

9.6 KERBSIDE COLLECTION POLICY UPDATE

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File No: WM/05/001-01

Attachments: 1. Kerbside Collection Policy 2020

SUMMARY

This report outlines the review and update of Council's Kerbside Collection Policy (The Policy).

The Policy was adopted in April 2016 in order to provide strategic guidance for the provision of Council's kerbside collection services. It provides a framework to ensure that kerbside collection services are provided across the Shire in an efficient, effective and sustainable way to achieve best practice service delivery. It defines compulsory collection routes and criteria for extensions and exemptions of services, refusal of services, resident obligations, collection times and the application of the associated waste service charges.

An update of the Kerbside Collection Policy has been undertaken to strengthen the policy's content and ensure that it remains accurate and applicable to kerbside service delivery.

A number of new items such as medical exemptions, pandemic temporary kerbside collection service, multi-unit developments and schools have been included in the updated Policy to provide guidance for these elements of kerbside service delivery.

RECOMMENDATION

THAT Council adopt the updated Kerbside Collection Policy.

BACKGROUND

Waste management including kerbside collection services is a core and essential service provided by local government to the community.

A key goal of the *Mitchell Shire Council Waste Management Strategy (WMS) 2016-2021* is to provide kerbside waste and recycling services across the shire in an efficient, reliable and sustainable manner. The development and subsequent adoption of a Kerbside Collection Policy for kerbside waste collection services is included as an action of the WMS.

Council's current Kerbside Collection Policy was developed in 2016 to guide Council's kerbside collection service delivery and define compulsory kerbside collection zones and routes.

KERBSIDE COLLECTION POLICY UPDATE (CONT.)

Compulsory kerbside collection zones and routes are defined existing service routes, which primarily include townships within the shire and major roads that connect townships.

The compulsory kerbside collection township zones include:

- *Seymour*
- *Broadford*
- *Pyalong*
- *Tooborac*
- *Tallarook*
- *Waterford Park (Clonbinane)*
- *Kilmore*
- *Hidden Valley*
- *Wallan*
- *Beveridge*
- *Wandong/Heathcote Junction.*

A series of kerbside collection zone maps exist as an appendix to the Kerbside Collection Policy. Kerbside collection zones are compulsory in order to streamline administration of the service delivery, maximise economies of scale for the provision of waste services and to alleviate confusion for collection service providers.

A Waste Service Charge is levied on all properties within a compulsory kerbside collection zone or route with a dwelling, whether permanently occupied or not, and regardless of whether the service is required or utilised.

A review and update of the Kerbside Collection Policy 2016 has been undertaken to strengthen the Policy content and ensure that it remains accurate and applicable to kerbside service delivery.

ISSUES AND DISCUSSION

In order to strengthen the Kerbside Collection Policy 2016 and provide clearer guidance for delivery of kerbside collection services, a number of new inclusions have been added to the Policy as part of its update, these include:

Medical Exemptions

A residential property may apply for a Special Needs kerbside collection service where an additional Mobile Garbage Bin (MGB) is provided for the collection of increased packaging or non-hazardous wastes associated with medical treatment free of charge. This service will only provide an additional MGB and is subject to the provision of satisfying evidence such as a medical certificate or letter from a treating medical practitioner.

All applications for medical exemptions will be assessed by the Waste and Resource Recovery department upon receipt of a medical certificate or letter from a doctor.

KERBSIDE COLLECTION POLICY UPDATE (CONT.)

Pandemic Temporary Kerbside Collection Service

A temporary kerbside collection service may be provided to those residents that do not reside within a kerbside collection zone or route and are unable to leave their home due to pandemic restrictions (e.g. COVID 19 stay at home restrictions for those over 70 years old or with a pre-existing medical condition). This service will be provided, at cost, as a fortnightly garbage collection service for a temporary period only. The initial cost for this service will be based on a 6-month pro-rata cost for a 240 Litre MGB.

Designated Kerbside Collection Point(s)

A kerbside collection service may be provided to properties located outside of a compulsory collection zone or route, provided a resident delivers an MGB or Mobile Recycling Bin (MRB) to and from an agreed location (designated kerbside collection point) on a specified collection day. The Waste Service Charge is applicable to any property utilising this service.

Multi Dwelling Developments

Proposed multi dwelling or higher density developments should be designed to allow for kerbside collection services from Council's local road network by collection trucks and equipment utilised by Council's kerbside collection contractor.

Kerbside collection services will not be carried out within a private property unless a written indemnity is provided against damage to private infrastructure for the collection trucks and equipment utilised.

Where it is necessary to require provision of private kerbside collection services by a development through a planning permit process, due to site constraints that do not allow servicing by Council's kerbside collection contract, it will be a requirement of the developer/permit holder to ensure all future landowners are aware of their obligation to facilitate private kerbside collection services.

Where a planning permit requires that private kerbside collection services are to be undertaken for a development, then an exemption of the kerbside collection component only of the Waste Services Charge will apply, as these services will not be provided by the Council.

The minimum Waste Service Charge will however apply to these properties, which comprises general waste related services that are received by residential properties in the municipality including waste services administration, public place bin collections, landfill operations and Resource Recovery Centre operations.

Schools

Where schools can demonstrate they are participating (ongoing) in defined waste education programs/activities such as Resource Smart (or similar) or Council programs they can receive free of charge one MRB for every 100 students.

Schools may apply for the provision of kerbside collection services. A Waste Service Charge will apply.

Requests from Residents to Extend Kerbside Collection Routes

Amendments have also been made to the *Requests from residents to Extend Kerbside Collection Routes* criteria. Specifically, the need for written agreement by a majority of affected residents for an extension to proceed has been reduced from 80% to greater

KERBSIDE COLLECTION POLICY UPDATE (CONT.)

than 50%. This figure has been reduced in order to facilitate more kerbside extensions taking place.

A more detailed explanation of the Waste Service Charge has also been included in the Policy and some minor text updates to existing sections.

CONSULTATION

Officers consulted with waste colleagues from the Goulburn Valley Waste Resource Recovery Group Partner Councils regarding the content of their respective Council Kerbside collection policies when conducting the review of the Kerbside Collection Policy 2016.

FINANCIAL, RESOURCE AND ASSET MANAGEMENT IMPLICATIONS

The adoption of the Kerbside Collection Policy will assist in ensuring that the maximum number of properties are contributing to cost of the breadth of waste management services provided by Council to the community and assist in maximising the economies of scale for service delivery. The provision of kerbside collection services is fully funded through the Waste Service Charge.

POLICY AND LEGISLATIVE IMPLICATIONS

Under the Australian Constitution, State and Territory governments are primarily responsible for managing waste. The *Local Government Act 1989* requires Council to plan for and provide waste management services and facilities for the local community. The *Public Health and Wellbeing Act 2008* also requires Council to maintain municipal districts in a clean and sanitary condition.

The Kerbside Collection Policy is supported by the *Mitchell Shire Council Waste Management Strategy 2016-2021* of which a key goal is to ensure that kerbside garbage and recycling collection services are provided across the shire in an efficient, effective and sustainable way.

RISK IMPLICATIONS

Risk Ranking is determined using [ROHS201-G1- Corporate Risk Matrix](#). Risk is identified as Low, Medium, High or Very High. The key risk implication associated with this Policy is outlined in the table below.

Risk	Risk Ranking	Proposed Treatments	Within Existing Resources?
If a Kerbside Collection Policy isn't developed and endorsed by the organisation, there is no framework in which to deliver kerbside collection services and the associated waste service charge. This may have implications to service equity and delivery and costs.	High	Adoption of a Kerbside Collection Policy	Funded by the annual Waste Service Charge

KERBSIDE COLLECTION POLICY UPDATE (CONT.)

SUSTAINABILITY IMPLICATIONS (SOCIAL AND ENVIRONMENTAL)

The Kerbside Collection Policy has been developed to meet the goals of the *Mitchell Shire Council Waste Management Strategy 2016-2021* which seeks to structure and deliver kerbside collection services that reduce waste to landfill and improve the environment while being economical, equitable and accessible to members of our community.

CHARTER OF HUMAN RIGHTS IMPLICATIONS

The rights protected in the *Charter of Human Rights and Responsibilities Act 2006* were considered in preparing this report and it's determined that the subject matter does not raise any human rights issues.

CHILDREN AND YOUNG PEOPLE IMPLICATIONS

There are no implications for children and young people in relation to the Kerbside Collection Policy update.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

An update of the Kerbside Collection Policy 2016 has been undertaken to strengthen the policy content and ensure that it remains accurate and applicable to kerbside service delivery. A number of new items such as medical exemptions, pandemic temporary kerbside collection service, multi-unit developments and schools have been included in the updated Policy in addition to a detailed explanation of the Waste Service Charge and some minor changes to existing sections.

The adoption of the Kerbside Collection Policy 2020 formalises the current kerbside collection service offered to residents of Mitchell Shire by documenting compulsory waste collection zones and routes and providing strategic guidance for the provision of Council's kerbside collection services into the future.

KERBSIDE COLLECTION POLICY UPDATE (CONT.)

MITCHELL SHIRE COUNCIL

Council Meeting Attachment

DEVELOPMENT AND INFRASTRUCTURE

18 MAY 2020

9.6

KERBSIDE COLLECTION POLICY UPDATE

Attachment No: 1

Kerbside Collection Policy 2020

MITCHELL SHIRE COUNCIL.
Policy



Kerbside Collection Policy

Policy Owner	Waste and Resource Recovery department Development and Infrastructure
Creation Date	April 2020
Revision Date	April 2025

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Purpose

The policy has been developed in order to provide strategic guidance for the provision of Council's kerbside collection services in accordance with the objectives and goals of the Mitchell Shire Council *Waste Management Strategy 2016- 2021*. The policy also aligns with the Victorian Government's circular economy policy *Recycling Victoria*.

The policy will ensure that kerbside collection services are provided across the Shire in an efficient, effective and sustainable way to achieve best practice service delivery.

Scope

This policy applies to the kerbside collection services provided by Council and the application of associated Waste Service Charge. It defines compulsory kerbside collection routes and criteria for service extensions, service exemptions, refusal of services, resident obligations, collection times and kerbside collection points.

Policy

Waste management including kerbside collection services is a core and essential service provided by local government to the community. Under the Australian Constitution, State and Territory governments are primarily responsible for managing waste. The *Local Government Act 1989* requires Council to plan for and provide waste management services and facilities for the local community. The *Public Health and Wellbeing Act 2008* also requires Council to maintain municipal districts in a clean and sanitary condition.

The development of this policy is supported by the Mitchell Shire Council Waste Management Strategy 2016-2021 of which a key goal is to ensure that kerbside collection services are provided across the shire in an efficient, effective and sustainable way.

About the Waste Service Charge

A Waste Service Charge is a charge on a property receiving a kerbside collection service. The Waste Service Charge is developed through the annual budget process and is based on full cost recovery for the provision of waste and resource recovery services to the community. The charge is comprised of the cost to provide the following items: provision of a kerbside collection service, development, rehabilitation and operation of the Council's landfills in accordance with Victorian Environment Protection Authority regulations, public place bin management, waste education, management of Council's four Resource Recovery Centres and internal overheads based on the internal services provided to the waste management function.

Any income received as a result of services associated with waste and resource recovery management is offset from the above costs to arrive at the Waste Service Charge.

The Waste Service Charge is applied to properties as a separate charge on the Rates Notice and is not subject to the rate cap.

A Waste Service Charge is levied on all properties along a compulsory kerbside collection route with a dwelling, whether permanently occupied or not, and regardless of whether the service is required or utilised.

The minimum Waste Service Charge per property will be for a standard kerbside collection service.

Medical Exemptions

A residential property may apply for a Special Needs kerbside collection service where an additional Mobile Garbage Bin is provided for the collection of increased packaging or non-hazardous wastes associated with medical treatment free of charge. This service will only provide an additional Mobile Garbage Bin and is subject to the provision of satisfying evidence such as a medical certificate or letter from a treating medical practitioner.

All applications for medical exemptions will be assessed by the Waste and Resource Recovery department upon receipt of a medical certificate or letter from a doctor.

About the Kerbside Collection Service

Council delivers kerbside collection services to approximately 90 percent of tenements throughout the shire. A standard kerbside collection service is delivered as follows:

A standard kerbside collection service consists of:

1 x Mobile Garbage Bin (MGB) 120 litre collected weekly

1 x Mobile Recycling Bin (MRB) 240 litre collected fortnightly.

All MGBs and MRBs provided to residents remain the property of Council and must be kept at the address that they have been issued to.

Council will arrange for a new or additional kerbside collection service upon receipt of written notification from the property owner or a person legally responsible for payment of rates through receipt of the Kerbside Application form New Residence or Kerbside Application form Change an Existing Service. For a service to be provided to a new property an occupancy certificate must be provided. Additional MRBs and MGBs or larger MGBs will be supplied to a property for a minimum period of twelve (12) months.

Compulsory Kerbside Collection Routes

The kerbside collection service is provided within a defined service area as set out by the area and routes shown on Council's Kerbside Collection Route maps (Appendix A) and may be extended or reduced from time to time as per the principles outlined in this policy.

Given the large geographical size of the municipality and topography of some roads it is currently not feasible to support a kerbside collection service in all areas of the shire, therefore compulsory kerbside collection routes have been developed against a number of set criteria, these include:

- Townships within the shire
- Rural areas where the ratio of homes to the distance involved makes provision of a service economically feasible, and
- Roads travelled that link collection routes together.

A compulsory kerbside collection service is provided in the following townships; Seymour, Broadford, Pyalong, Tooborac, Tallarook, Kilmore, Waterford Park (Clonbinane), Wallan, Hidden Valley, Wandong/Heathcote Junction and Beveridge. The Waste Service Charge is applied to all tenements located in these townships.

Kerbside collection route maps are reviewed and updated annually (July) by Council's GIS officer and Waste and Resource Recovery department.

Requests from Residents to Extend Kerbside Collection Routes

Where residents request an extension to an existing kerbside collection route or for the provision of a service outside a compulsory kerbside collection route the following items are to be considered:

- The request is within the scope of any contract agreement Council has with its kerbside collection service provider,
- Number of collections on the proposed route extension,
- Additional distance to be travelled along the proposed route extension (less than 5kms to travel from an existing route with a minimum of 5 new collections),
- Condition of the road(s) along proposed extension route,
- Written agreement by a majority of affected residents (more than 50%) to utilise the service,
- Contractors capacity (plant and staff) to deliver the extended service, and
- The extension is able to be fully funded by the service charges to be collected from the extension to the service.

Kerbside collection routes will only be extended after investigation and assessment.

If the extension request meets the criteria, the Waste and Resource Recovery department must obtain written agreement from the kerbside collection contractor to provide the service detailing the agreed timeframe for commencement.

Extension of Kerbside Collection Routes by Council

The Waste and Resource Recovery department may, from time to time, consider extending compulsory collection routes. This may be based on, but not limited to the following items:

- Township growth,
- Contractor's collection schedules,
- Road improvements, and
- Emergency events.

Where an extension is identified the Waste Service Charge will be applied to all properties with a dwelling along the extended route.

Designated Kerbside Collection Point(s)

A kerbside collection service may be provided to properties located outside of a compulsory collection zone or route, provided a resident delivers a MGB or MRB to and from an agreed location (designated kerbside collection point) on a specified collection day. The Waste Service Charge is applicable to any property utilising this service.

Pandemic Temporary Kerbside Collection Service

A temporary kerbside collection service may be provided to those residents that do not reside within a kerbside collection zone or route and are unable to leave their home due to pandemic restrictions (e.g. COVID 19 stay at home restrictions for those over 70 years old or with a pre-existing medical condition). This service will be provided as a fortnightly garbage collection service for a temporary period only. The initial cost for this service will be based on a 6 month pro-rata cost for a 240 Litre MGB.

Commercial and Industrial Properties

Commercial and industrial properties located on a compulsory collection route have the option of receiving a kerbside collection service by contacting Council, provided that the waste being disposed of is suitable for the bins supplied. This service will only be provided where a kerbside service is deemed suitable, and there is suitable space to store bins and collect waste.

The Waste Service Charge will be applied to the premises. An application for the service must be made by the property owner for a minimum 12 month period.

Collection Times

The kerbside collection service operates between the hours of 6.30am and 5pm.

Collection days and times may alter on occasion due to the following:

- public holidays,
- emergency events, and
- in areas where traffic or other activities may restrict reasonable access to bins.

Collection days for geographical areas within the shire are outlined on Council's annual Waste and Recycling calendar.

Refusal of Service

There are a number of circumstances where kerbside collection will be refused and bins will not be collected, these include:

- contamination is observed in a garbage or recycling bin,
- prohibited materials are placed in a bin which include hot materials, oils, solvents, heavy materials, asbestos, chlorine, flares, building materials and masonry or any material classified as a hazard to the collection vehicle or collection system,
- when bin is placed in a location that it cannot be accessed by a collection truck,
- a bin exceeds 50kg in weight, as it exceeds the maximum weight allowance for the robotic arms of the vehicle, and
- a bin lid is not fully closed and may cause litter if picked up for collection.

In all of the cases the contractor will notify the householder of the problem by attaching a sticker to the bin. A letter will also be sent to the property by the Waste and Resource Recovery department advising them of the refusal of service.

Where a bin continues to be presented in accordance with issues outlined above the service to the property may be temporarily suspended.

Only garbage and recycling bins issued by Council for an approved service will be emptied as part of the kerbside collection service. Any non-Council bins presented will not be serviced.

Residents Obligations

On receipt of a kerbside collection service, residents must consider, and where applicable, adhere to the following obligations:

- Bins are to be maintained in a hygienic state,

- Bins must be placed at the kerbside the night before the scheduled collection day,
- All bins are to be placed on the kerbside (or equivalent) at the front of the property a minimum of one (1) metre apart where practically possible or at a point determined between the contractor and the ratepayer/resident,
- Avoid presenting bins on the bowl of a Court, and
- Always place bins with the wheels facing away from the kerb.

Damaged bins will be replaced when Council is notified by the property owner or occupier or kerbside collection contractor.

Any bins that are damaged or lost as a result of misuse or other action on the part of the property owner may incur a charge to the property owner for the cost of repair or replacement of the bin.

If a bin is lost, stolen or removed by the previous tenant, the property owner is required to complete a statutory declaration and submit it to Council in order to be granted a replacement bin. The statutory declaration must include:

- Property owner name
- Property owner phone number
- The address where the bin/bins are missing from
- The type of bin missing i.e garbage or recycling or both.

Council Owned Properties

Unless otherwise specified in a lease, licence, or management agreement or any other contract with Council, Council owned properties that are provided with a kerbside collection service are required to pay the Waste Service Charge.

Sporting clubs, non-profit organisations and other clubs utilising Council facilities will be provided with a kerbside collection service upon request and will be charged the associated Waste Service Charge.

Multi Dwelling Properties

Proposed multi dwelling or higher density developments should be designed to allow for kerbside collection services from Council's local road network by collection trucks and equipment utilised by Council's kerbside collection contractor.

Kerbside collection services will not be carried out within private property unless a written indemnity is provided against damage to private infrastructure for the collection trucks and equipment utilised.

Where it is necessary to require provision of private kerbside collection services by a development through a planning permit process, due to site constraints that do not allow servicing by Council's kerbside collection contract, it will be a requirement of the developer/permit holder to ensure all future landowners are aware of their obligation to facilitate private kerbside collection services.

Where a planning permit requires that private kerbside collection services are to be undertaken for a development, then an exemption of the kerbside collection component only of the Waste Services Charge will apply, as these services will not be provided by the Council.

The minimum Waste Service Charge will however apply to these properties, which comprises general waste related services that are received by residential properties in the municipality including waste services administration, public place bin collections, landfill operations and Resource Recovery Centre operations.

Schools

Where schools can demonstrate they are participating (ongoing) in defined waste education programs/activities such as Resource Smart (or similar) or Council programs they can receive free of charge one MRB for every 100 students.

Schools may apply for the provision of kerbside collection services. A Waste Service Charge will apply.

Introduction of Food Organics Garden Organics or Glass Kerbside Collection Service

If the introduction of a food organics garden organics (FOGO) or glass kerbside collection service is endorsed by Council, the content of this policy must be updated within 3 months of an agreed motion to include the new kerbside collection service details and no later than 6 months prior to a new service commencing.

Appendices

Appendix A - Kerbside Collection Route maps

Related Legislation

Local Government Act 1989 s162

Public Health and Wellbeing Act 2008

References

Mitchell Shire Council, Waste Management Strategy 2016-2021

Mitchell Shire Council, Contract No.132197 (Kerbside Contract Part A Recycling Collection Services and Part B Waste Collection Services)

Mitchell Shire Council, Rating Strategy 2019

Review

This policy will be reviewed 5 years from the date of adoption, with operational amendments as required, in accordance with Council's approval.