



Residential Waste and Recycling Policy

Reference Number:	6.1
Type:	Council Policy
Category:	Engineering, construction and waste management
Relevant Community Plan Outcome:	<ul style="list-style-type: none">• Enhance the state of the City's environment and biodiversity.• Be bold and innovative in our practices, leadership and decision making.• Practise transparent and accountable governance.
Responsible Officer(s):	General Manager Asset Management Services
First Issued/Approved:	September 2010
Minutes Reference:	CoS 5/09/2016, Item 3.50
Last Reviewed:	September 2016
Next Review Due:	September 2018
Applicable Legislation:	Environment Protection (Waste to Resources) Policy 2010
Related Policies:	Environmental Sustainability Policy
Related Procedures:	Residential waste and recycling guidelines

1. Purpose

This policy provides an overview of residential waste and recycling services offered by the City of Charles Sturt.

It is designed to provide a transparent and equitable framework for the provision of these services, taking into account the differing needs and circumstances of those who live in the Council area.

This policy clarifies the services offered to residential premises by Council, with reference to the Environment Protection (Waste to Resources) Policy 2010.

2. Scope

Residential waste and recycling services provided by the City of Charles Sturt.

3. Policy Statement

PART A - KERBSIDE WASTE AND RECYCLING SERVICE (3 BIN SYSTEM)

1. Council will, through a Contractor, provide a kerbside 3 bin waste and recycling service to residents as follows:

Bin size, type and lid colour	Collection Frequency	Supply and ownership of bin
140 litre domestic waste bin – blue lid	Weekly	Council
240 litre recycling bin – yellow lid	Fortnightly	Council
240 litre organics bin – plain/green lid	Fortnightly	Council
7 litre food waste recycling container	Not applicable	Council supplied, resident owned

2. The collection day for each premise shall be determined by Council in conjunction with the Contractor that the Council has selected to provide its kerbside 3-bin waste and recycling service ("the Contractor").
3. Each residence will be entitled to place out for collection on the nominated day, only one bin of each type (i.e. domestic waste, recycling or organics bin).
4. Council may approve a second or additional bin to a premise on the basis that the resident or property owner pays for that additional service in accordance with the Kerbside Waste and Recycling Contract and the fees outlined in the Council's Fees and Charges Register.

Domestic waste bin – correct use and contents (blue lid)

5. Council will supply each residence with one domestic waste bin of 140 litre capacity, with a blue lid. These bins are owned by the City of Charles Sturt, are registered by a serial number to the property to which they have been delivered, and must remain at this property unless returned to Council.
6. Any domestic waste bin that is lost, stolen, damaged or otherwise deemed non-useable by the Resident, the Council or the Contractor must be replaced by the resident or property owner at their own expense. If, after an inspection of a damaged bin, the Council determines that the damage to the bin has been caused by the Contractor, the Council will repair or replace the bin.

Council may at its discretion reduce or waive the fee to replace lost, stolen, damaged or non useable waste bins where a resident can demonstrate a genuine circumstance of financial hardship and/or a statutory declaration regarding the status of the loss or theft.

7. Occupiers of flats and/or home units may share a domestic waste bin if they desire with agreement of Council. Any sharing arrangement will need to maintain sufficient capacity to support a high standard of waste and recycling.
8. Multi storey home units/flats and apartments may apply to Council to request the provision of 660 litre or 1100 litre bins placed for collection in lieu of multiple domestic waste bins, subject to Council approval.
9. 140L domestic waste bins when filled, must not be greater than 75 kilograms in weight. If a domestic waste bin weighs more than 75 kilograms when filled, the Contractor may refuse to empty it (refer paragraph 40 of this Policy for more information).

10. The following materials can be placed in the domestic waste bin for collection:

- plastic bags, garbage bags and other non-recyclable plastic
- expanded polystyrene foam
- nappies
- small broken household items (such as china and glassware)
- rags and clothing that cannot be recycled
- ropes and hoses
- other items that cannot be recycled or composted using either of the recycling or organics bins
- such other items as the Council and the Contractor may, from time to time, agree.

11. The following materials are prohibited from being placed out for collection in the domestic waste bin:

- Items that may be recycled or composted using either of the kerbside recycling or organics bins
- metals (other than recyclable containers), stones and bricks, concrete, building rubble, soil and wood
- potentially explosive material
- liquid wastes, petrol, flammable materials, paints, oil or solvents
- hot ashes
- any potentially infectious or hazardous materials (including medical wastes and syringes)
- automobile components, engines
- commercial and industrial wastes
- fluorescent light globes
- electrical and electronic waste
- items banned from landfill by the Environment Protection (Waste to Resources) Policy 2010, or other State and/or Commonwealth Government legislation
- such other items as the Council and the Contractor may from time to time agree.

Recycling bin – correct use and contents (yellow lid)

12. Council will supply each residence with one recycling bin of 240 litre capacity, with a yellow lid. These bins are owned by the City of Charles Sturt, are registered by a serial number to the property to which they have been delivered, and must remain at this property unless returned to Council.
13. Council may approve a second recycling bin to a residence on the basis that the resident or property owner pays for that additional service in accordance with the Kerbside Waste and Recycling Contract and the fees outlined in the Council's Fees and Charges Register.
14. Any recycling bin that is lost, stolen, damaged or otherwise deemed non-useable by the Resident, the Council or the Contractor must be replaced by the resident or property owner at their own expense. If, after an inspection of a damaged bin, the Council determines that the damage to the bin has been caused by the Contractor, the Council will repair or replace the bin.

Council may at its discretion reduce or waive the fee to replace lost, stolen, damaged or non useable recycling bins where a resident can demonstrate a genuine circumstance of financial hardship.

15. Occupiers of flats, units and/or apartments may share a recycling bin if they desire with agreement of Council. Any sharing arrangement will need to maintain sufficient capacity to support a high standard of waste and recycling.

16. Multi storey home units/flats and apartments may apply to Council to request the provision of 660 litre or 1100 litre bins placed for collection in lieu of multiple domestic recycling bins, subject to Council approval. When considering such an application, Council will take into account the nature of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins.
17. Recycling bins when filled, must not be greater than 75 kilograms in weight. If a recycling bin weighs more than 75 kilograms when filled, the Contractor may refuse to empty it (refer paragraph 40 of this Policy for more information).
18. Recyclable material to be collected includes:
 - glass bottles and jars (whether broken or unbroken)
 - all rigid plastic containers (all plastic types)
 - aluminium cans
 - steel cans
 - paper and cardboard, including newspapers and magazines
 - liquid paper board (such as milk and juice cartons),
 - empty paint tins with lids removed, and
 - such other items as the Council and the Contractor may from time to time agree.
19. The following materials are prohibited from being placed out for collection in the recycling bin:
 - plastic bags and other film plastics
 - nappies
 - rags, fabric and clothing
 - expanded polystyrene foam
 - food scraps, organic garden waste and other items that can be composted in the kerbside organics bin
 - mirrors, light globes or window glass
 - such other items as the Council and the Contractor may from time to time agree.

Organics bin – correct use and contents (green or plain lid)

20. Council will supply each residence with one organics bin of 240 litre capacity, with a green lid. These bins will be provided on request to new dwellings or as old organics bins reach the end of their useful life. The bins are owned by the City of Charles Sturt, are registered by a serial number to the property to which they have been delivered, and must remain at this property unless returned to Council.

Those bins that have previously been purchased, owned and maintained by the resident or property owner must be fit for purpose (including a lid that fully encloses bin contents). This bin may be removed from the property at the discretion of the bin owner.
21. Council may approve the collection of a second organics bin from a residence on the basis that the resident or property owner pays for that additional service in accordance with the Kerbside Waste and Recycling Contract, and the fees outlined in the Council's Fees and Charges Register.

22. Any organics bin that is lost, stolen, damaged or otherwise deemed non-useable by the Resident, the Council or the Contractor must be replaced by the resident or property owner at their own expense. If, after an inspection of a damaged bin, the Council determines that the damage to the bin has been caused by the Contractor, the Council will repair or replace the bin.

Council may at its discretion reduce or waive the fee to replace lost, stolen, damaged or non useable recycling bins where a resident can demonstrate genuine circumstances of financial hardship.

23. Occupiers of flats and/or home units may share an organics bin if they desire with agreement of Council. Any sharing arrangement will need to maintain sufficient capacity to support a high standard of waste and recycling.
24. 240L organics bins when filled, must not be greater than 75 kilograms in weight. If an organics bin weighs more than 75 kilograms when filled, the Contractor may refuse to empty it (refer paragraph 40 of this Policy for more information).
25. Garden and food organic material to be collected includes:
- small prunings, cuttings, branches, bark and untreated timber that will fit into the bin
 - lawn clippings, leaves, weeds and cut flowers
 - rose prunings
 - thorny plants
 - shredded paper
 - pizza boxes
 - contents of kitchen food waste recycling containers (see below)
 - such other items as the Council and the Contractor may from time to time agree.
26. The following materials are prohibited from being placed out for collection in the organics bin:
- plants which are noxious weeds
 - soil
 - rocks
 - tree stumps and roots
 - plastic and materials in plastic bags
 - garden tools, irrigation hoses, plastic pots and seedling trays
 - painted or treated timber
 - such other items as the Council and the Contractor may from time to time agree.

Food waste recycling container – correct use and contents

27. Council will provide a food waste recycling container to residences within the City of Charles Sturt for which a kerbside organics collection service is provided. The contents of this container may be emptied into the organics bin by the resident, for collection in the usual manner.
28. Once delivered, the food waste recycling container becomes the property of the resident. It must be maintained by the resident and may be removed from the property at the discretion of the resident.
29. When provided, the container will enclose an instructional brochure advising the resident on the correct use of the food waste recycling service, and a roll of compostable liner bags to be used at the residents' discretion.

30. Any food waste recycling container that is lost, stolen, damaged or otherwise deemed non-useable must be replaced by the resident or property owner at their own expense.
31. Residents are welcome to use the food waste recycling container lined or unlined, at their discretion.
32. Residents who opt to use compostable bags to line their food waste recycling container may only use compostable bags that comply with Australian Standard AS 4736:2006.
33. Compostable liner bags that are suitable for use with food waste recycling containers will be made available for purchase by residents from appropriate Council facilities at the fees outlined in the Council's Fees and Charges Register.
34. Food and other organic material to be collected in this way includes:
 - fruit and vegetable material
 - bread, pastries and flours (including rice and corn flours)
 - teabags, coffee grounds
 - meat scraps, bones, seafood (cooked or raw)
 - egg, oyster shells
 - cheese, yoghurt, general dairy products
 - food soiled paper products (tissues, hand towels, butter wrap etc.)
 - hair
 - compostable biodegradables (bags, polymers) to Australian Standard AS 4736:2006
 - such other items as the Council and the Contractor may from time to time agree.
35. The following materials are prohibited from being placed out for collection as part of the food waste recycling service:
 - plastic bags
 - 'degradable' or other bags that do not comply with Australian Standard AS 4736:2006
 - such other items as the Council and the Contractor may from time to time agree.

Presentation of bins for collection

36. Bins placed out for collection must be positioned in accordance with the schedule of collection days determined by Council and its Contractor. The schedule of collection days is available from on the Council's public website.
37. Bins for collection must be placed adjacent to the road kerb, with the lid closed, for collection by 6.00 am on the nominated collection day for a premise. Residents on main roads are requested to place their bin out for collection by 6.00 am on the day of collection or the night before.
38. Bins must be removed from that position and returned to the premises within 24 hours of the waste being collected.
39. In narrow streets and other areas with restricted access for waste collection vehicles, Council may nominate a suitable collection point in consultation with the Contractor. Residents in these streets will be notified by Council where to place their bins out for collection by the Contractor.

Refusal to collect

40. The following constitutes grounds for refusal to collect waste (including recycling or organic material) placed out for collection:
- the bin contained matter prohibited by this policy, or by law;
 - the bin was late being placed out for collection, or was not positioned in accordance with this policy;
 - waste was jammed or stuck in the bin, or it was over filled;
 - the bin was too heavy (over 75kg);
 - the service has not been approved by Council in accordance with this Policy.
41. Where bin contents have not been emptied, in accordance with this policy, notice shall be left on the bin and/or in the letterbox giving the reason the collection was not made.
42. At the Contractor's discretion, a collection may be made which could have been refused pursuant to this policy. In such cases, a notice shall be left advising that future collection will not be made unless remedial action is taken by the resident.

Service entitlements

43. Council's kerbside waste and recycling service is provided as a service to residents. It is not intended to replace a commercial waste and/or recycling service for businesses or other non-residential premises.
44. Non-residential premises may apply to Council for a Council waste and recycling service, consistent with the service parameters outlined in this policy. Where approved by Council this service will be paid for by the property owner in accordance with the Fees and Charges Register.
45. When considering an application in accordance with Clause 44 above, Council will take into account the nature of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins.
46. Council will continue to provide a kerbside 3 bin waste and recycling services to all residences which currently receive this service.
47. Council notes that it is not always efficient or effective to provide a kerbside 3 bin waste and recycling service to all residences, including some medium or high density residences such as apartment buildings.
48. The Council will make all reasonable attempts to provide a Council waste and recycling services to these residences, subject to all relevant access, safety, legislative and other requirements being met.
49. In some instances, the Council may offer a 660 litre or 1100 litre waste collection service in lieu of its traditional 3 bin service. Such alternative arrangements will be negotiated on a case-by-case basis and may be subject to additional fees or service charges being imposed by the Council.
50. Where the Council cannot safely, lawfully or practically provide waste and recycling services to a particular residential development, a private commercial waste and recycling service must be provided by the property owner or relevant community corporation or strata corporation, at their own expense.

PART B – KERBSIDE HARD WASTE COLLECTION SERVICE

51. Council provides residents with up to two at call hard waste collection services per annum.
52. Residents will need to book their at call hard waste service online or by calling the Wasteline.
53. Each residence is permitted to present a maximum of two cubic metres of hard waste per collection (approximately one trailer load) and may book up to a maximum of two collections per year.
54. Hard waste that is presented on the kerb for collection must be maintained in a safe and tidy manner by the resident until it is collected by Council.
55. Hard waste items to be collected include:
 - furniture, bedding and mattresses
 - washing machines and dryers
 - ovens and stoves
 - refrigerators (with doors removed)
 - tools and equipment
 - lawnmowers
 - timber
 - such other items as the Council and the Contractor may from time to time agree.
56. The following materials are prohibited from being placed out for collection as part of the kerbside hard waste service:
 - automotive parts, batteries and engines
 - tyres
 - liquid wastes, including oils, paints and chemicals
 - gas bottles
 - ceramics and broken glass
 - dirt and sand
 - bricks and concrete
 - asbestos
 - commercial and industrial wastes
 - items banned from landfill by the Environment Protection (Waste to Resources) Policy 2010, or other State and/or Commonwealth Government legislation
 - televisions or computers
 - such other items as the Council and the Contractor may from time to time agree.

PART C - OTHER RESIDENTIAL WASTE AND RECYCLING SERVICES

57. Street/Reserve/Foreshore Litter Bins: Litter bins will be installed and serviced at locations where it has been determined that there is a need for this service.
58. Waste Management Centre: Council owns and operates a Waste Management Centre at Toogood Avenue, Beverley. The general public can dispose of waste, for a fee, at this facility. Clean green waste deposited at the Waste Management Centre is shredded and used as mulch on Council's Parks, Reserves and Tree screens or sold to the general public if surplus is available.

59. Recycling of old televisions and computers: Old televisions and computers will be accepted at the Toogood Avenue Waste Management Centre for recycling at no direct cost to the resident.
60. Waste and Recycling Education: Council in conjunction with external bodies will provide residents with information on waste minimisation, including recycling opportunities within the City of Charles Sturt.
61. Assistance for the elderly and infirm: Assistance may be available to elderly or infirm residents requiring help moving their bins or hard waste to the kerb. Eligibility for this service will be assessed by Council on the basis of medical and other information supplied by the resident.

4. Definitions

Key Term – Acronym	Definition
Bin	Mobile garbage bin, MGB or wheelie bin (unless otherwise stated)
Compostable / Biodegradable	An item that is suitable to be composted through Council's kerbside organics service, in accordance with the appropriate Australian Standard (with reference to a compostable bag: AS 4736:2006).
Degradable	An item that breaks down into organic or other products, but may not do so in accordance with the appropriate Australian Standard or in a timeframe that makes it suitable for inclusion as part of Council's kerbside organics service.
Infirm	A resident who is physically incapable, for medical reasons, to move their waste to the kerbside in the usual manner.
Contamination	The act of placing an item into a bin, or presenting an item for collection, that is not intended for collection as part of that service.
Waste	Any material put out for collection as part of Council's Residential Waste and Recycling Services, including residual waste, recyclables, organics and hard waste.