



Residential Waste and Recycling Service Level Policy

Adopted	19 February 2014
Recommendation Number	26 / 0214
Review Date	February 2016

1 Purpose

Southern Mallee District Council is committed to the provision of accessible and reliable waste management services which are economically and environmentally sustainable and practically assist residents/ratepayers to avoid, reduce, reuse and recycle waste products.

Subject to certain conditions explained in this policy, Council will provide the following services to residents:

- 1.1 Two Bin Kerbside Collection Service to all township residents
- 1.2 Two Bin En-route Collection Service to all eligible outer township residents

The purpose of a service level policy is to

- 1.3 Define the standard of services which residents and ratepayers can expect to receive, and
- 1.4 Ensure that residents have access to sufficient information to understand the extent of services which affect the financial sustainability of the Council.

In determining service levels for its waste collection and recycling services, Council has taken into account

- 1.5 Targets established for long-term financial sustainability
- 1.6 Competing demands for Council's financial resources; and
- 1.7 Targets established for performance consistent with the objectives of its Strategic Management Plan and Annual Business Plan.

2. Legislative Context

Waste collection and recycling is one of the functions of a Council specifically mentioned in section 7 of the *Local Government Act 1999*. The collection levels and frequencies of the service are not prescribed for non-metropolitan Councils but are subject to periodic review by Council.

Section 155 of that Act states that "the collection, treatment or disposal (including by recycling) of waste" is a "prescribed service" for which Council may at its discretion impose an annual service charge on rateable and non-rateable land.

3. Definitions

For the purposes of this policy the following definitions apply:

Assessment is rateable land as defined in the Local Government Act.

Bin is a 240 litre mobile garbage bin (MGB).

Council means the Southern Mallee District Council including any of its authorised representatives or staff under the delegated authority of Council.

E-Waste means electronic waste such as televisions, computer monitors, mobile phones, laptop computers, DVD players and includes components, sub-assemblies and consumables that are part of the equipment when discarded. (See Clause 5.12 for non-kerbside disposal options.)

Garden Organics means

- 3.1 Small prunings, cuttings, branches and pieces of untreated timber no larger than one metre long and 50 millimetres in diameter
- 3.2 Lawn clippings, leaves, weeds and cut flowers
- 3.3 Any other materials as stipulated by Council from time to time.

Hard Waste means general waste materials including scrap metal, timber, building or construction materials, white goods, mattresses, furniture, large bundles of tree and shrub prunings, tyres, batteries, E-Waste, and other materials as defined by Council from time to time. (See Clause 5.12 for non-kerbside disposal options.)

Recyclables means the following containers, packages and products:

- 3.4 Recyclable Paper and Cardboard including
 - 3.4.1 Newspapers, Magazines, Junk mail, Stationery, Office paper, Envelopes, Telephone books, Egg cartons
- 3.5 Liquid paperboard cartons
- 3.6 Glass bottles & jars (excluding crockery)
- 3.7 Aluminium rigid & semi rigid packaging
- 3.8 Approved rigid plastic packaging
- 3.9 Steel rigid packaging (tins), including aerosol cans; and
- 3.10 Any other recyclables as stipulated by Council from time to time.

3. Definitions

Residual Waste means the residual fraction of the waste stream remaining after the removal of the Recyclables and Garden Organic material. It includes small items of refuse and rubbish but excludes Hard Waste, building or construction wastes, liquid wastes, prescribed wastes, sewage and hazardous wastes.

4. Policy objectives

Council's Strategic Management Plan has the following community goals

"Responsibly manage the natural and built environment to ensure its sustainability and diversity to the community."

Deliver a governance system that is responsive and takes into account the everyday expectations of the average ratepayer or person living in the community

A vibrant economy with an expanding and diverse mix of businesses

Healthy and resilient communities by working together

Southern Mallee District Council is committed to a long term goal of becoming an organisation that actively

- 4.1 Reduces its environmental footprint
- 4.2 Sets an example in the community and
- 4.3 Becomes a leader amongst local government authorities for its practices in waste management, water use, greenhouse gas emission reductions, energy efficiency and protection of biodiversity.

As a core activity, Council will continue to fulfil the role or ensure provision of the collection, disposal or recycling of household and industrial waste in a manner that promotes the sustainability of the environment.

The service levels expressed in this policy

- 4.4 Reflect current practice
- 4.5 Recognise the importance of Council's long term financial sustainability
- 4.6 Take into account the limited resources available to Council
- 4.7 Provide the direction for other relevant plans developed by Council
- 4.8 Are subject to review as circumstances change, including community consultation about intended changes which are considered material

4. Policy objectives

Council's performance in meeting the specified levels will be reported on an annual basis.

5 The Service

Each eligible rateable assessment [except an assessment that has been assessed vacant land] within the Council area is eligible for either

5.1 Kerbside Collection - subject to the relevant conditions below

- 5.1.1 Property must be situated within the gazetted Kerbside Collection Boundary
- 5.1.2 In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one Domestic Kerbside Collection service, unless otherwise approved within this policy.
- 5.1.3 The Recyclable bin remains the property of Council
- 5.1.4 Bins are allocated to each assessment and will remain on the premises in the event of a change of property ownership or tenancy.
- 5.1.5 Will be subject to an annual service charge.

5.2 En-route Collection – subject to the relevant conditions below:

- 5.2.1 Property must not be situated within the gazetted Kerbside Collection Boundary
- 5.2.2 Eligible properties must have an access point to their property along the gazetted collection route.
- 5.2.3 In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one
- 5.2.4 Domestic Kerbside Collection service, unless otherwise approved within this policy.
- 5.2.5 The Recyclable bin remain the property of Council, with on-going repair and replacement carried out by the Council's
- 5.2.6 Bins are allocated to each assessment and will remain on the premises in the event of a change of property ownership or tenancy.
- 5.2.7 Will be subject to an annual service charge.

5 The Service

5.3 Bin Supply, Repairs and Replacement

The supply, repair and replacement of Bins shall be as shown below

Service	Initial Bin Supply	New and Additional Services	Repairs, Maintenance, Replacements	Ownership
Residual Waste	Resident	Resident	Resident	Resident
Recyclables	Council	Council	Council	Council

Lost or stolen bins owned by Council will be replaced by Council at no charge, however the resident is required to report the loss to Police and provide a Police report number or complete a statutory declaration and provide this to Council.

5.4 Residual Waste Collection Service

The Residual Waste collection service which is available to all eligible rateable assessments within Council's gazetted kerbside collection boundary and en-route collection route and uses a 240 litre MGB with a green lid and is collected weekly.

5.5 Recyclables Collection Service

The Recyclables collection service which is available to all eligible rateable assessments within Council's gazetted kerbside collection boundary and en-route collection route and uses a 240 litre MGB with a yellow lid and is collected monthly.

5.6 Business, Industrial and Commercial Premises

It is not Council's responsibility to provide a comprehensive waste collection service for waste and recyclables generated by the activities of business, industrial and commercial premises.

Additional bins for residual waste (240 litre) and recyclables are available to an individual business, industrial or commercial premise through Council, on a fee for service basis.

5 The Service

5.7 Council Owned Properties

Council owned properties which are classified as eligible rateable assessments, and where the tenant is required to pay the rates for the property, shall be provided with a Domestic Kerbside Collection service.

5.8 Schools and Other Premises

This category may include but is not limited to schools, community groups, sports clubs, health services, religious centres, child and aged care centres.

Premises/organisations in this category, and leased Council owned properties not otherwise defined will be provided with a Domestic Kerbside Collection service only.

In addition to the above, a discretionary provision also allows Council to deliver a Domestic Kerbside Collection service to other groups, organisations, or activities which can demonstrate that there is a general benefit or that they operate in the community's best interest.

5.9 Collection Times

All services to any individual property will generally be provided on the same day of the week between the hours of 7.00am and 6.00pm, except where varied by Council in exceptional circumstances.

Bins are to be placed at the kerbside or at the gate entrance to an en-route property by 7.00am on the day of the collection service, and removed within 24 hours of being emptied.

Recyclables bins will be emptied once a month.

All changes to kerbside waste and recyclables collection times will be shown on the collection calendar, Council's website www.southernmallee.sa.gov.au and advertised in the local newspaper.

5.10 Refusal of Service

Service may be refused in circumstances where

5.10.1 Prohibited materials are placed in the residual waste bin;

5.10.2 Contamination is observed in either the recyclable bin

5.10.3 The bin and contents weigh more than 90 kg, as it exceeds the maximum lifting capacity of the collection vehicle's robotic arm

5 The Service

Council reserves the right to refuse service to premises or locations 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.

Bins will not be collected from other than a kerbside or approved en-route location unless prior arrangements.

5.11 E-Waste and Hard Waste

E-Waste and other Hard Waste items as defined are prohibited materials for kerbside waste and recycling collection but many of these items are able to be safely disposed of by residents at one of the Council operated Waste Transfer Stations.

Details of the individual Waste Transfer Station's operating hours, charges, and prohibited items are displayed at the site. This information is also available on Council's website www.southernmallee.sa.gov.au.

From time to time, Council will also promote special campaigns for the collection and disposal of particular wastes, such as e-waste. These individual campaigns will be advertised in the media and Council's website.

5.12 Complaints

Council will ensure

5.12.1 It efficiently rectifies all complaints that relate to services in a timely manner

5.12.2 Investigates and attempts to resolve all complaints within the shift during which the complaint was received, or within the next working day

6 Further Information

Members of the public may inspect this Policy on Council's website www.southernmallee.sa.gov.au and at the principal office of the Southern Mallee District Council at Day Street, Pinnaroo SA 5304.

On payment of a fee, a copy of this Policy may be obtained from the Council, or otherwise may be downloaded for free from the Council's website.

Any queries in relation to this Policy should be directed to the Chief Executive Officer contactable at the principal office on 8577 8002.

7 Policy Review

This policy will be within two years or as required by Council.

The Council may at any time alter this policy, or substitute a new policy.

8 Other Relevant Policies/Procedures

Service Range Policy