

Council Policy

Waste & Resource Recovery Services



COUNCIL POLICY

 Adelaide Hills COUNCIL	WASTE & RESOURCE RECOVERY SERVICES
--	---

Policy Number:	ENV-05
Responsible Department(s):	Sustainability, Waste & Emergency Management
Relevant Delegations:	As per the Delegations Register and as detailed in this Policy
Other Relevant Policies:	NIL
Relevant Procedure(s):	Nil
Relevant Legislation:	<i>Local Government Act, 1999</i> <i>Environment Protection Act 1993</i> <i>Environment Protection Regulations 2009</i> <i>Environment Protection (Waste to Resources) Policy 2010</i>
Policies and Procedures Superseded by this policy on its Adoption:	Nil
Adoption Authority:	Council
Date of Adoption:	23 August 2022
Effective From:	07 September 2022
Minute Reference for Adoption:	Item 12.10, 216/22
Next Review:	No later than 23 August 2025 or as required by legislation or changed circumstances

Version Control

Version No.	Date of Effect	Description of Change(s)	Approval
1.0	27/03/18	New Policy.	Council - Res 71/18
2.0	07/09/22	Policy Review with minor changes. Added Hard Waste Collection, Commercial and Industrial Property and Green Organic Days.	Council – Res 216/22

WASTE & RESOURCE RECOVERY SERVICES POLICY

1. INTRODUCTION

The Adelaide Hills Council provides numerous waste and recycling services to the community. These services aim to reduce the volume of material consigned to landfill by maximising recycling and reuse. The Waste and Resource Recovery Services Policy will assist to meet this aim and also provide for the provision of cost effective, sustainable and efficient waste management services for the community. The Policy also provides clarity to the community on what waste and recycling services are available.

2. OBJECTIVES

2.1 The objectives of this policy are:

- Waste, recycling and green organic bins (including kerbside, community groups, sporting facilities and event waste).
- Street litter bins.
- Kerbside hard waste collections.
- Emergency event waste management.
- Green organic drop off days.

2.2 The Waste and Resource Recovery Services Policy outlines the obligations for both Council and the community in providing these services. The kerbside service defined within this policy applies to each occupied rateable assessment within the Adelaide Hills Council area, excluding properties that have been assessed as vacant land.

3. DEFINITIONS

3.1 **“Community group”** means a not-for-profit community-based organisation with objectives relating primarily to the social, economic, environmental and cultural needs of the Adelaide Hills community.

“Community shop” is a retail facility e.g. ‘not for profit/opportunity shop’ or similar, operated by a community group to raise funds for the betterment of the Adelaide Hills Council community.

“Council” is the Adelaide Hills Council.

“Council owned” is properties owned by Adelaide Hills Council.

“Designated collection area” is the area defined by Council for green organics kerbside collection.

“Domestic quantities” means kerbside bin of 140L and 240L in size.

“Kerbside waste/recycling collection” is a bin presented on the verge for collection of waste by Council’s waste management contractors.

“Kitchen Caddy” is a small container for collection of green organics material.

“MGB” is a Mobile Garbage Bin, either 140L or 240L.

“Occupant” is the person who resides at the property.

“Occupied/residential” is any property that has a home that is not vacant.

“Property or Properties” is occupied residential, commercial, industrial, primary production (must have occupied residence), or other property (other property includes Churches, Schools, Kindergartens, Sporting clubs, Cemeteries and Local Government).

“Property Owner” is a person who owns the property.

“Religious / Public Worship Site” is land containing a church or other building used for public worship (and any grounds), or land solely used for religious purposes.

“Solely” means the religious purpose must be the only and exclusive use.

4. SCOPE

The Policy applies to kerbside waste and recycling, hard waste collections, event waste, community groups, sporting facilities, street litter waste bins, not for profit community/opportunity shops, green organic drop off days, hospital and nursing homes, and the Heathfield Resource Recovery Centre and emergency event waste management.

5. POLICY STATEMENT

Kerbside Waste and Recycling Collection Service

- 5.1 Each property is entitled to:
 - One weekly 140L blue lidded MGB kerbside waste collection.
 - One fortnightly 240L yellow lidded MGB kerbside recycling collection.
- 5.2 Council is required under the *Environment Protection (Waste Resources) Policy 2010* to provide a weekly general waste collection service to residential properties.
- 5.3 Bins will be collected from the kerbside verge area unless specified by Council. Where it is deemed that a kerbside service is not practical or reasonable, an alternative service provision may be considered in consultation with affected properties.
- 5.4 In addition to the above, each occupied property within the designated green organics service collection area is entitled to the above-mentioned service plus one fortnightly 240L lime green lidded MGB kerbside green organics collection. A property may request a green organics service using the green organics request form, which will only be approved if they are on route and the truck is collecting from the street and neighbouring properties. Green bins will not be approved or provided where it is deemed by Council administration that an extension of service area is required.

Commercial and Industrial Property Kerbside Waste and Recycling Collection Service

- 5.5 Each commercial, industrial and primary production property is entitled to:
- One weekly 140L blue lidded MGB kerbside waste collection.
 - One fortnightly 240L yellow lidded MGB kerbside recycling collection.
- 5.6 Based upon application, commercial or industrial businesses, within the designated green organics service collection area, may apply for a kerbside 240L green organics service. The service will only be provided upon written request, using the request form, and is subject to demonstrated domestic quantities. Commercial or industrial businesses provided with a kerbside organic service will not be eligible for vouchers or additional organic bins.
- 5.7 Kerbside services are provided within this policy to encourage correct disposal and recycling of domestic quantities of waste and recycling material generated through business activities. It is not Council's responsibility to collect business waste generated by the activities of industrial or commercial businesses.
- 5.8 Where it is deemed that a kerbside service is not practical or reasonable, an alternative service provision may be considered in consultation with affected properties.

Council Owned Property Kerbside Waste and Recycling Collection Service (Excluding ovals and sporting facilities)

- 5.9 Unless otherwise specified in a lease, licence, management agreement or any other agreement with Council, Council owned properties are entitled to:
- One weekly 140L blue lidded MGB kerbside waste collection.
 - One fortnightly 240L MGB yellow lidded kerbside recycling collection.
- 5.10 In addition to the above, each Council owned property within the designated service collection area may access one fortnightly 240L lime green lidded MGB kerbside green organics collection service. This service will only be provided upon written request, using the request form, and is subject to demonstrated need.
- 5.11 Additional bins may be provided upon request, at Council's discretion.

Sports Facilities Waste and Recycling Collection Service

- 5.12 MGB's at sporting facilities are of various sizes and lid colours. They are positioned around the sporting areas in a variety of ways e.g. on stands, stand alone, in sheds etc. Progressively, they will be replaced with 140L red lidded MGB's on lockable stands or locked with a cable and locks. This policy intends to bring the number of bins at sporting facilities into line with provisions of this policy progressively over time.
- 5.13 Each oval is entitled to the following:
- Up to 10, 140L red lidded MGB's to be located around the oval perimeter attached to security poles or secured with a cable and locks.
 - Additional MGB's may be applied for in writing on a case-by-case basis.
- 5.14 Each clubroom is entitled to:
- Up to five weekly 140L blue lidded MGB's kerbside waste collections. Bins must be presented at the kerbside for collection.

- Up to five fortnightly 240L yellow lidded MGB's kerbside recycling collections. Bins must be presented at the kerbside for collection.
- Where the facility is within the designated green organics service collection area, up to five fortnightly 240L green lidded MGB's may be provided upon request.
- Additional blue lidded waste, yellow and green (if in the designated green organics collection area) lidded recycling MGB's may be applied for. An annual service fee, per bin, will apply as per Council's Fees and Charges Register.

5.15 Other sporting facilities:

- Assessment of waste requirements to be made for each individual facility.
- Recycling of waste to be encouraged at all times.
- Requests for additional services must be made in writing using the request form.

Schools/Kindergartens and Child Care Facilities Kerbside Waste and Recycling Collection Service

5.16 Each school/kindergarten and childcare facility is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection.
- One fortnightly 240L yellow lidded MGB recycling collection.
- One fortnightly 240L lime green lidded MGB green organics collection, upon request if within the designated green organics collection area.
- Requests for additional services must be made in writing using the request form. An annual service fee, per bin, will apply as per Council's Fees and Charges Register.

Religious/Public Worship Site Kerbside Waste and Recycling Collection Service

5.17 Each Religious / Public Worship Site is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection.
- One fortnightly 240L yellow lidded MGB kerbside recycling collection.
- One fortnightly 240L lime green lidded MGB green organics collection, upon request, if within the designated green organics collection area.
- Requests for additional services must be made in writing using the request form. An annual service fee, per bin, will apply as per Council's Fees and Charges Register.

Community Event Waste and Recycling Collection Service

5.18 Requests for event waste services are to be made in writing using the Event Application form. Applications will be assessed on a case-by-case basis. Once the assessment has been completed the applicant will be advised of the outcome.

Bin Provision Including New and Additional Services

5.19 All MGB's are the property of Adelaide Hills Council and shall remain with the premises at which the bin(s) is issued should a change of occupancy or ownership occur.

5.20 New service:

- Property Owners may apply for a new waste, recycling or green organics service using the request form.
- MGB's will only be provided to new homes or businesses two weeks prior to occupancy.
- Approval for a green organics service will be dependent on the designated collection area.

5.21 Additional service:

- Where a service already exists a Property Owner or Occupant may receive additional bins. Additional bins must be applied for using the request form. An annual service fee, per bin, paid in advanced is required prior to delivery of bins. The annual service fee will apply as per Council's Register of Fees and Charges.
- An additional bin sticker indicating payment has been made will be provided to residents to affix to the said additional bin.
- Additional waste, recycling and green organics MGB's will only be issued if the Property Owner/Agent (not tenants) of the property applies for the service using the request form.

5.22 Cancelling an additional service:

- Requests for the cancellation of an additional MGB must be completed in writing.
- The MGB must be presented on the verge area, empty of waste, for Council to collect.

Bin Replacement – Lost, Stolen or Damaged Bins

5.23 Council will be responsible for repair and maintenance of MGB's (e.g. replacement of wheels and lids).

5.24 Damaged bins:

- Damaged MGB's will be repaired and/or replaced by Council at no cost to the ratepayer, unless it is deemed by Council to be deliberate damage or misuse. A fee for each bin will then apply, as per Council's Fees and Charges Register.
- Damaged MGB's must be left on the verge area for repairs where normal waste collection occurs.
- Where a bin is unsuitable for repairs and must be replaced, the damaged bin must be presented on the verge, empty of waste, for the contractor to collect.

5.25 Stolen bins:

- Stolen MGB's will be replaced by Council at no charge to the Property Owner or Occupant.
- Requests for replacement of stolen MGB's must be in writing using the request form. At Council's discretion satisfactory evidence of bin theft may be requested.

Green Organic Disposal Vouchers

5.26 Occupied residential properties that are not eligible to receive a fortnightly 240L lime green lidded MGB organics service will be provided with up to two disposal vouchers per financial year upon request.

5.27 Each voucher entitles the Property Owner or Occupant to take up to a maximum of one caged 7x5 trailer load of domestic green organics to the Heathfield Resource Recovery Centre free of charge. Loads larger than this will incur fees, to be paid by the voucher holder.

5.28 Based on application, commercial or industrial businesses outside of the green organics collection area may be entitled to green organics vouchers. The vouchers will be only provided where it is demonstrated that a domestic quantity of green organic disposal is shown. Commercial operations providing green organic services will not be eligible for vouchers.

Not for Profit Community / Opportunity Shop Vouchers

- 5.29 Upon written request, a maximum of twelve (12) waste disposal vouchers may be provided per financial year.
- 5.30 Vouchers will be issued if the following criteria are met:
- Waste disposal arises out of operating a Community Shop and the group is a not-for-profit entity which provides some service or benefit to the Adelaide Hills Council community.
 - Loads must be equivalent to or less than a 7x5, (2.1m x 1.5m), caged trailer of hard waste. Loads above this size will incur fees to be paid for by the entity.
 - Vouchers will only be redeemable at the Heathfield Resource Recovery Centre.
 - Items not accepted will be listed on the vouchers.

Kitchen Caddies

- 5.31 Property Owners or Occupants who currently have access to a lime green lidded MGB organics service may access one kitchen caddy starter kit per property or a replacement caddy free of charge.
- 5.32 Properties that do not have access to a lime green lidded MGB organics service can obtain a kitchen caddy starter kit for free for use with home composting. Schools, kindergartens and childcare facilities can access kitchen caddy starter kits equivalent to the number of classrooms and lunch areas. Other locations will be considered on a case by case basis.
- 5.33 Kitchen caddy starter kits and replacements can be collected from Council's Service Centres for free. Additional compostable bags may be purchased at Council's Service Centres as per Council's Fees and Charges Register.

Tow Ball Hitches

- 5.34 Tow ball hitches assist Property Owners or Occupants to tow bins to the verge area. They are available at all Council Service Centres for a fee as per Council's Fees and Charges Register.

Fees and Charges

- 5.35 Where relevant, fees for services described by the Waste and Resource Recovery Service Policy will be determined by Council and declared in Council's Fees and Charges Register.

Service Requirements

- 5.36 Property Owners or Occupants receiving a kerbside waste, recycling or green organics collection service from Council will be responsible for the following:
- Placement of the MGB on the kerbside the night before the bin is scheduled to be collected or by 6am on the day of collection with the lid opening facing towards the street.
 - Placement of the MGB where the contractor's collection vehicle can gain access to it.
 - Ensuring a clearance of at least 50cm around each MGB, one metre between MGB's and parked cars, trees, stobie poles, letter boxes or other obstacles to the collection vehicle.

- Pedestrian access must be maintained at all times.
 - Ensure MGB lids are fully closed.
 - Placement of correct material in each MGB.
 - Total weight of the MGB does not exceed 50kg.
 - Removing the MGB from the kerbside within 24 hours of it being emptied.
 - Storing the MGB in a safe location on the property to which they are distributed.
 - Maintaining the MGB in a clean condition so as not to impact on public health or amenity.
 - All MGB's are owned by Adelaide Hills Council and must remain at the property to which they were allocated.
- 5.37 Where the collection vehicle is unable to access a MGB from a verge area, a suitable collection point will be organised at the discretion of Council and contractors. Unless otherwise specified in an agreement between the parties, MGB's will not be collected from within private property.
- 5.38 Bins will not be collected from other than a kerbside location unless prior arrangements have been made, including a signed agreement, indemnifying Council and the collection contractor against any claims for damages from the property owner or occupier.

Refusal of Service

- 5.39 Collection of a MGB may be refused to properties that:
- Fail to use the approved waste collection container, the MGB must have the Adelaide Hills Council logo hot stamp.
 - Are late in placing their MGB out for collection.
 - Place prohibited waste out for collection.
 - Place an MGB out that weighs more than 50kg.
 - Overfill an MGB so that the lid does not close.
 - Place an MGB in a location that cannot be reached by the collection vehicle.
 - Place an MGB incorrectly with handles towards the road.
 - Fail to use a MGB correctly, leading to contamination of recyclables or organics.
 - Present additional bins over and above the levels stipulated in this policy.
- 5.40 Prior to any refusal of service Council will liaise with the property owner/occupant in the first instance to identify the issue and discuss remediation options for the property owner/occupant to implement.
- 5.41 If the contents of an MGB are not emptied for any of the reasons listed within this section, a notice may be placed on the affected bin indicating the reasons for refusal. Disposal of the waste will then be the responsibility of the resident.
- 5.42 Council reserves the right to cease a collection service when there is repeated misuse of an MGB, including continually leaving an MGB on the kerbside after collection (excluding MGB bin banks), unnecessarily interfering with other MGB's presented for collection or continually placing an MGB so they are inaccessible to the contractor's collection vehicles or contamination of recyclables.
- 5.43 In regards to any property, Council may deem that additional kerbside services are not appropriate, and properties/facilities would need to arrange their own additional alternative services.

- 5.44 Council reserves the right to refuse service where it is impractical to collect, store or present bins or where, as part of planning approval conditions, responsibility for waste management is passed to the owner/occupier.

6. DELEGATION

- 6.1 The Chief Executive Officer has the delegation to:

- Approve, amend and review any procedures that shall be consistent with this Policy; and
- Make any legislative, formatting, nomenclature or other minor changes to the Policy during the period of its currency.

7. AVAILABILITY OF THE POLICY

- 7.1 This Policy will be available via the Council's website www.ahc.sa.gov.au.