



KERBSIDE COLLECTION SERVICE POLICY

GDS Category: Infrastructure

Public Document? **YES**

Date: September 2015

Page 1 of 6

Version: 1

Review Date: September 2017

1. PURPOSE

To define the level of service provision and entitlements for the kerbside collection services offered by Council

To outline the requirements for both Council and the ratepayer in provision of this service.

2. SCOPE

This policy applies to all properties within the designated kerbside waste collection area provided by Council

3. DEFINITIONS

For the purposes of this Policy:

Council means the Corporation of the City of Whyalla

Red bin means the 140L General Waste Bin

Yellow bin means the 240L Recyclables Bin

Green bin means the 240L Green Waste/Organics Bin

MGB means Mobile Garbage Bin

Property is developed land

Domestic Collection Area is the designated collection area of Whyalla – see Annex A

Commercial Property is defined as a property not used for residential purposes.

4. RESIDENTIAL KERBSIDE COLLECTION SERVICE

Each rateable property will receive;

- a. One Weekly 140L Red bin collection service
- b. One Fortnightly 240L Yellow bin collection service
- c. One Fortnightly 240L Green bin collection service
- d. Provision of One 140L Red bin, one 240L Yellow bin and one 240L Green bin



KERBSIDE COLLECTION SERVICE POLICY

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Page 2 of 6

Version: 1

Review Date: September 2017

5. COMMERCIAL AND INDUSTRIAL KERBSIDE COLLECTION SERVICE

Each rateable property within the Domestic Collection Area will receive;

- a. One Weekly 140L Red bin collection service
- b. One Fortnightly 240L Yellow bin collection service
- c. Provision of One 140L Red bin and one 240L Yellow bin

Council will provide the above service per rateable property for commercial and industrial premises within the Domestic Collection Area with no green waste collection. Businesses are responsible for the appropriate disposal of waste material produced in excess of this amount.

6. SPECIAL COLLECTION AREAS

Residential properties outside the Domestic Collection Area are provided with front lift skip bins at designated location, collected weekly. A separately calculated waste collection charge applies to these properties.

7. COUNCIL OWNED PROPERTIES

Where Council owned properties are provided with a waste collection service, unless otherwise specified in a lease, licence, management agreement or any other contract with Council, the occupant is required to pay the service charge.

8. SCHOOLS

Schools will be issued with 240L Yellow bins based on the number of students at the school (maximum of 1 bin per 100 students) to encourage recycling and promote waste minimisation. However, schools will only be provided with one 140L red bin and collection service per rateable property

9. ANNUAL REFUSE CHARGE

In accordance with Section 155 of the Local Government Act 1999, Council may impose an annual service charge, on land within its area, to which it provides, or makes available, a prescribed service.



KERBSIDE COLLECTION SERVICE POLICY

GDS Category: Infrastructure

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Date: September 2015

Page 3 of 6

Version: 1

Review Date: September 2017

Council will apply a service charge to all properties within the Domestic Collection Area where a waste collection service is provided.

10. ACCESSIBILITY

Where the collection vehicle is unable to access a property, Council will consult with the collection Contractor and, where possible, the property owner, in an attempt to negotiate a suitable location for the provision of a refuse collection service. e.g. the ratepayer placing their bins in another location.

Should a suitable arrangement not be agreed to, Council has the discretion to exclude the property from, the waste collection service.

Unless otherwise specified in an agreement between the parties concerned, bins will not be collected from private property.

11. PREMISES EXCLUDED FROM KERBSIDE SERVICE PROVISION

Premises classified as excluded from the kerbside collection service due to inaccessibility or similar reasoning by Council, will not receive a kerbside collection service or be required to pay the annual service charge.

Those affected properties will be required to utilise alternate waste and recycling disposal arrangements such as the use of the Waste and Resource Recovery Centre or a private Contractor. This arrangement and all cost associated with it is the responsibility of the ratepayer.

12. BIN REPLACEMENT – LOST, STOLEN OR DAMAGED BINS

a. Damaged bins

Will be repaired and or replaced by Council's Contractor only if it can be reasonably demonstrated that the damage was not the fault of the resident, taking into account that all bins have a limited life and their condition will progressively deteriorate with normal use.

b. Stolen bins

The 140L Red and 240L Yellow bins (and Green bin where supplied), will be replaced at no charge where the resident has completed a statutory declaration declaring that the bin has been stolen and provided this to the Contractor.



KERBSIDE COLLECTION SERVICE POLICY

GDS Category: Infrastructure

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Date: September 2015

Page 4 of 6

Version: 1

Review Date: September 2017

In all other cases, replacement bins will be charged to the resident at Cost + Delivery + 10%, prior to delivery. An application may be submitted detailing special circumstances and requesting that the charge, or a portion of the charge, be waived. This application will then be considered but does not guarantee provision of a bin at no cost to the resident.

13. BIN PROVISION INCLUDING NEW AND ADDITIONAL SERVICES

The 140L Red and 240L Yellow and Green bins are the property of Council and shall remain with the premises at which it is located should a change of occupancy or ownership occur. A register of bins linking them to their respective properties will be maintained by Council.

In exceptional circumstances, approved by Council, residents may receive an additional service entitlement and will be charged an additional fee for this service. This fee will be equal, and in addition to, the annual service charge.

Residents are required to submit a written application for new and additional services. Application forms are available on Council's website or in the Customer Service area at the Civic Building. Upon approval and provision of the new or additional service, the respective refuse charge will be applied to the subsequent rates notice.

An application for New/Replacement bins must be made on a form provided by Council. Any application for Additional services must be made to the Kerbside Collection Contract Administrator detailing exceptional circumstances requiring an additional service. Reasonable evidence to justify the additional service must also be provided. The cost for a commercial service is not an exceptional circumstance. Determination of the additional service will be made on a case by case basis.

For approved additional services, a sticker will be placed on the additional bin stating that it is an approved additional service. This sticker will detail the address of the premises and the bins barcode which is linked to the bin and address found on the bin register.

If bins are presented on a property in excess of that allowed on a premises, without the appropriate sticker, the excess bins will not be collected. The address may be noted and a letter issued to the resident stating why the bin was not collected with an explanation provided on the purchase additional services if applicable and entitlements.



KERBSIDE COLLECTION SERVICE POLICY

GDS Category: Infrastructure

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Date: September 2015

Page 5 of 6

Version: 1

Review Date: September 2017

On the second occurrence of presentation of an unapproved bin, the additional bin will be removed from the premises by Council or the Contractor.

14. COLLECTION TIMES

The kerbside collection service is to operate between the hours of 7am to 7pm. All bins are to be placed on the kerbside (or equivalent) at the front of the property (or designated collection area) a minimum of 1 metre apart, or at a point determined between the Contractor and the ratepayer/resident, by 6:50 am on the day of the collection service. Bins not placed out by this time may be classified as non collection and the bins may not be collected until the following scheduled collection day.

Council may approve changes to the times of collection in special circumstances including, but not limited to, changes in waste facility opening hours, disruption due to emergencies, collection on main roads or in areas where traffic or other activities may restrict access to bins.

15. REFUSAL OF SERVICE

Where contamination is observed in the Green bin or Yellow bin, the Contractor may refuse to pick up the bin.

Where prohibited materials are placed into the waste bin, the bin may be refused for collection by the Contractor.

“Prohibited materials” include; Hot materials, oils, solvents, building materials or masonry, heavy materials, or any material classified as a listed waste under the Environment Protection Act 1993 or that is classified as a hazard to the collection vehicle or collection system.

Where a bin exceeds 50kg in weight the bin may be refused collection.

The Contractor will only empty Red, Yellow and Green bins that are approved by Council for the kerbside collection service.

In all of the above circumstances, the contractor will notify the occupant of the premises of the problem by attaching a sticker to the bin. If the occupant of the premises rectifies the problem and notifies the Contractor within 24 hours, they will then empty the bin within two days at no additional charge.



KERBSIDE COLLECTION SERVICE POLICY

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Page 6 of 6

Version: 1

Review Date: September 2017

16. MISSED SERVICES

Any missed collections must be reported to the kerbside collection contractor within 24 hours. When a missed service is reported, this will be collected within 24 hours of notification.