

WASTE AND RECYCLING COLLECTION PROCEDURE

1. Scope

The Waste and Recycling Collection Procedure (this 'Procedure') applies to premises located in the Designated Waste Collection Areas that receive a general waste collection service from Council.

2. Purpose

The purpose of this Procedure is to:

- a) support Local Law No. 8 (Waste Management) 2018;
- b) detail the responsibilities of Council, premises owners and occupiers; and
- c) facilitate the provision of economical and efficient waste management services that includes collection, disposal, recycling and minimisation of waste.

3. Related Documents

Primary

Management of Waste and Recycling Services Policy

Legislative reference

Body Corporate and Community Management Act 1997 sch 6

Related documents

Assisted Service Request – Waste and Recycling Collection application form
 Cancellation of General Waste Collections for Multi-Unit Residential Dwellings
 Council's Fees and Charges Schedule
 Council's Revenue Statement
 Designated Waste Collection Areas – Map Nos 1-8
 Designated Waste Collection Areas Procedure
 Local Law No. 8 (Waste Management) 2018
 Private Property MGB Collection Terms and Conditions
 Application for Temporary MGB – End-of-Life Care

4. Definitions

To assist in interpretation, the following definitions shall apply:

Additional Collection (Annual Charge)	Refer to the Revenue Statement - Schedule of Waste Collection and Recycling Charges.
Body Corporate	As defined in the <i>Body Corporate and Community Management Act 1997</i> and includes owners of multi-unit residential dwelling under a single title.
Collection Location	As defined in Local Law No. 8 (Waste Management) 2018.
Collection Service	Identified in the Waste Management Schedule.

Commercial Premises	As defined in Local Law No. 8 (Waste Management) 2018.
Council	Livingstone Shire Council.
Designated Waste Collection Areas	Areas within Council's local government area in which it will/may conduct general waste collection. Refer to Item 5.1 – Designated Waste Collection Areas Procedure.
Domestic Premises	As defined in Local Law No. 8 (Waste Management) 2018.
Eligible residents	Residents receiving end-of-life care in a residential premises within the Designated Waste Collection Areas.
End-of-life care	Care and services given to people and their families who are facing the end of their life.
General Waste	As defined in Local Law No. 8 (Waste Management) 2018.
Local Government Area	As defined in the <i>Local Government Act 2009</i> .
MGB	A mobile garbage bin (wheelie bin) is the standard general waste container identified in the Waste Management Schedule.
Multi-Unit Residential Dwellings	A building or complex consisting of six or more individual attached or semi attached premises or units, or any similar dwelling approved by the Manager Water and Waste Operations.
Occupier	As defined in Local Law No. 8 (Waste Management) 2018.
Owner	As defined in Local Law No. 8 (Waste Management) 2018.
Premises	As defined in Local Law No. 8 (Waste Management) 2018.
Recyclable Waste	As defined in Local Law No. 8 (Waste Management) 2018 and declared by Council at its 19 April 2022 Meeting.
Revenue Statement	Council's annual Revenue Statement.
Waste Management Schedule	Refer to Appendix 1 – Designated Waste Collection Areas Procedure

5. Procedure

5.1 Waste Management Utility Charges

- a) Waste Collection and Recycling Charges:
 - i) are determined through the annual budget and published in Council's annual Revenue Statement; and
 - ii) will be applied to premises within the Designated Waste Collection Areas which have a structure that has the potential to generate general waste.
- b) If it is identified that relevant charges are not being levied on a premises receiving a collection service, appropriate charges will be levied forthwith.

5.2 Entry onto Private Property

- a) Generally, Council does not operate waste collection vehicles on private property due to, but not limited to the following factors:

- i) private roads are not specifically designed for heavy waste collection vehicles, resulting in a higher potential for damage to vehicles, roads or private property.
 - ii) the safety of waste collection staff and the public may be compromised by travelling on private roads; and
 - iii) resorts, holiday villages, caravan parks and private estates may be regarded as unsuitable because of narrow roads, poor visibility and lack of turn around space, parked vehicles and the number of pedestrians in the vicinity.
- b) If there is no option but to drive on private property, the following applies:
- i) the owner must lodge a completed Private Property MGB Collection Terms and Conditions; and
 - ii) Council will undertake an inspection of the access to assess its suitability for a waste collection vehicle and advise the owner in writing of its decision relating to the application.

5.3 Missed Collection Service

- a) If Council is notified an MGB has not been emptied on the scheduled collection day, every effort will be made to arrange a missed collection as soon as possible.
- b) If a missed collection is required because an occupier has not complied with Item 5.11 or 5.12, the occupier must pay a Missed Collection (returned to service) charge before the missed collection will be provided.

5.4 Additional Collection Services

- a) The Waste Management Schedule identifies the Minimum MGB per Premises to be provided by Council to premises in the Designated Waste Collection Areas.
- b) If the quantity of general waste generated at a commercial premises exceeds the capacity of the Minimum MGB per Premises:
 - i) pursuant to s 6 of Local Law No. 8 (Waste Management) 2018, the Manager Water and Waste Operations will determine the appropriate number of additional MGBs he reasonably considers is required to cater for the quantity of general waste generated;
 - ii) subject to Item 5.8(c), Council will supply the commercial premises with additional MGBs; and
 - iii) an Additional Collection (Annual Charge) will be levied for each additional MGB supplied.
- c) Upon request from an owner, additional annual collections can be provided to premises already receiving a collection service. An Additional Collection (Annual Charge) will be levied for each additional annual collection.

5.5 Assisted Collection Service

- a) Council provides an assisted service for occupiers unable to place their MGB at the collection location because of a medical condition or disability, who have no able-bodied person residing at the premises.
- b) The service includes retrieval and return of the MGB from a location within the property boundaries not exceeding a distance of 50 metres from the collection location.

- c) If an occupier requires an assisted service, they must:
 - i) lodge a completed Assisted Service Request – Waste and Recycling Collection application form or submit electronically through Online Services on Council's website; and
 - ii) supply a current medical certificate/letter from a medical professional stating that they are unable to place their MGB at the collection location for emptying.
- d) If approved, the assisted service will commence within 10 working days of approval.
- e) If an updated medical certificate/letter is not provided every two years, the service will be discontinued.

5.6 Temporary MGB – End-of-Life Care

- a) Council will provide an eligible resident with a MGB for a period of eight weeks at no charge, subject to:
 - i) the lodgement of:
 - a completed Application for Temporary MGB – End-of-Life-Care; and/or
 - a letter from a registered medical practitioner stating that the eligible resident is receiving end-of-life care; and
 - ii) the eligible resident receiving end-of-life care at a domestic premises located in the designated waste collection area that is currently paying waste management utility charges.
- b) The temporary MGB:
 - i) must not be used for the disposal of medical waste; and
 - ii) will be removed at the end of the eight-week period.

5.7 Repairs, Replacement and Maintenance of MGB

- a) If a MGB is stolen, damaged or vandalised, Council will repair or replace it.
- b) The owner or occupier must pay a New Wheelie Bin fee if their MGB needs to be replaced because of deliberate misuse.
- c) The occupier is to keep the MGB clean, in good repair and secure.

5.8 Cancellation of Collection Services

- a) Domestic Premises
 - i) A minimum of 10 working days' notice must be provided to cancel a collection service.
 - ii) A collection service will only be cancelled if:
 - the premises are determined to be uninhabitable by the Manager Water and Waste Operations;
 - the structure that had the potential to generate general waste has been demolished;
 - the land is unoccupied; or
 - the owner demonstrates to the satisfaction of the Manager Water and Waste Operations that the collection service is no longer required.

- iii) If a structure is demolished, the owner will be refunded waste management utility charges paid to Council from the date the collection service ceased or back to the effective date of the current rates notice (whichever is more recent).

b) Multi-Unit Residential Dwellings

- i) Upon request from a body corporate, the Manager Water and Waste Operations may approve cancellation of collection services subject to lodgement of:
- completed Cancellation of General Waste Collections for Multi-Unit Residential Dwellings application form or submit electronically through Online Services on Council's website; and
 - copy of contract for waste removal services, between the body corporate and a licensed waste removal entity.
- ii) Safety, adequate space and accessibility for waste collection vehicles can affect Council's ability to provide a collection service to some multi-unit residential dwellings.

If the Manager Water and Waste Operations determines that it is impractical to provide a collection service to a multi-unit residential dwelling, the body corporate will be notified in writing that:

- a collection service will not be provided from a specified date and the reasons why;
- they are required to engage a licenced waste removal entity for waste removal services and provide a copy of the contract to Council; and
- the service requirements including details of the waste container and frequency of collections.

c) Commercial Premises

If requested in writing by the owner, the Manager Water and Waste Operations may approve cancellation of collection services subject to the provision of a copy of a contract for waste removal services between the owner and a licensed waste removal entity.

d) Evidence of Continued Waste Removal Service

The body corporate of a multi-unit residential dwelling or the owner of a commercial premises must provide evidence demonstrating ongoing waste removal services are being provided by a licensed waste removal entity if requested by the Manager Water and Waste Operations.

e) Collection Charges

If collections recommence, the appropriate charges from the Schedule of Waste Collection and Recycling Charges in the Revenue Statement will be levied.

5.9 Recyclable Waste

- a) For the purposes of the definition of recyclable waste in Local Law No. 8 (Waste Management) 2018, Council declared at its 19 April 2022 Meeting, the following items as recyclable waste and will accept these materials in the recycling MGB:
- Glass - bottles and jars only;
 - Paper and cardboard - for example newspapers, magazines, phone books, pizza boxes (no food or oil);
 - Cans - steel and aluminium cans including aerosols;

- iv) Aluminium foil - including food trays and disposable pie dishes;
 - v) Cartons - for example milk, juice cartons, poppers; and
 - vi) Plastics - all plastics defined in the plastic coding system as Groups ® 1, 2, 4 and 5, HDPE plastic containers, PET plastic containers.
- b) Items placed in the recycling MGB must not be bundled.

5.10 Circumstances when MGB will not be collected

- a) An MGB will not be collected if it:
 - i) is overfull and the lid does not fully close;
 - ii) is not supplied by Council;
 - iii) is not correctly oriented in a position to facilitate collection;
 - iv) exceeds a total weight of 85 kilograms which is too heavy to be lifted;
 - v) is a recycling MGB contaminated with non-recyclable waste; or
 - vi) has not been presented at the collection location by 6am on the scheduled collection day.
- b) If a MGB has not been collected, the occupier will be informed of the reason why and that it will be emptied in the following weeks collection, providing the problem has been rectified.

5.11 MGB Placement Guidelines

- a) Unless alternative arrangements have been made, the MGB must be presented at the collection location before 6am on the scheduled collection day and returned inside the property boundary within 24 hours after the scheduled collection day.
- b) MGBs must be placed 1m apart and be positioned clear of any obstructions such as cars, power poles and trees.
- c) If a missed collection has been authorised under Item 5.3(a), the MGB is to remain at the collection location until emptied.

5.12 MGB Filling Guidelines

- a) The occupier is responsible for the placement of material in the MGB in such a manner that does not prevent its complete emptying without manual intervention.
- b) The MGB weight must not exceed 85kg.
- c) The MGB lid must be completely closed and all material contained within the closed MGB.
- d) No material is to be left adjacent to the MGB.
- e) Dusty materials must be contained within bags.
- f) No hazardous or building materials are to be placed in the MGB.

6. Changes to this Procedure

This Procedure is to remain in force until otherwise amended/replaced by the Executive Director Infrastructure.

7. Repeals/Amendments

This Procedure repeals Livingstone Shire Council Procedure titled 'Waste and Recycling Collection Procedure (v7.0)'.

Version	Date	Action
1.0	10/06/2014	Procedure Endorsed by Council
2.0	25/11/2014	Amended Procedure Endorsed by Council
3.0	06/02/2018	Amended Procedure Endorsed by Council
4.0	18/09/2018	Amended Procedure Endorsed by Council
5.0	16/04/2019	Amended Procedure Endorsed by Council
6.0	21/09/2021	Amended Procedure Endorsed by Council - definitions updated, terminology throughout policy updated
7.0	19/04/2022	Amended Procedure – Endorsed by Council and Approved
8.0	14/06/2022	Amended Procedure – Inclusion of temporary MGB for end-of-life-care

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