

## Waste Management Service Policy 2019

<b>Department/Unit:</b> <i>Development Services</i>	<b>First Implemented:</b> 16 December 2014 <b>Reviewed:</b> 16 April 2019 <b>Effective From:</b> 16 April 2019 <b>Review Date:</b> 24 December 2020 <b>Version:</b> 2 <b>Trim Reference:</b> E522	<b>Origin:</b> Responsible Officer <i>Development Services Manager</i> Authorising Officer: <i>Endorsed by Council 16 April 2019</i>
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### PURPOSE/OBJECTIVE

The Waste Management Service Policy outlines the principles and processes relevant to Council's garbage and recycling collection service, determining kerbside collection areas and the application of the associated service charges.

### POLICY STATEMENT

The aim of this Policy is to facilitate effective waste and resource recovery management by clearly defining the waste conditions of supply and service.

### SCOPE

This policy applies to all Mansfield Shire Council employees, Councillors and contractors, consultants, volunteers and other authorised personnel of Mansfield Shire Council.

The procedures, together with the Waste Collection Conditions of Supply and Service (Appendix I), apply to Mansfield Shire ratepayers.

### RESPONSIBILITIES

Overall responsibility for the application of this Policy is held by the Chief Executive Officer.

Managers are responsible for ensuring their staff comply with the principles, practices and any associated procedures of this policy. Management, employees, contractors and volunteers are to be familiar with, and competent in, the application of this Policy, and are accountable for the delivery of this policy within their areas of responsibility.

The Development Services Department is the owner of this policy. Any reviews of this Policy must be made in consultation with the Waste Management Officer and Development Services Manager.



## REFERENCES / RELATED POLICIES

Appendix I – Mansfield Shire Council Waste Collection Conditions of Supply and Service 2019


## IMPLEMENTATION


This reviewed policy is effective from 16 April 2019.

## REVIEW DATE

This policy is to be reviewed by 24 December 2020.

## AUTHORISATION TO IMPLEMENT POLICY

Signed:   
Councillor

Witnessed:   
Chief Executive Officer

Approval dated: 16 April 2019

**Mansfield Shire Council reserves the right to review, vary or revoke this Policy at any time.**



## WASTE MANAGEMENT SERVICE POLICY PROCEDURES

*The following procedures are designed to ensure that all decisions relating to the policy are made in a consistent and open manner.*

### 1. DETAILS OF THE SERVICE PROVIDED:

- Waste and recycling is a compulsory service. All properties within the service area as deemed by Council are required to undertake the service.
- Council's kerbside garbage service comprises of either one 240, 120 or 80 litre red lidded Mobile Garbage Bin. These bins are clearly marked with Mansfield Shire logo and will have a unique serial number on them. Each serial number is recorded against the property to which it is issued by Council's kerbside collection contractor. A weekly waste collection will be provided on a day determined by Council.
- Council's kerbside recycle service comprises one 240 litre yellow lidded Mobile Recycle Bin. This bin is clearly marked with Mansfield Shire logo and will have a unique serial number on them. Each serial number is recorded against the property to which it is issued by Council's kerbside collection contractor. A fortnightly recycle collection will be provided on a day determined by Council.
- There may be extenuating circumstances in more remote areas when the requirement to participate in the waste and/or recycle service may be waived. An application to waive the service must be made in writing to Council's Waste Management Officer outlining the reasons why the service should not be provided to a particular property. Applications will be assessed on an individual basis against such influencing factors as (but not limited to) road condition, ease of access, the number of other nearby users and specific waste contractor requests/ limitations.
- All rateable properties with more than one dwelling or business must have a Garbage Bin and Mobile Recycle Bin allocated to each individual dwelling or business. Council reserves the right to allocate the standard issue of a 120 litre garbage and 240 litre recycle bin to additional businesses/dwellings.
- Mobile Garbage Bins and Mobile Recycling Bins not clearly marked with a Mansfield Shire Council logo will not be collected as part of the service. Only red lidded, black bodied Mobile Garbage Bins are eligible for collection as part of this service unless a prior arrangement has been made eg., to participate in Council's commercial waste collection service.
- Only yellow lidded, black bodied Mobile Recycling Bins are eligible for collection as part of this service unless a prior arrangement has been made eg. to participate in Council's commercial waste collection service.



## 2. ABOUT THE SERVICES

### Residential Service

- A service charge will be levied on all properties along a collection route with a dwelling, whether permanently occupied or not, and regardless of whether the service is required or utilised. Placing bins out for collection is discretionary.
- A standard allocation of 120 litre garbage bin and 240 litre recycle bin will be provided for all new properties upon receipt of a certificate of occupancy unless Council is otherwise notified.
- The waste and recycle services are NON optional for all properties with a dwelling within the service area.
- The waste and recycle services are a mandatory combined service. The waste and recycle service cannot be separated.
- Changes to rateable garbage and recycling bin allocations can only be made by the authorised ratepayer or owner.
- Upsizing, downsizing and alterations to the number of garbage and/or recycle bins allocated to a property may be requested once per year during the month of May.
- Properties that have changed ownership may alter their bin size on one occasion at any time during the first year of ownership.
- It is the responsibility of the ratepayer to advise Council on discrepancies identified relating to the garbage and recycle bin allocations rated against their property.
- Bins will not be allocated to vacant land without a current Local Laws camping permit. Bins allocated under camping permit conditions will remain in place for a minimum one annual rating period. It is the responsibility of the permit holder to cancel bins should a permit no longer be required. Where the access point to a property is situated on the collection route, the service is not optional.

### Commercial Service

- Businesses that require over and above the rateable entitlement (ie, standard weekly service) may choose to participate in Council's commercial collection. This service is provided in addition to the standard weekly collection.
- The commercial collection is invoiced separately on a monthly basis and charged at a rate as per the fees and charges schedule.
- Commercial customers are required to have a minimum rateable allocation of one 240 litre garbage and one 240 litre recycle bin.
- Commercial Waste and Recycle Applications (*Appendix I*) are available from Council's website.



### 3. COMMUNITY WASTE CHARGE

The Community Waste Charge is an annual charge that is applied to all rateable properties including vacant land without a kerbside waste and recycling collection service. The Charge ensures that all ratepayers within the Shire are effectively contributing to all community waste initiatives within the municipality.

The charge is declared for the recovery of costs of the following:

- Maintenance cleaning of all street and public bins
- Maintenance of Council's Resource Recovery Centre
- Waste Education Initiatives across the municipality
- Litter control
- Visitor waste management program
- Maintenance and servicing of all public place waste/ recycle infrastructure

The Community Waste Charge is a non optional charge.

### 4. WASTE ENCOMPASSING RESIDENTIAL, VACANT LAND AND COMMERCIAL

- Property owners with a collection service must comply with the Waste Conditions of Supply and Service.
- Non Rateable Properties required to undertake the service include but are not limited to; Hospitals, Schools, Fire Brigades, etc.
- Requests for the provision of the service to properties outside the Mansfield Shire boundary must undertake both waste and recycle service and will be invoiced annually.

#### Resident's Obligations

- It is recommended that property owners identify their garbage and recycling bin by permanently marking the bins with the street number or name of the property.
- Bins are to be maintained in a hygienic state.
- Bins must be placed at the kerbside the **night before** the scheduled collection day.
- Residents will be notified each year via the fourth rate instalment of the May period when bin allocations can be changed.
- Damaged bins will be replaced when Council is notified by the property owner or occupier.
- All replacement for damaged or missing bins will incur a charge to the property owner for the cost of repair or replacement of the bin.
- A Statutory Declaration must accompany all requests submitted to Council for replacement for bins that are missing from a property.



- Written permission from the property owner must be submitted to Council's waste contractor to allow for the service of bins on private property, ie, where bins can only be collected from a private or body corporate controlled road (for instance a large unit development or commercial complex).
- The bins are the property of Council. Bins must not be removed from the property to which they are allocated to even when there is a change of tenant or ownership of the property.
- Separation of recycling and garbage materials is mandatory. Recyclable materials are considered comingled for the purposes of the kerbside collection service provided. Plastics with numbers 1 to 7 are eligible to be placed in to the recycle bin. Plastic bags are not recyclable and should be placed in the garbage bin.
- All waste and recyclable materials generated from properties outside the service area must be taken to Council's Resource Recovery Centre or taken to the owner's permanent place of residence for disposal. Council's public street bins are not to be used for the disposal of household materials.

## APPENDIX 1



### **Mansfield Shire Council Waste Collection Conditions of Supply and Service**

*Reviewed and endorsed by Council - 16 April 2019*

#### **Details of the service you will be provided with:**

1. The Council's kerbside garbage service comprises of either one 240, 140 or 80 litre red lidded Mobile Garbage Bin (MGB). These bins are clearly marked with Mansfield Shire and will have a unique serial number on them. Each serial number will be recorded against the property to which it is issued. A weekly waste collection will be provided on a day determined by Council.
2. The Council's kerbside recycle service comprises of one 240 litre yellow lidded Mobile Recycle Bin (MRB). These bins are clearly marked with Mansfield Shire and will have a unique serial number on them. Each serial number will be recorded against the property to which it is issued. A fortnightly recycle collection will be provided on a day determined by Council.
3. It is not optional to participate in the waste and recycling service. All properties within the service area as deemed by Mansfield Shire Council are required to receive the service.
4. There may be extenuating circumstances in more remote areas when the requirement to participate in the waste and recycle service may be waived. An application to waive the service must be made in writing to the Mansfield Shire's Waste Management Officer and outline the reasons as to why the service should not be provided to a particular property. Applications will be assessed on an individual basis against such influencing factors as (but not limited to) road condition, ease of access, the number of other nearby users and specific waste contractor requests/ limitations.
5. All rateable properties with more than one dwelling or business must have a MGB and MRB allocated to each dwelling or business.
6. MGB and MRB's not clearly marked with Mansfield Shire logos will not be collected as part of this service.
7. Only red lidded MGB bins and yellow lidded MRB bins will be collected from each property unless a prior arrangement has been made to participate in Mansfield Shire Council's commercial waste collection service.

**Your obligations as a recipient of the service:**

8. It is recommended that you identify your MGB and MRB by permanently marking the bins with the street number of the property.
9. You should ensure that bins are maintained in a hygienic state.
10. You can change the size of the MGB allocated to a property once per year during the month of May. Properties that have changed ownership may alter their bin size on one occasion at any time during the first year of ownership.
11. You will need to provide written permission to Council's waste contractor to allow for the service of bins on private property where bins can only be collected from a private or body corporate controlled road (for instance a large unit development or commercial complex).
12. You can ask for a bin to be repaired if it is accidentally damaged, or replaced if it is stolen, by contacting Council's Waste Management Officer on (03) 5775 8555. Should your bin be lost or stolen, a Police Report must be submitted before it can be replaced. The delivery of replacement bins and bin repairs will be undertaken by Council's waste management contractor. If a bin is damaged or lost as a result of misuse or other action on your part the Council may charge you the cost of repair or replacement of the bin.
13. The bins are the property of the Mansfield Shire Council. Bins must not be removed from the property when there is a change of tenant or ownership of the property.

**On collection day:**

14. Bins should be positioned the night before your allocated day of collection. Failure to do so may result in your bin not being emptied. After the bin has been emptied, you should return your bin onto your property as soon as possible. Council may change your day of collection to cater for scheduling or operational requests by the waste management contractor. Residences will be notified by mail if this is to occur.
15. Place your bin as close to the edge of the road as possible, with the handles at the rear and the lid opening facing the road. Keep the bin clear of obstruction such as trees with overhanging branches, poles and signs, powerlines and approximately one (1) metre away from other bins and parked cars.
16. Bins which have blown over must be set upright and any rubbish cleaned up in readiness for collection.
17. The contractor is not required to empty overfull bins. The maximum weight of a MGB for disposal is 100kg. Any MGB over this weight will be required to be emptied by the resident. MGB and MRB should not be overfilled; the lid of your MGB/ MRB should be closed when placed out for disposal or it may not be emptied.





## What you can put in the bins:

### 18. Materials you **CAN** put in the **red lidded** MGB:

- food waste
- waste from a vacuum cleaner, hair, moist refuse or similar waste
- glass (broken) and other sharp objects in an impermeable receptacle or material
- disposable nappies which have been cleaned of faeces
- polystyrene or other weightless material.

### 19. Materials you **CAN'T** put in the **red lidded** MGB:

- hot or burning materials
- nightsoil, sewage and animal excreta
- slops and liquid wastes
- medical or veterinary wastes including dead animals
- wastes generated from building work including without limitation bricks, concrete, timber and metal objects
- wastes generated from the restoration or servicing of motor vehicles
- motor vehicle and other machinery parts
- trade wastes
- furniture and like objects
- recyclable materials
- oils, paints, solvents and similar substances
- wastes that cannot be contained in an approved bin due to its size, shape, nature or volume
- objects which may damage the collection mechanism or a vehicle used for the collection of refuse.

20. Only recyclable materials can be disposed of in the **yellow lidded** MRB. A comprehensive information brochure outlining acceptable materials to be placed in your MRB can be found on our website [www.mansfield.vic.gov.au](http://www.mansfield.vic.gov.au) under Waste Management or a hard copy can be obtained from the Shire on 5775 8555.

21. Any illegal or unaccepted material placed in a bin will be the responsibility of the occupier to dispose of appropriately.