Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019*.

Non-separated waste management service charge – means the charge imposed when the owner/occupier of a premises continues to present a non-separated service.

Occupied land – means any premises deemed to be occupied or which may be occupied if the land or a structure on the land has the potential to generate waste.

Premises – means occupied land subject to an individual property assessment.

Premises owner – means the owner of a premise in accordance with the Cassowary Coast Regional Council rate data base.

Waste – means the everyday 'refuse', 'rubbish' or 'garbage' generated by a residential premises or non-residential premises and would normally be collected from the kerbside by a Council or private waste bin contractor. The term waste does not refer to any regulated, industrial, hazardous or toxic waste generated by the non-residential sector.

Alternate Service - Waste Management Plan – means a plan submitted to the Manager Waste & Resource Recovery by a property owner requesting the provision of an alternate service as it is felt that the standard service provided by Council in this policy is unable to meet the waste management needs of the specific property. Factors which will be considered when processing a waste management plan include:

- The requirements of the policy;
- Any exemptions included in the policy;
- Access to the facility for the collection of the bin/s;

Definitions included in each of the legislations cited in Section 1 of this policy (Authority) are also definitions which have meaning in this policy.

4. Principles

The following principles will be used by Council in providing the Kerbside Waste Collection System:

- Consistency with the policy will be applied to all decisions made;
- All relevant legislative requirements will be taken into account;
- Decisions will be based on sound public health and environmental grounds;
- Decisions will be based on responsible financial grounds; and

The community was widely consulted on the requirements of the kerbside collection system during the Solid Waste Management Strategy 2013 to 2023 process.

5. Procedure

5.1 Residential premises

All dwellings on a property assessment located within the designated waste collection area will be provided with a kerbside refuse collection service with the following exception:

- For properties where the occupied dwelling at the closest point is located greater than one hundred (100) metres from a Council road - the service is optional; or
- Where the collection vehicle is not able to access the Council road the service will not be offered.

A residential waste management service charge will be applied by Council to respective property rates for the provision of the kerbside refuse collection service.

The residential waste management service charge will be applied to each dwelling in a multi-unit complex for the provision of a standard kerbside refuse collection service unless an exemption is provided in an approved Waste Management Plan.

If the dwelling is generating a quantity of waste which exceeds the bin allowance then Council will discuss with the occupier/owner measures to take to minimise their waste generation. If this is unsuccessful then Council may require the owner to request additional services identified in Annex A to this policy.

A premises owner (the ratepayer) may request an additional collection service; however, an additional residential waste management service charge will apply to each additional service. A description of the additional services available to residential premises is attached as Annex A to this policy.

The occupier is responsible for placing the approved MGB/s on the kerbside in an accessible location prior to 6:00am on the nominated collection day and returning the bin(s) inside the premises not later than 24 hours after the nominated day of service. The bins are to be cleaned and kept in a serviceable condition by the occupant.

Council will issue the initial MGBs to new dwellings. It is then the responsibility of the premises owner to provide replacement bins unless damaged by Council's contractor. It is the responsibility of the premises owner/occupier to maintain the bin in a clean and tidy condition and report any structural damage to Council.

A CCRC authorised officer may direct an owner/occupier to present the MGB in a more accessible location.

5.2 Non-residential premises

All non-residential premises located within the designated waste collection area will be provided with a minimum of one kerbside refuse collection service with the following exception:

- For properties where the occupied premises at the closest point is located greater than one hundred (100) metres from the Council road - the service is optional; or
- Where the collection vehicle is not able to access the Council road the service will not be offered.

A non-residential waste management service charge will be applied by Council to respective property rates for the provision of a kerbside refuse collection service.

A premises owner (the ratepayer) may request additional refuse collection services; however, additional waste management service charges will apply to the additional services provided. A description of the additional services available to non-residential premises is attached as Annex A to this policy.

If the premise is producing waste in excess of the services purchased then Council may require the premises owner to request additional services.

The occupier is responsible for placing the approved MGB on the kerbside in an accessible location prior to 6:00am on the nominated collection day and returning the bin(s) inside the premises not later than 24 hours after the nominated day of service. The bins are to be cleaned and kept in a serviceable condition by the occupant.

Council will issue the initial MGBs to the properties. It is then the responsibility of the premises owner to provide replacement bins unless damaged by Council's contractor. It is the responsibility of the premises owner/occupier to maintain the bin in a clean and tidy condition and report any structural damage to Council.

A CCRC authorised officer may direct an owner/occupier to present the MGB in a more accessible location.

5.3 Non-compliant services.

All premises owners/occupiers are required to present the bin correctly for collection. This includes ensuring that the dry waste MGB is not contaminated by wet waste and the bin is positioned correctly at the kerbside or other location directed by Council's staff.

5.4 Process if Wet waste is disposed of in Dry Waste Bin

Step 1

Initial incident of dry waste bin containing wet waste material

- Driver places sticker on bin/advice not to occupier
- Information letter sent to the property owner of impacts of dry waste bin containing wet waste material

Step 2

2nd incident of dry waste bin containing wet waste material

- Driver places sticker on bin/advice not to occupier
- Advice letter sent to the owner advising that if a further incident of the dry waste bin containing wet waste material occurs within 6 months then service will be reclassified as a non-separated refuse service.

Step 3

3rd incident of dry waste bin containing wet waste material

- Driver places sticker on bin/advice not to occupier
- Advice letter sent to the owner advising that waste has been contaminated for a 3rd time and service as been reclassified as a non-separated refuse service.
- Advice to Rates to change service type.

5.5 Process to amend the Non- Separated refuses status

To have the status changed from non-separated to separated

- Owner to make application in the approved form.
- If on change of ownership and there are new occupants the application may be approved and the service charge amended in rates from the date of approval.
- If the same occupants reside in the premises then the owner must ensure the waste remains separated for a period of six months before approval may be given to amend the charges in rates. If approved the date of amendment will be the date of the approved application. An on board CCTV camera will monitor the waste during this period.

5.6 Assisted / Infirm services

A resident may apply for an assisted / infirm service if, because of a medical condition or disability, the resident is unable to place the MGB in accordance with this policy. It is to be noted that approval will be given only where all residents at the premises are incapable of placing the bin and there is no care or support services provided on the day of kerbside collection service provision. The application form will need to be accompanied by a medical certificate and the assisted / infirm service will be reviewed annually.

5.7 Cancellation of services

If a premises owner wants to cancel a refuse collection service they are required to make application to Council. Services will not be cancelled for an unoccupied premises.

Services will only be cancelled where:

- The premises has been demolished and the land is clear; or
- If a property was receiving additional services and the additional services are no longer required.

Services will only be cancelled when a written application from the premises owner or person with the authority to act on behalf of the premises owner for this purpose has been approved by Council.

The Manager Waste & Resource Recovery is delegated the authority to approve a cancellation. The cancellation will only take effect from the date of the approved application.

5.8 Refusal of a service

A refuse collection service may be refused for:

- Failing to use the approved bin;
- Placing prohibited waste out for collection;
- Placing a bin which weighs more than 70kg (capacity of the lifting arm on the truck) out for collection; and
- Frequently failing to place the bin in a location clear of obstruction so that it can be reached by the collection vehicle (this includes frequently behind parked vehicles).

Council reserves the right to refuse to collect a service where because of the placement of the bin it is impractical to collect. Bins will not be collected from anywhere other than the kerbside location unless prior approval is given by Council and signed agreements indemnifying Council and the collection contractor against any claims for damages from the premises owner or occupier are in place.

Subject to its compliance with its obligations at law, Council reserves the right to cease a collection where there is a repeated misuse of the collection system and in such cases Council will continue to levy a refuse collection charge/s.

5.9 Registered charity organisations

Council does not provide free collection services for 'not-for-profit' or charity organisations.

5.10 Bin repair and replacement

The initial bins will be provided by Council. The premises owner/occupier is then responsible for ensuring the bins are present on the premises and maintained. Council's contractor will repair/replace bins where it is proven that they have been damaged through fair wear and tear or by the waste collection contractor. The premises owner/occupier must contact Council should the repair or replacement of bins be required.

The premises owner/occupier will be required to pay for a replacement bin if bins go missing or are stolen.

5.11 Levy of refuse service charges

Council will levy a refuse service charge in accordance with section 94(1)(b)(ii) of the *Local Government Act 2009* and section 99 of the *Local Government Regulation 2012*.

5.12 Review of services provided

A property owner may request a review of the services provided to their property if they believe the standard type and levels of service is not appropriate to meet their needs.

Council may also consider the approval of exemptions from paying a full service charge for units in a strata title-unit complex. An application for an exemption is to be accompanied by a Waste Management Plan.

The Manager Waste & Resource Recovery is delegated:

- (a) the authority to approve an on-premises Waste Management Plan presented by the owner which offers alternative service provisions. In reviewing the plan the Manager is to ensure the approval is in compliance with Council's policies and any other legislation.
- (b) To approve of exemptions from paying a full waste management service charge in a strata title-unit complex.

APPENDIX A: CHARGES APPLICABLE

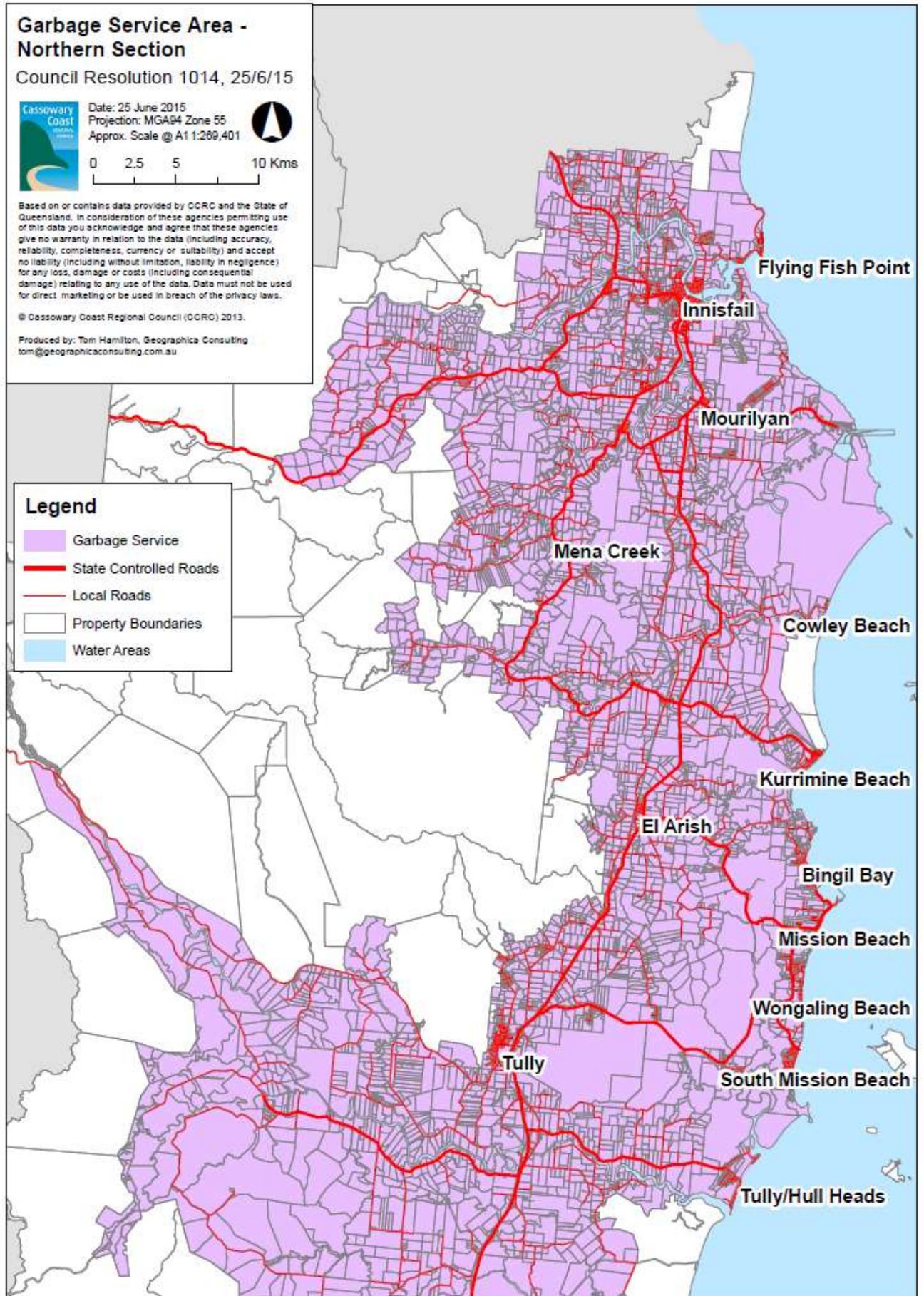
Charges applicable for refuse collection services to premises in Cassowary Coast waste collection area.

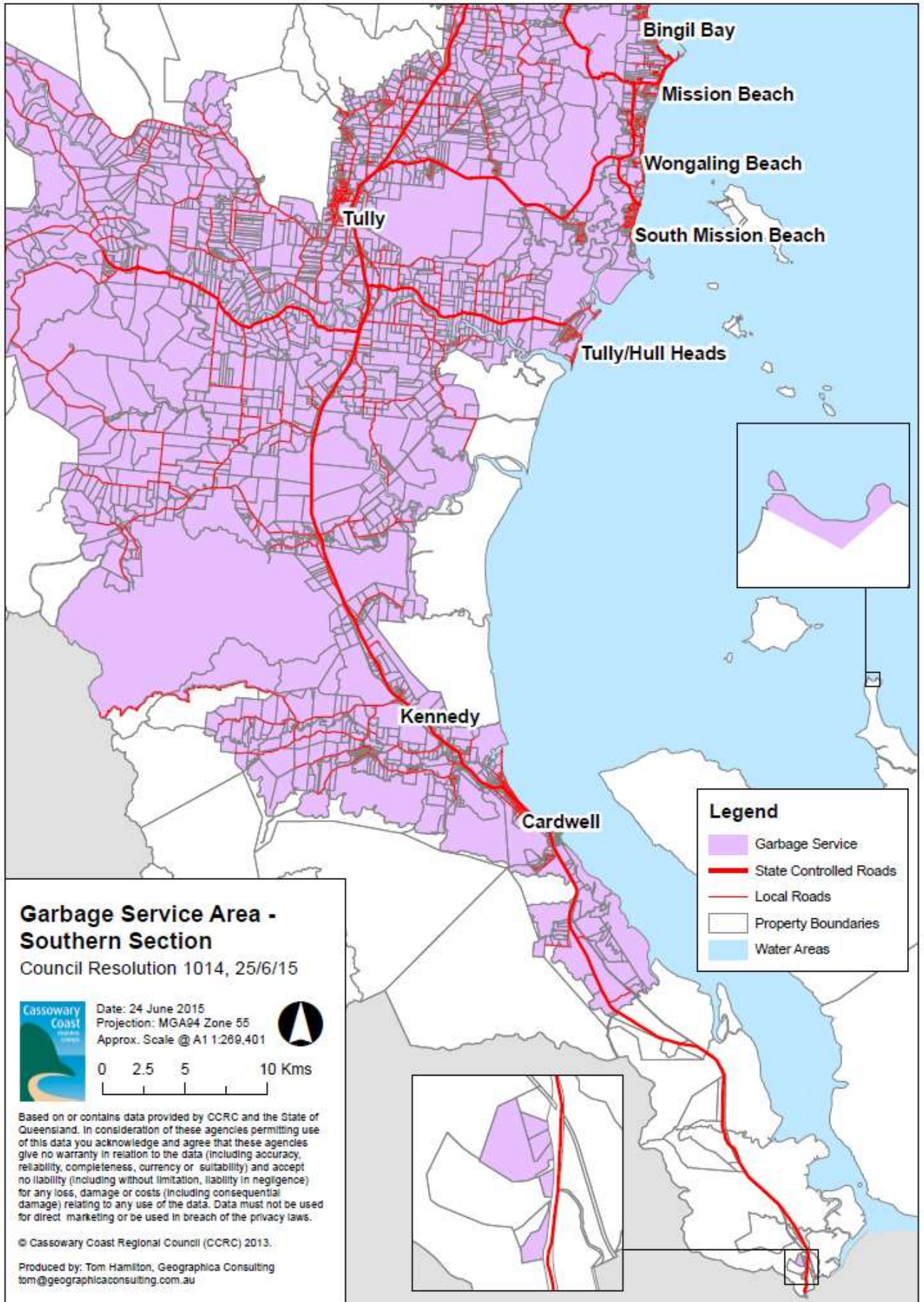
The following kerbside refuse collection services are available to the CCRC community and will be subject to a refuse service charge levied in the rates for the property. All premises are required to have the minimum of a standard service.

Standard Services:

Service	Description
Residential A	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none"> • a 140/120L wet waste bin collected weekly; and • a 240L dry waste bin collected fortnightly
Non-Residential A	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none"> • a 140/120L wet waste bin collected weekly; and • a 240L dry waste bin collected fortnightly.
Residential C	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none"> • a 240L wet waste bin collected weekly.
Non-Residential C	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none"> • a 240L wet waste bin collected weekly.
Non-Residential A2	This is a Non-Residential A Service that is collected two times per week
Non-Residential A3	This is a Non-Residential A Service that is collected three times per week
Non-Residential C2	This is a Non-Residential C Service that is collected two times per week
Non-Residential C3	This is a Non-Residential C Service that is collected three times per week
Additional Dry Waste A	This is an additional 240L dry waste bin collected on the same day as the standard dry waste bin.
Additional Dry Waste A2	This is an Additional Dry Waste A Service that is collected two times per week
Additional Dry Waste A3	This is an Additional Dry Waste A Service that is collected three times per week

APPENDIX B: DESIGNATED WASTE COLLECTION AREA





Related forms, policies and procedures	Cassowary Coast Solid Waste Management Strategy 2013 – 2023 Cassowary Coast Regional Council Revenue Statement
Relevant legislation	<i>Local Government Act 2009, Chapter 4, Part 1</i> <i>Environmental Protection Act 1994</i> <i>Environmental Protection Regulation 2008</i> <i>Waste Reduction and Recycling Act 2011</i> <i>Waste Reduction and Recycling Regulation 2012</i>
Reference and resources	Various Government agencies

Policy Number	DS002		
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Approved by	Council Resolution LG1053	Approval date	22 July 2021
Approved by	Manager Governance, Risk & Performance	Approval date	1 August 2023
Review date	22 July 2024		