



Residential Waste and Recycling Policy

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Type:	Council Policy
Category:	Engineering, construction and waste management
Relevant Community Plan Outcome:	<ul style="list-style-type: none">• Our values, leadership and collaborative approach are bold and courageous and enables us to deliver value for our Community and create a leading liveable City• Open and accountable governance
Responsible Officer(s):	General Manager Asset Management Services
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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 upon request. Additional fees and charges may apply in accordance with the Kerbside Waste and Recycling Contract and the fees outlined in the Council's Fees and Charges Register. Consideration for the waiving of the fees and charges for a second bin will only occur if the resident can provide documentation for the following situations:
 - Compassionate grounds including medical needs and carer situations.
 - Financial hardship - only for larger families (5 or more people) that can demonstrate financial hardship.
 - Extenuating circumstance that could lead to residential distress.

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 will be repaired or replaced by the Contractor following a request by the resident or property owner.
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 upon request. Additional fees and charges may apply in accordance with the Kerbside Waste and Recycling Contract and the fees outlined in the Council's Fees and Charges Register. Consideration for the waiving of the fees and charges for a second bin will only occur if the resident can provide documentation for the following situations:
- Compassionate grounds including medical needs and carer situations.
 - Financial hardship - only for larger families (5 or more people) that can demonstrate financial hardship.
 - Extenuating circumstance that could lead to residential distress.
14. Any recycling bin that is lost, stolen, damaged or otherwise deemed non-useable by the Resident, the Council or the Contractor will be repaired or replaced by the Contractor following a request by the resident or property owner.
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. 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.

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 upon request. Additional fees and charges may apply in accordance with the Kerbside Waste and Recycling Contract and the fees outlined in the Council's Fees and Charges Register. Consideration for the waiving of the fees and charges for a second bin will only occur if the resident can provide documentation for the following situations:
 - Compassionate grounds including medical needs and carer situations.
 - Financial hardship - only for larger families (5 or more people) that can demonstrate financial hardship.
 - Extenuating circumstance that could lead to residential distress.

22. Any organics bin that is lost, stolen, damaged or otherwise deemed non-useable by the Resident, the Council or the Contractor will be repaired or replaced by the Contractor following a request by the resident or property owner.
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. Multi storey home units/flats and apartments may apply to Council to request the provision of a 660 litre bin for collection in lieu of multiple domestic organic bins, subject to Council approval. When considering such an application, Council will take into account the nature and volume of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins.
25. 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).
26. 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.
27. The following materials are prohibited from being placed out for collection in the organics bin:
 - 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

28. 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.
29. 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.

30. 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.
31. Any food waste recycling container that is lost, stolen, damaged or otherwise deemed non-useable will be replaced by Council following a resident or property owner request. The replacement container will be made available for collection by the resident or property owner from Council premises.
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 at appropriate Council facilities for collection by residents free of charge.
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. While it is not Council's responsibility to collect waste generated by the activities of business, industry and commercial premises, one kerbside 3 bin waste and recycling collection service may be provided to such premises to encourage correct disposal and recycling of domestic type of waste (e.g. from staff lunch rooms).
45. In locations where multiple tenancies exist within a single assessment, the assessable property is only entitled to one standard kerbside 3 bin collection service, unless otherwise approved within this policy.
46. Additional services beyond the standard 3 bins will not be provided to business, industrial and commercial premises. It is expected businesses will access commercial waste collection suppliers for any needs in excess of the standard 3 bin kerbside collection service.
47. 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.
48. Council will continue to provide a kerbside 3 bin waste and recycling services to all residences which currently receive this service.
49. 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.
50. 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.

51. In some instances, the Council may offer a residential 660 litre or 1100 litre bulk waste collection service in lieu of its traditional 3 bin service. Such alternative arrangements will be negotiated on a case-by-case basis in line with Council's Residential Waste and Recycling Guidelines for New Developments 2010 and may be subject to additional fees or service charges being imposed by the Council.
52. 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.
53. Schools, kindergartens and child care centres are not entitled to access the 3 bin waste and recycling service.
54. Schools, kindergartens and child care centres will be provided with access to food waste recycling containers to service classrooms and where a suitable organics collection service exists and upon request. An initial one off supply of compostable bags will be provided where appropriate to support the establishment of food waste recycling.
55. Community groups, sporting clubs and not for profit organisations may be granted access to Council's 3 bin waste and recycling service, at council's discretion. In considering such a request, consideration will be given to the nature and volume of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins. Premises/organisations in this category will be provided with the kerbside waste and recycling service as outlined above (being a single set of 3 bins) and may apply to Council for exemption from fees for additional bins.

PART B – KERBSIDE HARD WASTE COLLECTION SERVICE

56. Council will provide residents with a maximum of two hard waste collection services per financial year.
57. Residents will need to book their hard waste collection online or by calling the dedicated wasteline provided on Council's website.
58. The hard waste collection service will be reconciled to the financial year in which the service is booked, irrelevant of when the collection occurs.
59. Non-presentation of a hard waste booking by the resident may result in forfeiture of that collection service if no alternate arrangement has been agreed upon.
60. Each residence is permitted to present a maximum of two cubic metres of hard waste per collection (approximately one trailer load).
61. 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.
62. 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.

63. 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

64. 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.
65. Beverley Recycling and Waste Centre: Council owns and operates the Beverley Recycling and Waste Centre at Toogood Avenue, Beverley. The general public can dispose of waste, for a fee, at this facility.
66. Recycling of old televisions and computers: Old televisions and computers will be accepted at the Beverley Recycling and Waste Centre for recycling at no direct cost to the resident.
67. 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.
68. 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.