

POLICY



Date approved: 30/05/2017
File no: 939355-1
Minute number: 148/2017

Policy title: **CUSTOMER SERVICES ARRANGEMENTS DURING THE TEMPORARY CLOSURE OF A WASTE AND RECYCLING FACILITY**

Directorate: STRATEGY & SUSTAINABILITY

Branch: HEALTH, ENVIRONMENT & WASTE

Policy objective: To provide alternative disposal options to customers arriving at a waste and recycling facility during such time that the facility is partially or fully unable to receive waste.

Policy scope:

This policy applies when a waste and recycling facility is temporarily unable to accept some or all waste types.

Definitions:

TERM	DEFINITION
Waste and recycling facility	Any waste and recycling facility operated by Logan City Council (or a contractor on behalf of Logan City Council)

Policy statement:

1. Whilst infrequent, occasions arise where a waste and recycling facility is temporarily unable to accept some or all waste types. This can be due to issues such as fire, chemical spills, identification of illegal, hazardous or dangerous items, machinery malfunction, vandalism, etc. In such instances, the Health, Environment & Waste branch will endeavour to undertake all reasonable measures to have the facility fully operational as soon as possible. In some instances, clearance to open a facility to the public may be subject to approval from state agencies such as the Queensland Police Service, Queensland Fire and Rescue Service or Department of Environment and Heritage Protection.
2. If a facility is temporarily unable to accept some or all waste types, the facility will remain staffed so that any customers arriving can be greeted by a Waste Services employee, given an explanation of the situation and offered alternative disposal arrangements for their particular waste type/s which cannot be accepted at that facility at the time.
3. The alternative disposal options which will be offered include:
 - (a) returning to the facility when it is fully operational (the Waste Services employee on site will provide the customer with an estimated re-opening time/day); or
 - (b) attending one of Council's other waste and recycling facilities to dispose of the waste.
4. In the case where a Logan City resident presents at a facility during such time that it is partially or fully unable to accept:

- (a) general waste; and/or
- (b) construction and demolition waste; and/or
- (c) green waste.

and where that waste is being transported in a manner that would attract the 'base' vehicle type fee (eg. car, car + trailer, utility, utility + trailer), the Waste Services employee will provide the customer with a ticket that will allow the waste to be disposed of free of charge as recognition of the inconvenience caused. This ticket will only be valid for the day on which it is issued. Free tipping tickets will not be issued for other customer type (eg. commercial or non-Logan resident), waste type (eg. tyres, asbestos, oils, other hazardous waste, etc) or excessive loads (eg. Logan City residents with loads in excess of 2 cubic metres or 750kg).

5. The Waste Services employee will keep a record of the numbers of customers that have been unable use the facility during its temporary closure and the number of free disposal tickets issued. These figures will be provided to the Health, Environment & Waste Manager.
6. The Health, Environment & Waste Manager shall notify the committee chair, divisional councillors and the director of any temporary disruption to waste acceptance at a waste and recycling facility as soon as practical.
7. The Health, Environment & Waste Manager shall also notify the Customer Experience & Community Engagement Manager, Marketing & Events Manager and the Media Manager of any temporary disruption to waste acceptance at a waste and recycling facility as soon as practical so that appropriate advice can be provided and notifications made on social media.
8. Where a waste and recycling facility needs to be closed for an extended period of time, consideration can be given to the installation of signage at the facility to advise customers of alternative disposal options. However, this can only be undertaken following consultation with and agreement from the committee chair, relevant divisional councillors and the director.

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME