
WASTE AND RESOURCE RECOVERY SERVICES POLICY 2024

1. PURPOSE

The purpose of this Policy is to outline Council’s objectives regarding the waste and resource recovery services it offers to residents, businesses and other groups within the City.

2. SCOPE

The Policy has been developed to provide strategic guidance for the delivery of Council’s waste and resource recovery services in accordance with the objectives and goals of Council’s Strategic Plan 2021 - 2031 and Sustainability Strategy 2023 - 2033.

The Policy seeks to ensure that kerbside collection and other resource recovery services are provided across the City in an efficient, effective and sustainable manner to achieve best practice and value-for-money service delivery.

This Policy applies to kerbside and other waste management services provided by Council and associated service charges.

3. DEFINITIONS

The following definitions apply to this policy:

Accounting Period	Means the Financial Year beginning 1 July and concluding 30 June the following calendar year.
CEO	Means the Chief Executive Officer of Clarence City Council.
Collection Point	Means a determined location that is not immediately in front of a dwelling for the presentation of kerbside bins.
Commercial	Means any non-residential rated property.



Council	Means the Clarence City Council.
CSO	Means Community Service Obligation.
Kerbside Collection Service	Means a Council offered kerbside bin service.
MGB	Means Mobile Garbage Bin.
MOB	Means Mobile Organics Bin (Green Waste).
MPWTS	Means the Mornington Park Waste Transfer Station.
MRB	Means Mobile Recycle Bin.
MUD	Means Multi-Unit Dwelling, where multiple dwellings of 3 or more form a high-density cluster, including; apartment buildings, flats, units or dwellings on a single parcel or concentrated across multiple parcels and common land is managed by a Strata or Owners Corporation.
Policy	Means this Policy.
Residential Dwelling Unit	Means any habitable dwelling on a property, including a primary place of residence and/or any other ancillary dwelling upon which a Certificate of Occupancy is received by Council, and all properties built prior to 1994.
Standard Kerbside Service	Means the standard provision of an 80L MGB, 140L MRB, and a 240L MOB.
Waste Levy	Means the landfill levy imposed by the <i>Waste and Resource Recovery Act 2022</i> (Tas) and the <i>Waste and Resource Recovery Regulations 2022</i> (Tas).

Waste Service Charge

Means the fee(s) levied against a property for the provision of waste services.

Each stream has an associated service charge per unit, and includes provision for any/all ancillary dwellings

4. POLICY STATEMENT

Clarence City Council is committed to facilitating economical, effective and sustainable waste and resource recovery practices that assist in achieving the following goals:

- minimising the amount of landfill waste generated within the city
- increasing the recovery of resources
- providing alternatives to landfill disposal
- minimising the contamination of recycling and organic waste streams, and
- providing equitable and accessible waste and resource recovery services for all residents.

This policy provides the framework for Council to determine the minimum standards and requirements for kerbside collection services, including the ability to set and implement:

- fees and charges
- compulsory and non-compulsory collection requirements
- bin presentation requirements, and
- education and enforcement processes.

5. RELATIONSHIP TO COUNCIL STRATEGIC PLAN

The following strategies are identified in Council's Strategic Plan 2021 – 2031:

- **An environmentally responsible city**
 - 4.6. *Developing and implementing local and regional waste management strategies that consider all forms of waste.*

6. RELATED DOCUMENTS

The legislation and documents listed below form the framework to give effect to this policy.

6.1. LEGISLATIVE (ACTS, REGULATIONS AND STANDARDS)

- *Local Government Act 1993*
- *Waste and Resource Recovery Act 2022 (Tas)*
- *Waste and Resource Recovery Regulations 2022 (Tas)*
- *Litter Act 2007*
- *Environmental Management and Pollution Control Act 1994*

6.2. COUNCIL POLICY, PLANS, PROCEDURES AND GUIDELINES

- Clarence City Council Waste Management Strategy 1996
- Issue of Mobile Garbage Bins - Council Decision, 20 Jul 1998
- Waste Collection Areas – Serviced and Unserviced – Council Decision, Apr 2007
- Rates and Charges Policy 2020
- Clarence City Council Rating Resolution
- Council's Fees and Charges (Non rates) Policy 2023
- Council's approved Fees and Charges – reviewed annually and published on Council's website

7. POLICY REQUIREMENTS

The purpose of this Policy will be achieved through the delivery of key services and outcomes outlined below.

7.1. KERBSIDE COLLECTION SERVICE CHARGES

- a) Council may charge Service Rates and Charges for the collection and disposal of waste under the *Local Government Act 1993*.

- b) Council will consider Waste Service Fees and Charges as part of its budget process each year. The collection costs for each waste stream are set in Council’s annual rating resolution.
- c) The Waste Service Charge is an annual charge on a property.
- d) Services initiated, added or reduced after the commencement of an Accounting Period will be charged on a pro-rata basis.
- e) The Waste Service Charge comprises the adding of applicable fee(s) per service stream as recognised by Council as being present for each Residential Dwelling Unit.
- f) The Waste Service Charge is structured to reflect the service cost to Council.
- g) The Waste Levy, as imposed by the *Waste and Resource Recovery Act 2022* (Tas) and the *Waste and Resource Recovery Regulations 2022* (Tas), is applied proportionally to the Mobile Garbage Bin (*MGB*) size in service at a property, and each additional *MGB* thereafter.

7.2. ABOUT THE KERBSIDE COLLECTION SERVICE

- a) The Standard Kerbside Service provided by Council will be delivered, in respect of each Residential Dwelling Unit to which Council supplies or makes available a kerbside domestic refuse collection service, as follows:

Mobile Garbage Bin (MGB)	1 x 80 litre MGB collected weekly
Mobile Recycle Bin (MRB)	1 x 140 litre MRB collected fortnightly
Mobile Organics Bin (MOB)	1 x 240 litre MOB collected 4-weekly

- b) The following alternative kerbside collection services are available to allow customers to meet their needs:

MGB – Weekly Collection	MRB – Fortnightly Collection	MOB – 4-Weekly Collection
120 litre	N/A	N/A
240 litre	240 litre	N/A

- c) All Residential Dwelling Units are subject to the compulsory Standard Kerbside Service, at a minimum, if on an existing kerbside collection route. This includes properties greater than 2000m², and all Residential Dwelling Units in a MUD.
- d) Existing Residential Dwelling Units on existing kerbside collection routes who were previously not included in the compulsory Garden Organics Service provision will be grandfathered (i.e. the same provision that previously applied to the dwelling will be retained) as per the start date of this policy.
- e) Existing Residential Dwelling Units located near an existing Garden Organics collection route, may apply for an MOB and Garden Organics service, however, the request will be subject to contractor serviceability as per section 7.8 of this Policy. The waste service charge for this stream is not applicable unless a service is made available by Council.
- f) New Residential Dwelling Units, located on existing collection routes will be subject to the Standard Kerbside Service, including Garden Organics. New properties may arise on existing routes due to property subdivision.
- g) Council will undertake repairs on damaged bins and replace any bins that are stolen or damaged while left out for collection. However, if a bin is damaged or lost as a result of misuse or other action, the cost of replacement or repair of the damaged bin may be sought from the ratepayer of the property that it was allocated to. This cost is contained in Council's annual Fees and Charges Schedule.
- h) Change of Bin Sizes may be requested once per Accounting Period for each MGB, MOB or MRB service provided per Residential Dwelling Unit.
- i) Bin contents contained within the bin once placed at its Collection Point becomes Council's property. Contamination or bin audits may be undertaken by Council at any time to contribute to understanding of user's waste and resource recovery practices and educational programs.
- j) Bins will only be delivered to properties where an Occupancy Permit has been received by Council.
- k) Bins will only be delivered to Residential Dwelling Units with a Temporary Occupancy Permit for the duration as stated on the permit. Bins will be removed from their Collection Point if an Occupancy Permit is not received

before the temporary permit expires. The respective Waste Service Charge will cease from the date bins are removed from service by Council's contractor.

- l) Kerbside collection services and associated charges can only be cancelled if a property is demolished or becomes uninhabitable as classified by the Office of the Valuer General.
- m) Once Council becomes aware of a property that has been demolished or becomes uninhabitable as classified by the Office of the Valuer General, Council will arrange for the removal of bins. The bins will only be collected from the Collection Point, and not from within private property. Bins presented after the next routine collection will be rejected by the Contractor. The respective Waste Service Charge will cease from the date bins are removed from service by Council's contractor.
- n) Given the large geographic size of the City, it may not be feasible to support kerbside collection services to all areas of low-density settlement. Collection routes are mainly limited to:
 - i. urban areas
 - ii. rural areas where the ratio of homes to the distance travelled makes provision of services economically and environmentally feasible, and
 - iii. roads that support the contractor's collection vehicles.
- o) Where a bin is not present, by choice of a ratepayer, however a service charge is applicable for a Residential Dwelling Unit, the fee associated with the Waste Service Charge equivalent to the Standard Kerbside Service will be levied against the property. This includes the Waste Levy, if and where appropriate.
- p) Residential Dwelling Units cannot opt out of a service with Council unless access is via a private road, and an indemnity process is not feasible. In these cases, Council will not apply the Waste Service Charge against a Residential Dwelling Unit.
- q) Any Residential Dwelling Unit(s) who have been granted approval as per 7.2.p are required to responsibly dispose of their household waste. In the event of Council becoming aware of inappropriate management of household waste at an approved exempted property, the Waste Service Charge will be levied against the relevant Residential Dwelling Unit, plus any other associated charges, fees or costs.

- r) The Standard Kerbside Service is compulsory for all Residential Dwelling Units on a property to which Council supplies or makes available a kerbside domestic refuse collection service. This includes any ancillary dwellings. However, in the circumstance where a Collection Point cannot accommodate bins for additional Residential Dwelling Unit(s), service provision may be provided in communal bins, where the capacity available to all dwellings is equal or greater than the following weekly minimum capacity:

MGB	80L x Residential Dwelling Units = Required Minimum Volume
MRB	70L x Residential Dwelling Units = Required Minimum Volume
MOB	60L x Residential Dwelling Units = Required Minimum Volume

7.3. RESIDENTIAL KERBSIDE COLLECTION SERVICES

- a) Council's Waste Service Charge will be levied on all Residential Dwelling Units, unless exempted per 7.2 of this Policy. These charges will apply regardless of whether or not:
- i. the dwelling is occupied, or
 - ii. the service is required or utilised.
- b) Charges for the Standard Kerbside Service for new Residential Dwelling Unit(s) shall apply as at the occupancy date specified in the Certificate of Occupancy for the dwelling. Applications received after this date, will incur Waste Service Charges backdated to the date stated on the Certificate of Occupancy, or the start of the current Accounting Period, whichever is the lesser. The only exception is where any, or all bins cannot be supplied due to contractor unavailability.
- c) Additional kerbside collection services, or changes to the Standard Kerbside Service may be provided upon application. Additional fees will apply depending on the bin size and service type requested.
- d) Any amendments to service allocations that incur a financial implication can only be made by the property manager, property owner or person legally responsible for payment of rates.

- e) The onus is on the property manager, property owner or person legally responsible for payment of rates to notify Council if there is a discrepancy between the bins present at the property and charges levied at their property. Council will not refund, or back-date any approved refund beyond the date of report unless Council delivered the incorrect bin size or quantity of bins.
- f) The onus is on the resident or owner of a property to notify Council to report stolen or missing bins. Council will not refund charges related to non-service due to bins been stolen or missing from a property, unless Council is deemed at fault.
- g) Properties may not opt out of this service if the Residential Dwelling Unit is located on a route whereby Council makes a service available, unless otherwise stated in this Policy.
- h) Properties may opt out of the service if a Residential Dwelling Unit is required to bring their bins to a Collection Point that is not immediately in front or adjacent the property's frontage, and, Council's kerbside collection service provider cannot access the property via the indemnity process outlined in this Policy. If the property owner or person responsible for the payment of rates decides to opt-out of the service, the Waste Service Charge will not be levied against the property for any habitable dwellings.
- i) Free recycling, if source separated, will be offered to the residents of properties where council cannot facilitate a collection service, including those eligible to opt-out of the service as per 7.2.p and 7.3.h of this Policy.

7.4. KERBSIDE COLLECTION SERVICE - COMMERCIAL

- a) Kerbside collection services are available on application for commercial premises located on existing collection routes of the City. An application must be made by the property manager, property owner or person legally responsible for the payment of rates.
- b) Commercial premises can apply for any combination and number of kerbside collection services. Each service will attract the applicable Waste Service Charge.
- c) Waste service provision for commercial properties is not mandatory through Council. However, all obligations under this policy are required to be adhered

to when engaging a private service. In the event of Council becoming aware of inappropriate waste activities at an exempted property, the Waste Service Charge will be levied against the relevant property, plus any other associated charges, fees or costs.

- d) Commercial premises found using Council's public place bins to dispose of rubbish will be required to have a Council service or provide evidence of a compliant commercial arrangement.
- e) Any amendments to service allocations can only be made by the property manager, property owner or person legally responsible for payment of rates.
- f) For premises in urban areas that are combined residential / commercial, the Standard Kerbside Service charge will be levied on any residential part(s) of the premises, whether or not a service is required or utilised.
- g) Kerbside collection services from commercial properties housing Opportunity Shops managed by charitable organisations, will be charged for services as per other commercial properties. Council will consider written requests to waive the disposal fees at Mornington Park Waste Transfer Station, for any unsaleable items left at these premises outside of the premise's operating hours where appropriate measures have been taken to prevent illegal donations.
- h) Written requests received by Council must state the requested amount of waiver, and the reason for the request (i.e. community service benefit). Requests must also outline any attempts made to minimise the illegal dumping of material at their premises.
- i) Waivers will only be for a maximum 12-month period. At expiration of this, businesses may reapply.

7.5. BIN PRESENTATION – KERBSIDE SERVICE PARTICIPANT OBLIGATIONS

- a) Participants in Council's kerbside collection service, including residential and commercial properties, must adhere to the following obligations where possible:
 - i. bins are to be maintained in a hygienic state and must not include political messaging or modifications (including artwork)

- ii. place bins on the kerbside before 6am on the day of scheduled collection
 - iii. place bins on the kerbside (or equivalent) at the front of the property, a minimum of one (1) metre, where practicable, from any obstruction (car, power pole, tree etc...)
 - iv. bins are spaced at least 30cm apart
 - v. bin lids are fully closed
 - vi. bins are not overfilled or overweight
 - vii. no rubbish is placed on top of, or surrounding, presented bins
 - viii. place bins with Council's logo facing the road, and
 - ix. bins are stored wholly within the premises unless otherwise authorised, or when placed out for collection.
- b) Where placing bins in front of a Residential Dwelling Unit is not possible, Council may authorise the resident(s) of affected dwellings to place bins in a safe location at Council's discretion. The presentation of these bins is referred to as a Collection Point.
- c) Non-compliance with presenting bins at a Collection Point as per 7.5.b may result in refusal of service.
- d) Bins should not be presented or left at a collection point for more than 48 hours prior, or post collection.
- e) Council may issue infringements under its Public Places By-Law (2018) if bins are left longer than reasonably practicable at a collection point.

7.6. NON-COLLECTION OF BINS

- a) The resident is responsible for the disposal of items when bins are presented as:
- i. Overfull or overweight –the contractor is not obligated to collect any bin that is overfull. Excess waste must be disposed of by the resident. The maximum weight collection limit of 80kg for MGB's and MRB's, and 110kg for MOB's.

- ii. Contaminated – where visible mixing of non-compliant material(s) in any mobile bin will result in the bin not being collected.
 - iii. Non-Approved – including: bins without Council’s logo, or, where the number of bins presented for a Residential Dwelling Unit do not match the levied number of bins on file.
 - iv. Non-compliant – where the bin is not presented in accordance with this Policy or as directed by Council.
- b) Council and its Contractor will endeavour to work with residents who present a non-compliant bin. An opportunity may be provided to the resident to comply with requirements (i.e., remove contamination). In these instances, a collection vehicle will return and empty the contents of the compliant bin at no extra cost to Council, the ratepayer, or resident.
 - c) Where a collection vehicle returns to a property without the appropriate remedial action having been taken, the onus is on the resident to self-manage the contents of the bin, or, to approve a call-back by the contractor and be charged the applicable call-back rate. The call back charge must be paid prior to the recollection of the applicable bin.
 - d) The call-back rate is advertised in Council’s Schedule of Rates each Accounting Period and is set as per the cost to Council for the completion of the call-back service by its Contractor.
 - e) Should Council determine that compliance following the events under the scenario of 7.6.c is unlikely, and non-compliance may result in the creation of an environmental nuisance, Council may instruct the Contractor to return and empty the bin. Under this scenario, the call-back charge will be passed on to the ratepayer. The ratepayer will be notified in writing before this action is taken.

7.7. NON-COMPLIANCE: EDUCATION & ENFORCEMENT PROCEDURE

- a) If a bin is found to be contaminated or is presented incorrectly as per the requirements of this Policy, an education and enforcement process will be initiated.
 - i. In the first instance*, a sticker will be placed on the bin by the contractor to inform the resident that incorrect material was placed in

the bin. Council will send an education information sheet to the address.

**If the bin is visibly contaminated prior to collection, it will be rejected and a sticker placed on the bin.*

- ii. In the second instance, the bin will not be emptied, and Council will advise the property owner or property manager that the bin was again presented for collection with contamination evident.
 - iii. In the third instance, Council may direct its contractor to empty the bin at the applicable call-back rate. This charge will be passed on to the property owner, property manager or person responsible for the payment of rates. In addition, the bin will be removed from the bin collection point, or driver assist location for one collection cycle.
 - iv. In the fourth instance the bin will be removed from the property and not replaced until the user commits to abide by Council requirements.
- b) Should a bin be removed, as outlined above, the Waste Service Charge will remain on the property.
 - c) Withdrawal of a bin from a property is only taken after repeated breaches of the health and safety provisions outlined. Contamination of collection services incurs financial penalties to Council and thus the broader community. Council staff will support community education to ensure residents use the bins correctly.
 - d) Reinstatement of a removed service may be approved once adherence to the obligations pertaining to Council's kerbside collection service obligations is received in writing from the property manager, property owner, or person legally responsible for payment of rates.
 - e) Council will monitor any reinstated bins to ensure obligations are met.
 - f) Reinstated bins will re-enter service on the condition equal to being issued a first instance notice. On the next instance of contamination or presentation issue, the bin will be rejected as per the enforcement procedure. A second instance in this case would mean removal of the bin from the property's collection point for one collection cycle.

- g) The 12-month period for non-compliance will reset on the first day of each new Accounting Period for all Residential Dwelling Units, or, manually during an Accounting Period, if it becomes known to Council that there has been a change of ownership or tenant(s).

7.8. EXTENSIONS TO KERBSIDE COLLECTION ROUTES

- a) Council will consider the following before adopting any extensions to existing collection routes:
 - i. economic feasibility of additional service (resident and/or council expense)
 - ii. existing contractual arrangements
 - iii. physical constraints of extended route (i.e. pavement strength of road to take heavy vehicles, width and alignment of road, bridge load limits, slope of road, turning area)
 - iv. possibility of damage to Council and private assets by heavy vehicles (i.e. damage to bridges, road surface, road furniture)
 - v. number and proximity of dwellings serviced (additional distance travelled does not exceed two kilometres per service)
 - vi. impact of additional routes on the existing collection day program, and
 - vii. proximity to existing collection routes.
- b) In addition, at its discretion, Council may choose to extend collection routes based on, but not limited to, the following:
 - i. township growth
 - ii. contractor's collection schedules
 - iii. road improvements, and
 - iv. emergency events.
- c) Where a route extension has been established, all Residential Dwelling Units along the extended route will be subject to conditions 7.2 and/or 7.3 of this policy.
- d) Access using private roads to provide collection services may be approved where a specific access agreement has been negotiated between Council, the

collection contractor and the landowner. Access is established through an Indemnity Form.

- e) Requests to provide collection services to properties located within adjoining municipalities in close proximity to the border with Clarence City Council may be investigated. For this service to take place, agreement must be reached with the Council that the property is in, to either:
 - i. reimburse Clarence city Council for the collection service provided
 - ii. agree an appropriate alternative arrangement, or
 - iii. the ratepayer being levied the fee directly as a sundry debtor.

7.9. MULTI-UNIT DWELLINGS (MUD)

- a) Multi-Unit Dwelling's including three or more Residential Dwelling Units should be designed to allow for the ease of waste and resource recovery collection services from Council's local road network by collection vehicles and equipment utilised by Council's kerbside collection contractor, or, via private arrangement.
- b) Council reserves the right to determine if a Standard Kerbside Service for each Residential Dwelling Unit is appropriate for a MUD.
- c) MUD's may require a private collection service due to the number of dwellings built, or proposed, if there is insufficient kerbside frontage to accommodate Council's Standard Kerbside Service.
- d) It is a requirement of the developer/permit holder to ensure all future landowners are aware of their obligation to facilitate a private collection service in these cases.
- e) The Standard Kerbside Service, or equivalent (if using shared bins), is applicable to each Residential Dwelling Unit within a MUD.
- f) Service provision may take the form of communal bins in a common storage facility. The minimum weekly volume, which is equal to the Standard Kerbside Service must be provided. This can be calculated as:

$$\text{MGB} \quad 80\text{L} \times \text{Residential Dwelling Units} = \text{Required Minimum Volume}$$

MRB 70L x Residential Dwelling Units = Required Minimum Volume

MOB 60L x Residential Dwelling Units = Required Minimum Volume

- g) A common storage facility for waste services should consider, at a minimum:
- i. Accessibility residents and service provider (for bins larger than 1m³ in volume, collection point should be within 5 metres of storage area)
 - ii. Location away from residences and view from any main thoroughfare
 - iii. Capacity current and future needs
- h) An exemption to the requirement of a Garden Organics/MOB service may be approved by Council, where the developer/permit holder or Strata can provide evidence that the management of Garden Organics is contracted to be removed off site.
- i) Storage facilities must accommodate a contingency of one third extra space in the event Council adopts a FOGO service. Under this circumstance, FOGO will be mandatory for all MUD's. The extra capacity is applicable where an exemption to Garden Organics/MOB's has been granted.
- j) Kerbside collection services will not be carried out within private property unless an Indemnity Form is provided against damage to private infrastructure for the collection trucks and equipment utilised.
- k) Council is not liable for any damage to private infrastructure performed through a private waste service arrangement.
- l) Where a planning permit requires that private kerbside collection services are to be undertaken for a development, an exemption of the Waste Service Charge will apply, as these services will not be provided by the Council.

All information regarding waste and resource recovery services for MUD's is relevant to this policy. The content of this policy must be updated within three (3) months of the development of a *MUD Waste & Resource Recovery Guideline or similar*, and/or the adoption of a FOGO service.

7.10. COUNCIL OWNED PROPERTIES

- a) 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.
- b) Council may support resource recovery endeavours at Council owned facilities. This is outlined in section 7.13 of this Policy.

7.11. SCHOOLS

- a) Schools may apply for the provision of bins as per section 7.4 of this policy.
- b) Waste service provision for schools is not mandatory through Council. However, all obligations under this Policy are required to be adhered to when engaging a private service. Non-compliance with this Policy, or any supporting policy, may result in the Standard Kerbside Service fee being applied to the property.

7.12. PUBLIC USER GROUPS

- a) For the purposes of this Policy, public user groups include: pre-schools, kindergartens, childcare centres, community groups, sporting groups and sporting facilities, recreational reserves and not-for-profit organisations.
- b) These groups may access Council's Standard Kerbside Service, including Lessees of Council Facilities, where a service is deemed safe and feasible by Council's kerbside collection service provider.
- c) These groups are subject to section 7.4 of this Policy, unless otherwise stated in their respective lease arrangement, and are encouraged to minimise waste wherever possible.
- d) Public waste and resource recovery infrastructure may be located within the vicinity of these public user group and respective facilities. This infrastructure exists in high-use areas and is in place to minimise dumped rubbish and litter.
- e) Additional public waste and resource recovery infrastructure is at the discretion of Council's Head of Infrastructure and Natural Assets.

- f) Public user groups may apply for a community grant to assist in the payment of waste and resource recovery charges through Council or an external provider.

7.13. SPECIAL CONSIDERATION (MEDICAL EXEMPT)

- a) Council may provide a free upgrade in service at the request of the resident, when:
- i. a resident(s) presents with medical condition(s) that result in larger than usual waste generation and a medical certificate or a letter on official letterhead from the applicant's doctor or district nurse is sighted by Council, and
 - ii. the waste generated is eligible to be collected through the kerbside collection service (cannot include sharps or other hazardous medical waste).
- b) Approved Special Consideration applications will be entitled to the delivery and servicing of the next available larger bin size without any additional service charge. The Waste Levy for any larger MGB will be applied in full respective of bin size delivered.

Bin Type	Current Waste Service Charge	Size Available at No Extra Charge
MGB	80 litre	120 litre
MGB	120 litre	240 litre
MRB	140 litre	240 litre

- c) Special Consideration applies to both MGB's and MRB's. Resident(s) may be eligible for an upgrade of both services, dependent on the amount and type of waste generated.
- d) Special Consideration may be approved for up to two (2) MGB's and MRB's respectively, per Residential Dwelling Unit, dependent on the amount and type of waste generated.
- e) Non-Residential rated properties are not eligible for Special Consideration.

- f) For properties with a dual Residential/Non-Residential rating, Special Consideration is only applicable to service applied to the Residential Dwelling Unit.
- g) Council must sight documentation outlining the requirement of additional waste capacity due to a medical condition.
- h) Council will maintain a register of recipients, including the date that supporting documentation was sighted. No copy of medical records is required to be kept on file.
- i) The Special Consideration register will be maintained and the continued need for the service reviewed every financial year.
- j) Recipients must renew their eligibility upon request. Failure to respond to this request may result in the applicable service charge added to the property's rates, on a pro-rata basis for the remainder of that financial year.

7.14. DRIVER ASSIST

- a) Council, in partnership with the kerbside collection contractor, offer a Driver Assist program (Wheel Out Wheel In service), for members of our community who cannot deliver and collect bins from a collection point.
- b) This service is available to any Residential Dwelling Unit in urban or rural areas at no extra charge, contingent on:
 - i. a medical certificate or a letter on official letterhead from the applicant's doctor or district nurse is sighted by Council, and
 - ii. contractor approving the service after conducting an applicant-specific risk assessment.
- c) Council will support applicants throughout the Driver Assist application process, however, Council cannot influence the contractor's risk assessment process. Services deemed unsafe through this process will not be eligible for the Driver Assist service.
- d) Council will maintain a register of Driver Assist approved properties and provide an updated copy to the kerbside collection contractor upon request.

7.15. MEDICAL WASTE (SHARPS)

- a) Council provides sharps containers and disposal free of charge for medical patients who are residents of the municipality.
- b) This service is not available to commercial operators.
- c) Containers are available to collect from Customer Contact during business hours.

7.16. SPECIAL EVENTS

- a) Organisers of Special Events on Council land may apply to Council for the provision waste and resource recovery services for their event.
- b) Applications must be made to Council via Council's event application process at least:
 - i. 14 days in advance of the event date for events requiring less than 10 bins, or
 - ii. 28 days in advance of the event date for events requiring more than 10 bins.
- c) To promote resource recovery, each MGB must be paired with at least one MRB. This extends to an MOB in the availability of a GO/FOGO processing capabilities.
- d) The Event Organiser is responsible to minimise contamination of the provided waste streams. Contaminated bins may incur a surcharge from the supplier. This surcharge will be passed on to the Event Organiser.
- e) In general, a minimum of one litre per person per meal is the standard amount of waste generated per person at an event. This may vary depending on; catering, alcohol availability, number or profile of attendees and waste management strategies available and used on site.
- f) Council officers will support event organisers to determine the appropriate number and placement of bins for the event type.
- g) Payment of the fees for event waste service provision via Council's preferred supplier is the responsibility of the Event Organiser.

- h) The waiving of fees for events is at Council's discretion in accordance with council' adopted Grants and Sponsorship Policy.
- i) Waste service provision for events on Council land is not mandatory through Council. However, obligations under section 7.16 of this Policy must be adhered to when engaging a private service. Non-compliance with this Policy, or any supporting policy, may result in the rejection of an event application.

All information regarding waste and resource recovery services for Special Events is relevant to this policy. The content of this policy must be updated within three (3) months of the development of a *Waste Wise Events Guide*, or similar.

7.17. PUBLIC PLACE LITTER, RECYCLING & STREET SWEEPING

- a) Council encourages residents and visitors to practice recycling habits when out in the community. Council provides public place litter and recycling services for the following streams:
 - i. general waste
 - ii. recycling, and
 - iii. dog waste.
- b) Public place bins include:
 - i. *Street Litter Bins** - commonly located in town centres, shopping strips and near retail premises on Council maintained roads.

Bins may also be provided at bus shelters where generation of litter is considered a problem such as near a food outlet, milk bar, or school.
 - ii. *Park Litter Bins** - may be provided in selected high use parks where there is a likelihood of litter being dropped.

Parks must meet one or more of the following criteria to be considered for the installation of a litter bin: be within walking distance of possible origin of litter, such as a milk bar, or have barbeque facilities, or have a facility on site encouraging a gathering of residents.
 - iii. *Dog Waste Bins & Bags* - designated dog friendly parks have a dog waste bin and bag dispenser installed to cater for owners to 'clean up' after their pets and keep the park and amenities clean.

Council may consider installing dog waste bins and bag dispensers at other locations, such as popular walking trails.

Requests for Street and Park Litter or Dog Waste Bins are welcomed from the community, however, installation will be at the discretion of Council.

- c) Council will endeavour to provide public place bins in high priority areas. In other locations, education and signage (i.e. 'leave no trace') will form the primary approach to deter littering.
- d) Size, location, number and type of bins are to be reviewed on an ongoing basis by Council.
- e) Enforcement and programs and around litter management will be consistent with Tasmanian government legislation, strategies and policies.
- f) Street Sweeping is provided across the municipality on a ten-week rotational schedule. The schedule is more frequent in commercial and urban areas and is subject to seasonal requirements.

All information regarding waste and resource recovery services for public place litter, recycling and street sweeping is relevant to this policy. The content of this policy must be updated within three months of the development of a *Litter Management Plan*, or similar.

7.18. COMMUNITY SERVICE OBLIGATION (CSO) – (MPWTS)

- a) To assist in resource recovery and diversion from landfill, Council may subsidise the disposal of materials delivered to MPWTS. The subsidy is known as a Community Service Obligation, or CSO, and is reflected in the MPWTS gate fee.
- b) The CSO component of the MPWTS gate fee is set by Council and forms a separate budget line for each Accounting Period.
- c) A CSO subsidy may be payable by Council to MPWTS on four material categories self-delivered to the facility, including:
 - i. residual waste
 - ii. recoverables (recyclables)
 - iii. public green organic waste, and

- iv. mixed loads (residual waste and at least one other waste category).
- d) The CSO may be of equal or differing proportions across material types and can vary from year to year.
- e) Council may remove the CSO payable from future Accounting Periods.

7.19. PUBLIC CAMPING

Council does not operate any public campgrounds. Individuals camping on Council land must ensure they *'leave no trace'*, or they may incur penalties under the Litter Act (2007).

8. IMPLEMENTATION AND COMMUNICATION

The Manager of Waste and Sustainability is responsible for the implementation of this policy.

This policy will be communicated via:

- council's website
- internal circulation to staff

9. REPORTING

Not applicable.

10. ADMINISTRATIVE ARRANGEMENTS

10.1. TABLE OF AMENDMENTS

No.	Date	Brief Details



10.2. APPROVAL

CEO APPROVAL DATE	
REVIEW	Every 2 years, or in the circumstances of a material change to Council's waste and resource recovery services or service requirements.
RESPONSIBLE POSITION	Head Infrastructure and Natural Assets
ECM REFERENCE	ID