

POLICY



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Policy title: **WASTE SERVICES AND WASTE MANAGEMENT UTILITY CHARGE RATES**

Directorate: STRATEGY & SUSTAINABILITY

Branch: HEALTH, ENVIRONMENT & WASTE

Policy objective: To implement a sustainable and cost effective system of waste services.

Policy scope:

1. To designate the areas within Logan City in which Council may conduct general waste collection.
2. To designate which premises within Logan City are serviced premises for the purposes of *Local Law No. 8 (Waste Management) 2018* (LL8).
3. To assist in determining the types of waste services that are available to various types of premises within Logan City.

Definitions:

TERM	DEFINITION
Commercial premises	The meaning given in LL8.
Domestic premises	The meaning given in LL8
Domestic waste	The meaning given in LL8
Dual occupancy	The meaning given in Logan Planning Scheme 2015
Dwelling	The meaning given in Logan Planning Scheme 2015
Dwelling house	The meaning given in Logan Planning Scheme 2015
General waste	The meaning given in LL8
Multiple dwelling	The meaning given in Logan Planning Scheme 2015
Recyclable waste	The meaning given in LL8
Secondary dwelling	The meaning given in Logan Planning Scheme 2015
Serviced premises	The meaning given in LL8

Policy statement:**1. Designation of general waste collection area and services premises**

For the purposes of section 5 of LL8, Council designates the "collection area" (CA) as defined by the Service Specification – Waste Collection and Transportation Services Contract #LWS/666/2009 to be the area in which Council may conduct general waste collection.

Unless otherwise provided for under this policy, all domestic premises within the CA are serviced premises for the purposes of section 6 of LL8 for which Council has arranged for the collection of general waste.

Commercial and industrial premises within the CA are not required to use Council's collection service for general waste if they have arranged their own private supplier. Commercial and industrial premises may also request for Council to provide general waste collection services for the premises.

If commercial or industrial premises have not arranged a private supplier or have requested that Council provide general waste collection services, the premises are serviced premises for the purposes of section 6 of LL8. Council may arrange for the collection of general waste in accordance with section 12.

2. Waste collection service**(A) Areas where no waste service is provided**

Not all premises within Logan City are entitled to receive general waste collection services. Council's waste collection contract contains a set of maps which depict the CA where the contractor will conduct the collection services. It is not economically feasible to provide services to the sparsely populated districts outside of the CA. The contractor is obliged to provide collection services to serviced premises within the CA.

The waste collection contract also contains a set of maps which depict "growth areas" (GA's), which are outside the CA. Council may alter the CA to include GA's once they have been developed for residential or commercial use.

The occupants of domestic premises to which a waste collection service is not supplied must make their own waste disposal arrangements. They shall be entitled to apply for exemption from waste disposal charges at Council's waste facilities for the weekly disposal of a quantity of waste approximately equivalent to the contents of two wheelie bins.

(B) Exemptions

The waste collection services detailed in this policy, and associated waste management utility charges, will be provided/applied in all cases unless:

- (a) a written application for exemption is made and a specific exemption is provided by Council; or
- (b) the property in question has become uninhabitable due to fire or similar damage; or
- (c) in the case of domestic dwellings/houses, where the dwelling is greater than 60 metres from the front property boundary, and the property is located in the Environmental Management and Conservation, Rural or Rural Residential zone, the owner of the premises notifies Council that they will make their own arrangements for general waste collection/disposal and they opt out of Council's collection service (in such cases where the owner opts not to have a waste

collection service, no exemption from payment of waste disposal charges at waste facilities shall be provided).

Note: A habitable property becoming vacant is not grounds for exemption from waste collection services and associated utility charges.

(C) On-property services - pavement indemnity - manual handling

- (a) From 1 July 2011, the contractor will not be obliged to provide on-property waste collection services unless the owner or manager of the premises has provided an indemnity in favour of the Council and the contractor for any loss or damage suffered or incurred by the Council or the contractor as a result of any damage to the pavement of any private driveway or roadway caused by the contractor's collection vehicles performing waste collection services.
- (b) Among the list of domestic and commercial wheelie bin collection services are "on-property manual handling" services. These relate to on-property services where the collection vehicle driver has to exit the vehicle and handle the bin in order to service it. The contractor charges a higher price for these services, so they have been separately identified in the lists of services to give Council the opportunity to impose a higher waste management utility charge.

(D) Grossly contaminated recycling bins

- (a) The only materials that may be placed in recyclable waste wheelie bins are as follows:
 - (i) plastic - all rigid plastics 1 to 5:
 - PET - polyethylene terephthalate
 - HDPE - high density polyethylene
 - PVC - polyvinyl chloride
 - LDPE - low density polyethylene
 - PS - non-expanded polystyrene
 - (ii) paper - all paper, including newspaper; office paper; magazines/brochures; envelopes; cardboard; package board; and liquid paper board, but excluding tissue paper and waxed cardboard
 - (iii) glass - coloured glass and clear glass bottles and jars, but excluding ceramics and plate glass
 - (iv) steel - steel cans and aerosols
 - (v) aluminium - aluminium cans and tins.
- (b) The procedure for managing the presentation of grossly contaminated recycling bins will be as follows:
 - (i) Council will, on a daily basis, receive from its collection contractor reports of locations where grossly contaminated recyclable waste bins have been presented.
 - (ii) The Health, Environment & Waste branch may record and analyse this data for the purpose of identifying users of recyclable waste bins who regularly present grossly contaminated bins.
 - (iii) Correspondence requesting improved recycling behaviours may be forwarded to the owners and/or occupiers of any serviced premises where the collection contractor has reported the presentation of a grossly

contaminated recyclable waste bin on at least three occasions in any six-month period. The correspondence may advise that, should recycling behaviours not improve, possible future sanctions could include removal of the recyclable waste bin for a period of six months with no corresponding reduction in waste management utility charges.

- (iv) For the purposes of section 4, a recyclable waste bin may be regarded as grossly contaminated if it appears that more than 20% of the contents of the bin are materials other than those mentioned in section 4(a).
- (v) The Health, Environment & Waste branch may commence surveillance of the contents of recyclable waste bins at premises to which correspondence under section 4(b)(iii) above has been sent. If, within three months of the date of issue of correspondence under section 4(b)(iii), a Health, Environment & Waste branch officer confirms that a grossly contaminated recyclable waste bin has been presented, a second written warning may be issued. This second written warning will advise the owner and/or occupier that, should presentation of a grossly contaminated recyclable waste bin be confirmed within the following three-month period, then the recyclable waste bin will be removed for a period of six months with no corresponding reduction in waste management utility charges.
- (vi) If, within three months of the date of issue of correspondence under section 4(b)(v) above, a Health, Environment & Waste branch officer confirms that a grossly contaminated recyclable waste bin has again been presented, the recyclable waste bin in question may be removed from the property with no corresponding reduction in waste management utility charges. Correspondence advising application of the sanction must be sent to the owner and/or occupier.
- (vii) Any removed recyclable waste bins may be returned to the property in question upon:
 - the elapse of six months; or
 - a change in occupants of the property.

3. Types of waste collection service

(A) Domestic premises – dwelling houses (including secondary dwellings)

- (a) Standard wheelie bin collection service:

The standard default service that will be provided to all dwelling houses, is a weekly 240 litre wheelie bin collection service for domestic waste and fortnightly 240 litre wheelie bin collection service for recyclable waste.
- (b) Alternative wheelie bin collection services:

The following collection services are alternatives that property owners can specifically request by written application:

 - (i) weekly 140 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste
 - (ii) weekly 140 litre wheelie bin for domestic waste and fortnightly 240 litre wheelie bin for recyclable waste
 - (iii) weekly 240 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste.

- (c) Additional wheelie bins for Secondary Dwellings (eg. "Granny Flats"):
Additional wheelie bins and collection service may be requested for secondary dwellings (and the like) as per section 8 of this policy.

(B) Domestic premises – multiple dwellings (eg. apartments, townhouses), dual occupancy (eg. duplexes) and dual occupancy (auxiliary unit) - strata-titled

- (a) Standard wheelie bin collection service:

The standard default service that will be provided to all multiple dwellings/dual occupancy dwelling (strata-titled) is a weekly 240 litre wheelie bin collection service for domestic waste and fortnightly 240 litre wheelie bin collection service for recyclable waste.

Note: For the purposes of this section of the policy, dual occupancy shall be deemed to be premises that have approvals for duplexes and auxiliary units, regardless of who they are being occupied by.

- (b) Alternative wheelie bin collection services:

The following collection services are alternatives that individual property owners can specifically request by written application if the domestic premises is strata-titled:

- (i) weekly 140 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste
- (ii) weekly 140 litre wheelie bin for domestic waste and fortnightly 240 litre wheelie bin for recyclable waste
- (iii) weekly 240 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste
- (iv) weekly 240 litre wheelie bin for domestic waste.

Note: Option (iv) is only available when a Council officer has determined that it is not possible for any other wheelie bin or bulk bin service option incorporating recycling to be offered. This could be because of lack of space to store bins on-site, inability of the collection vehicle to access bins on-site or lack of space on the footpath to present bins for servicing.

- (c) Bulk bins:

Bulk bin collection services for domestic waste and recyclable waste are also available for multiple dwellings/dual occupancy premises as an alternative to 140 and 240 litre wheelie bins.

Conditions of using this service are as follows:

- (i) A suitable location must be available for the storage and collection of the bulk bins. If servicing is to take place on the property, there must be unencumbered access for the collection vehicle. The collection vehicle will only move in a forward direction while entering, on and leaving the property. That is, the collection vehicle shall not be required to reverse on the property other than to perform a three-point turn. Managers of these domestic premises must ensure that measures are taken (eg. installation of removable locking posts) to ensure that vehicles do not park in turning areas or otherwise block access on collection days.

- (ii) The collection point for 1,100 litre bulk bins may be on the footpath if pathways leading to the collection point are paved and have a manageable gradient (maximum 1:15) and are free of steps, stairs or other impediments and there is adequate space on the footpath for servicing. If on-site property managers are not able to move the bins to the footpath, it will be necessary for the bulk bins to be stored in an enclosure at the immediate street frontage. The bulk bins in the enclosures need to be easily accessible. That is, it must always be possible to remove a bulk bin without having to move any other bins stored in the enclosure.
- (iii) The collection point for all other bulk bins (other than 1,100 litre bins) must be on the property (although 1,100 litre bins may also be serviced on the property). These bins are serviced by "front-lift" collection vehicles which mean that the front of the truck must be able to approach and access the front of the bulk bin without manual manoeuvring of the bin. These bins should also be stored in easily accessible enclosures. The enclosures should not inhibit access by the collection vehicle.
- (iv) In each option, a minimum number of dwellings are specified below (at 'The range of bulk bin services available are'). This is in order to maintain equity, because the only available bulk bin for recyclable waste is 1,100 litres. Specifying that each dwelling has an entitlement of either 70 or 120 litres per week dictates the minimum number of dwellings. To make the service available to complexes with less than the minimum specified number of dwellings, would result in each dwelling receiving a higher recyclables storage capacity than 70 or 120 litres.
- (v) No combination of bulk and wheelie bins is permitted under the options listed in this section, that is, the service must be comprised of all bulk bins and no wheelie bins. See section 6(e) of this policy for an exception to this requirement where domestic waste wheelie bins and recyclable waste bulk bins are available.
- (vi) When bulk waste bins are utilised under the options listed in this section all bins must be of the same capacity.
- (vii) The volumes of bulk bins available for the domestic waste component of this service are 1,000, 1,100, 1,500, 2,000 and 3,000 litres.
- (viii) The only bulk bins available for the recyclable waste component of this service are 1,100 litre bins which can only be serviced once weekly (bulk domestic waste bins can be serviced up to two or three times weekly depending on the service option selected).
- (ix) The waste collection contractor must confirm that they are able to enter the premises and perform the required service.
- (x) If the multiple dwelling/dual occupancy premises is existing, and is already the subject of a wheelie bin collection service, any request for a bulk bin collection service must be made in writing by the body corporate (or equivalent) of the premises.
- (xi) Services are only available on a day from Monday to Friday.

The range of bulk bin collection services available are:

- (i) Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - once weekly servicing:
- This service is only available to premises with a minimum of nine or more dwellings.
 - A weekly volume of approximately 0.24 cubic metres domestic waste storage capacity and 0.12 cubic metres recyclable waste storage capacity will be available for each dwelling.
 - The total domestic waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.24 cubic metres. The number of bins to be provided will be calculated by dividing the total domestic waste storage volume by the capacity of the bin sought and rounding off to the nearest whole number.
Example if 1,500 litre bins are selected: $20 \text{ dwellings} \times 0.24 \text{ m}^3 = 4.8 \text{ m}^3$. Number of 1,500 litre bins to be provided is 4.8 m^3 divided by $1.5 \text{ m}^3 = 3.2$ (rounded off) = 3 X 1,500 litre bins serviced once weekly.
 - The total recyclable waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.12 cubic metres. The number of 1,100 litre bins to be provided will be calculated by dividing the total recyclable waste storage volume by 1.1 cubic metres and rounding off to the nearest whole number. The minimum number of 1,100 litre recyclable waste bulk bins that will be provided is one.
Example: $20 \text{ dwellings} \times 0.12 \text{ m}^3 = 2.4 \text{ m}^3$. Number of 1,100 litre bins to be provided is 2.4 m^3 divided by $1.1 \text{ m}^3 = 2.18$ (rounded off) = 2 X 1,100 litre bins serviced once weekly.
 - Domestic waste bulk bin size and number options will also be influenced as a result of a maximum variation of plus 33 or minus 34 litres to the weekly domestic waste storage entitlement of 240 litres per dwelling and plus 37 or minus 35 litres to the weekly recyclable waste storage entitlement of 120 litres per dwelling. This could result in a weekly domestic waste volume entitlement of 206 to 273 litres per dwelling and a weekly recyclable waste volume entitlement of 85 to 157 litres per dwelling. These variances adversely affect equity, but are necessary to ensure a reasonable number of options are available.
- (ii) Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - twice weekly servicing for domestic waste and once weekly servicing for recyclable waste:
- This service is only available to premises with a minimum of 18 or more dwellings.
 - A weekly volume of approximately 0.24 cubic metres domestic waste storage capacity and 0.12 cubic metres recyclable waste storage capacity will be available for each dwelling.
 - The total domestic waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.24 cubic metres. The number of bins to be provided will be calculated by dividing the total domestic waste storage volume by the capacity of the bin sought, then dividing by two

(for twice weekly servicing) and rounding off to the nearest whole number.

Example if 1,500 litre bins are selected: 24 dwellings X 0.24m³ = 5.76 m³. Number of 1,500 litre bins to be provided is 5.76 m³ divided by 1.5 m³ = 3.84. 3.84 divided by 2 = 1.92 (rounded off) = 2 X 1,500 litre bins serviced twice weekly.

- The total recyclable waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.12 cubic metres. The number of 1,100 litre bins to be provided will be calculated by dividing the total recyclable waste storage volume by 1.1 cubic metres and rounding off to the nearest whole number. The minimum number of 1,100 litre bulk bins for recyclable waste that will be provided is one.

Example: 24 dwellings X 0.12m³ = 2.88 m³. Number of 1,100 litre bins to be provided is 2.88 m³ divided by 1.1 m³ = 2.62 (rounded off) = 3 X 1,100 litre bins serviced once weekly.

- Domestic waste bulk bin size and number options will also be influenced as a result of a maximum variation of plus 33 or minus 34 litres to the weekly domestic waste storage entitlement of 240 litres per dwelling and plus 37 or minus 35 litres to the weekly recyclable waste storage entitlement of 120 litres per dwelling. This could result in a weekly domestic waste volume entitlement of 206 to 273 litres per dwelling and a weekly recyclable waste volume entitlement of 85 to 157 litres per dwelling. These variances adversely affect equity, but are necessary to ensure a reasonable number of options are available.

(iii) Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - three times weekly servicing for domestic waste and once weekly servicing for recyclable waste

- This service is only available to premises with a minimum of 32 or more dwellings.
- A weekly volume of approximately 0.24 cubic metres domestic waste storage capacity and 0.12 cubic metres recyclable waste storage capacity will be available for each dwelling.
- The total domestic waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.24 cubic metres. The number of bins to be provided will be calculated by dividing the total domestic waste storage volume by the capacity of the bin sought, then dividing by three (for three times weekly servicing) and rounding off to the nearest whole number.

Example if 1,100 litre bins are selected: 32 dwellings X 0.24m³ = 7.68 m³. Number of 1,100 litre bins to be provided is 7.68 m³ divided by 1.1 m³ = 6.98. 6.98 divided by 3 = 2.36 (rounded off) = 2 X 1,100 litre bin serviced three times weekly.

- The total recyclable waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.12 cubic metres. The number of 1,100 litre

bins to be provided will be calculated by dividing the total recyclable waste storage volume by 1.1 cubic metres and rounding off to the nearest whole number. The minimum number of 1,100 litre bulk bins for recyclable waste that will be provided is one.

Example: 32 dwellings X 0.12m³ = 3.84 m³. Number of 1,100 litre bins to be provided is 3.84 m³ divided by 1.1 m³ = 3.49 (rounded off) = 3 X 1,100 litre bins serviced once weekly.

- Domestic waste bulk bin size and number options will also be influenced as a result of a maximum variation of plus 33 or minus 34 litres to the weekly domestic waste storage entitlement of 240 litres per dwelling and plus 37 or minus 35 litres to the weekly recyclable waste storage entitlement of 120 litres per dwelling. This could result in a weekly domestic waste volume entitlement of 206 to 273 litres per dwelling and a weekly recyclable waste volume entitlement of 85 to 157 litres per dwelling. These variances adversely affect equity, but are necessary to ensure a reasonable number of options are available.
- (iv) Bulk bin equivalent - 140 litre domestic waste and 70 litre recyclable waste - once weekly servicing

- This service is only available to premises with a minimum of 15 or more dwellings.
- A weekly volume of approximately 0.14 cubic metres domestic waste storage capacity and 0.07 cubic metres recyclable waste storage capacity will be available for each dwelling.
- The total domestic waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.14 cubic metres. The number of bins to be provided will be calculated by dividing the total domestic waste storage volume by the capacity of the bin sought and rounding off to the nearest whole number.

Example if 1,500 litre bins are selected: 20 dwellings X 0.14m³ = 2.8 m³. Number of 1,500 litre bins to be provided is 2.8 m³ divided by 1.5 m³ = 1.87 (rounded off) = 2 X 1,500 litre bins serviced once weekly.

- The total recyclable waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.07 cubic metres. The number of 1,100 litre bins to be provided will be calculated by dividing the total recyclable waste storage volume by 1.1 cubic metres and rounding off to the nearest whole number. The minimum number of 1,100 litre bulk bins for recyclable waste that will be provided is one.

Example: 20 dwellings X 0.07m³ = 1.4 m³. Number of 1,100 litre bins to be provided is 1.4 m³ divided by 1.1 m³ = 1.27 (rounded off) = 1 X 1,100 litre bin serviced once weekly.

- Domestic waste bulk bin size and number options will also be influenced as a result of a maximum variation of plus 33 or minus 34 litres to the weekly domestic waste storage entitlement of 140 litres per dwelling and plus 37 or minus 35 litres to the weekly recyclable waste storage entitlement of 70 litres per dwelling. This could result in

a weekly domestic waste volume entitlement of 106 to 173 litres per dwelling and a weekly recyclable waste volume entitlement of 35 to 107 litres per dwelling. These variances adversely affect equity, but are necessary to ensure a reasonable number of options are available.

- (v) Bulk bin equivalent - 140 litre domestic waste and 70 litre recyclable waste - twice weekly servicing for domestic waste and once weekly servicing for recyclable waste

- This service is only available to premises with a minimum of 31 or more dwellings.
- A weekly volume of approximately 0.14 cubic metres domestic waste storage capacity and 0.035 cubic metres recyclable waste storage capacity will be available for each dwelling.
- The total domestic waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.14 cubic metres. The number of bins to be provided will be calculated by dividing the total domestic waste storage volume by the capacity of the bin sought, then dividing by two (for twice weekly servicing) and rounding off to the nearest whole number.

Example if 1,500 litre bins are selected: 40 dwellings X 0.14m³ = 5.6 m³. Number of 1,500 litre bins to be provided is 5.6 m³ divided by 1.5 m³ = 3.73. 3.73 divided by 2 = 1.87 (rounded off) = 2 X 1,500 litre bins serviced twice weekly.

- The total recyclable waste storage volume that will be provided for any one multiple dwelling premises will be calculated by multiplying the number of dwellings by 0.07 cubic metres. The number of 1,100 litre bins to be provided will be calculated by dividing the total recyclable waste storage volume by 1.1 cubic metres and rounding off to the nearest whole number. The minimum number of 1,100 litre bulk bins for recyclable waste that will be provided is one.

Example: 40 dwellings X 0.07m³ = 2.8 m³. Number of 1,100 litre bins to be provided is 2.8 m³ divided by 1.1 m³ = 2.55 (rounded off) = 3 X 1,100 litre bins serviced once weekly.

- Domestic waste bulk bin size and number options will also be influenced as a result of a maximum variation of plus 33 or minus 34 litres to the weekly domestic waste storage entitlement of 140 litres per dwelling and plus 37 or minus 35 litres to the weekly recyclable waste storage entitlement of 70 litres per dwelling. This could result in a weekly domestic waste volume entitlement of 106 to 173 litres per dwelling and a weekly recyclable waste volume entitlement of 35 to 107 litres per dwelling. These variances adversely affect equity, but are necessary to ensure a reasonable number of options are available.

- (d) Body corporate (or equivalent) bin collection services:

- (i) In the event that a body corporate (or equivalent) considers that the options listed previously provide inadequate domestic waste or recyclable waste volume entitlements, or if bins are required for common areas, it will

be possible for the body corporate (or equivalent) to apply for the following additional bin collection services:

- 140 litre recyclable waste wheelie bin serviced fortnightly
 - 240 litre recyclable waste wheelie bin serviced fortnightly
 - 1,100 litre bulk recyclable waste bin serviced weekly
 - 140 litre domestic waste wheelie bin - 1 service per week
 - 240 litre domestic waste wheelie bin - 1 service per week
 - 1,000 bulk bin for domestic waste - up to a maximum of 3 services per week
 - 1,100 bulk bin for domestic waste - up to a maximum of 3 services per week
 - 1,500 bulk bin for domestic waste - up to a maximum of 3 services per week
 - 2,000 bulk bin for domestic waste - up to a maximum of 3 services per week
 - 3,000 bulk bin for domestic waste - up to a maximum of 3 services per week.
- (ii) The application by the body corporate (or equivalent) for these additional bin collection services must acknowledge that:
- The domestic waste management utility charges for these services will apply to the body corporate (or equivalent).
 - The body corporate (or equivalent) must as soon as practical advise Council of any change to its postal address so that rates notices can be delivered.
 - Council may cancel the service and remove the additional bins if the associated waste management utility charges have not been paid within sixty days of the due date for payment of the charges.
- (e) Domestic waste wheelie bins and bulk bins for recyclable waste:
- (i) An alternative collection service will be available for each dwelling to have a 140 litre or 240 litre domestic waste wheelie bin and a weekly recyclable waste entitlement of 70 litres based on use of a shared 1,100 litre bulk bin for recyclable waste.
 - (ii) This service is only available where a written request is received from the body corporate (or equivalent) of the multiple dwelling premises.
 - (iii) This service is only available to multiple dwelling premises with a minimum of 15 dwellings. This is in order to maintain equity, because the only bulk bin recyclable waste container available is 1,100 litres. Specifying that each dwelling has an entitlement of either 70 litres per week dictates the minimum number of dwellings. To make the service available to multiple dwelling premises with less than the minimum specified number of dwellings, would result in each dwelling receiving a higher recyclable waste storage capacity than 70 litres.
 - (iv) See the relevant section of this policy for the method of determining the number of 1,100 litre shared recyclable waste bulk bins to be used on any particular premises.

- (v) A suitable location must be available for the storage and collection of the bulk bins for recyclable waste. If servicing is to take place on the property, there must be unencumbered access for the collection vehicle. The collection vehicle will only move in a forward direction while entering, on and leaving the property. That is, the collection vehicle shall not be required to reverse other than to perform a three-point turn. Managers of multiple dwelling premises must ensure that vehicles do not park in turning areas or otherwise block access on collection days.
 - (vi) The collection point for the bulk bin for recyclable waste may be on the footpath if pathways leading to the collection point have a manageable gradient and are free of steps, stairs or other impediments and there is adequate space on the footpath for servicing.
 - (vii) The waste collection contractor must confirm that they are able to enter the premises and perform the required service.
 - (viii) Only once weekly servicing is available on days from Monday to Friday.
- (f) Domestic waste bulk bins and wheelie bins for recyclable waste:
- (i) An alternative collection service will be available for each dwelling to have a weekly domestic waste entitlement of 120 or 240 litres based on shared use of bulk domestic waste bins (of any available capacity) and a 140 litre or 240 litre wheelie bins for recyclable waste.
 - (ii) This service is only available where a written request is received from the body corporate (or equivalent) of the multiple dwelling premises.
 - (iii) This service is only available to multiple dwelling premises where the total bulk bin volumes result in weekly domestic waste entitlements of 120 or 240 litres per dwelling - plus or minus 35 litres. This will result in a minimum number of dwellings for which this option can apply, depending on the volume of the bulk domestic waste bin being used.
 - (iv) All bulk domestic waste bins utilised under this service option must be of the same capacity. (e.g. all 1,000 litre bins, or all 1,100 litre bins, etc...).
 - (v) The method of determining the number and type of bulk domestic waste bins to be utilised will be as described in section 5(c)(i) to (v) of this policy.
 - (vi) A suitable location must be available for the storage and collection of the bulk bins for domestic waste. If servicing is to take place on the property, there must be unencumbered access for the collection vehicle. The trucks will only move in a forward direction while entering, on and leaving the property. That is, the trucks shall not be required to reverse other than to perform a three-point turn. Multiple dwelling premises managers must ensure that vehicles do not park in turning areas or otherwise block access on collection days.
 - (vii) The collection point for the bulk domestic waste bin may be on the footpath if pathways leading to the collection point have a manageable gradient and are free of steps, stairs or other impediments and there is adequate space on the footpath for servicing.
 - (viii) The waste collection contractor must confirm that they are able to enter the premises and perform the required service.
 - (ix) Only once weekly servicing is available on days from Monday to Friday.

(C) Domestic premises – multiple dwellings (eg. apartments, townhouses), dual occupancy (eg. duplexes) and dual occupancy (auxiliary unit) – non-strata-titled

(a) Standard wheelie bin collection service:

The standard default service that will be provided to all multiple dwellings/dual occupancy dwelling (non-strata-titled) is a weekly 240 litre wheelie bin domestic waste service and fortnightly 240 litre wheelie bin recyclable waste service.

(b) Alternative wheelie bin collection services:

The following services are alternatives that property owners can specifically request by written application if the multiple dwellings/dual occupancy premises is non-strata-titled.

- (i) weekly 140 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste per dwelling
- (ii) weekly 140 litre wheelie bin for domestic waste and fortnightly 240 litre wheelie bin for recyclable waste per dwelling
- (iii) weekly 240 litre wheelie bin for domestic waste and fortnightly 140 litre wheelie bin for recyclable waste per dwelling
- (iv) weekly 240 litre wheelie bin for domestic waste.

Note: This option is only available when a Council officer has determined that it is not possible for any other wheelie bin or bulk bin service option incorporating recycling to be offered. This could be because of lack of space to store bins on-site, inability of the collection vehicle to access bins on-site or lack of space on the footpath to present bins for servicing.

(c) Alternative combination collection services:

- (i) The owners of multiple dwelling/dual occupancy premises that are not strata-titled are permitted to use any combination of the following service types on the condition that the total domestic waste and recyclable waste entitlement for each dwelling on the property is at least 120 litres of domestic waste and 70 litres of recyclable waste weekly:

Recyclable waste collection services

- 140 litre wheelie bin for recyclable waste serviced fortnightly
- 240 litre wheelie bin for recyclable waste serviced fortnightly
- 1,100 litre bulk bin for recyclable waste serviced weekly.

Domestic waste collection services

- 140 litre wheelie bin for domestic waste - 1 service per week
- 240 litre wheelie bin for domestic waste - 1 service per week
- 1,000 bulk bin for domestic waste - up to a maximum of 3 services per week
- 1,100 bulk bin for domestic waste - up to a maximum of 3 services per week
- 1,500 bulk bin for domestic waste - up to a maximum of 3 services per week
- 2,000 bulk bin for domestic waste - up to a maximum of 3 services per week

- 3,000 bulk bin for domestic waste - up to a maximum of 3 services per week.
- (d) Conditions of using an alternative combination collection service incorporating bulk bins are as follows:
- (i) A suitable location must be available for the storage and collection of the bulk bins. If servicing is to take place on the property, there must be unencumbered access for the collection vehicle. The collection vehicle will only move in a forward direction while entering, on and leaving the property. That is, the collection vehicle shall not be required to reverse other than to perform a three-point turn. Managers of multiple dwellings/dual occupancy premises must ensure that vehicles do not park in turning areas or otherwise block access on collection days.
 - (ii) The collection point may be on the footpath if pathways leading to the collection point have a manageable gradient and are free of steps, stairs or other impediments and there is adequate space on the footpath for servicing.
 - (iii) The waste collection contractor must confirm that they are able to enter the premises and perform the required service.
 - (iv) The request for an alternative combination collection service must be made by the owner or manager of the multiple dwellings/dual occupancy premises.
 - (v) Services are only available on a day from Monday to Friday.

(D) Additional wheelie bin collection services for domestic premises

The following wheelie bin collection services are available as additional services. In addition, that is, to any of the standard wheelie bin collection services described in sections 6 and 7 of this policy.

- 140 litre wheelie bin for domestic waste serviced weekly
 - 240 litre wheelie bin for domestic waste serviced weekly
 - 140 litre wheelie bin for recyclable waste serviced fortnightly
 - 240 litre wheelie bin for recyclable waste serviced fortnightly.
- (a) Domestic premises - application by the owner
- In each case, an application for the service must be in writing and carry the signature of the owner of the property.
- (b) Rented domestic premises - direct pay services
- Non-owner occupiers (renters) may also make written application for these additional services. In these circumstances, however, the following conditions apply:
- (i) In each case, an application for the service must be in writing and carry the signature of the occupier of the premises.
 - (ii) The application must be accompanied by advance payment for 12 months of service.
 - (iii) A service renewal invoice will be forwarded to the applicant at least 30 days prior to the expiration of the 12 months of service. Failure to pay the invoice prior to the due date will result in the service being withdrawn.

- (iv) The service may be cancelled at any time, but no refunds will be paid for unused service.

(E) Support wheelie bin services

A "support waste service" is one where:

- the resident is physically unable to move their wheelie bins to the footpath for servicing by the waste collection vehicle; and
- the collection vehicle driver alights the vehicle, enters serviced premises and takes the bins to the vehicle for emptying before returning them to the waste container storage place at the premises.

Support waste services will not be provided unless:

- (i) A written application is made and is accompanied by a medical certificate stating that the applicant is unable to place wheelie bins in the required position for servicing.
- (ii) There is no other person who resides at the premises who is able to place the wheelie bins on the footpath for collection.
- (iii) The wheelie bins to be serviced will be stored in an easily accessible location no more than 60 metres from the access point to the premises.
- (iv) Roaming pets are restrained on bin collection days.
- (v) A medical practitioner confirms that the applicant is unable to place domestic waste and recyclable waste wheelie bins in the required position on the footpath for servicing each week.

(F) Medical assistance wheelie bin services

A "medical assistance wheelie bin service" may be provided in the case of a resident who, directly as a result of a medical condition, generates significantly greater quantities of domestic waste and/or recyclable waste and requires additional wheelie bins (an example is a home dialysis patient, who will have large quantities of plastic waste, cardboard and containers to deal with because of the dialysis process).

Medical assistance wheelie bin services:

- (i) Will not be provided unless a written application is made on the prescribed form and is accompanied by written advice from a medical practitioner stating that the applicant will, as a result of their medical condition, require assistance disposing of additional waste.
- (ii) Will be provided at no charge. That is, there will be no utility charges associated with the waste collection service.
- (iii) May be in the form of additional 140 and 240 litre domestic waste wheelie bins and/or additional 140 and 240 litre recyclable waste wheelie bins.

(G) Domestic premises – multiple unit domestic dwellings - aged persons accommodation with central dining facilities (ie. retirement facility)

The following services are available to multiple unit domestic dwellings in aged persons accommodation with central dining facilities where such premises are recognised as such in Council's planning scheme:

- (a) Wheelie bins
 - (i) Any of the standard wheelie bin collection services for domestic waste and recyclable waste services described in section 6 of this policy.

(ii) An additional option, however, is one 240 litre domestic waste and one 240 litre recyclable waste bin to be issued for every two dwellings within the domestic premises.

- A waste management utility charge of 50% of the standard 240 litre domestic waste and one 240 litre recyclable waste bin will be applied to each dwelling, or if the premises is not strata-titled, the full waste management utility charge for each standard 240 litre domestic waste wheelie bin and 240 litre recyclable waste wheelie bin will be applied to the parent property.

(b) Bulk bins

Any of the standard bulk bin for domestic waste and recyclable waste collection services described in section 6 of this policy.

(H) Waste and recycling collection services for commercial and industrial premises

(a) Owners and occupiers of commercial and industrial premises are not obligated to use Council-provided domestic waste or recyclable waste collection services. They may make arrangements with private suppliers.

(b) Owners and occupiers of commercial and industrial premises must have an adequate waste collection service to meet requirements under LL8 and arrange for general waste collection from the premises.

(c) If commercial or industrial premises within the CA is not the subject of an alternative (privately-provided) waste collection service, it will be serviced premises for the purposes of LL8 and Council may arrange for collection of general waste from the premises. Depending on the circumstances, a minimum of one 140 litre or 240 litre domestic waste wheelie bin service per week may be arranged by Council and the waste management utility charges for these services will apply to the premises.

(d) Domestic waste and/or recyclable waste collection services can be requested to be provided by Council. The domestic waste and/or recyclable waste collection services that can be requested by the owners, property managers or bodies corporate of commercial and industrial premises are as follows:

- (i) standard 140 litre recyclable waste wheelie bin - serviced once per fortnight
- (ii) on-property 140 litre recyclable waste wheelie bin - serviced once per fortnight
- (iii) standard 240 litre recyclable waste wheelie bin - serviced once per fortnight
- (iv) on-property 240 litre recyclable waste wheelie bin - serviced once per fortnight
- (v) 1,100 litre bulk bin for recyclable waste - serviced once per week
- (vi) standard 140 litre domestic waste wheelie bin - serviced from one to seven times per week
- (vii) on-property 140 litre domestic waste wheelie bin - serviced from one to seven times per week
- (viii) standard 240 litre domestic waste wheelie bin - serviced from one to seven times per week
- (ix) on-property 240 litre domestic waste wheelie bin - serviced from one to seven times per week

- (x) 1,000 litre bulk bin for domestic waste - serviced from one to seven times per week
- (xi) 1,100 litre bulk bin for domestic waste - serviced from one to seven times per week
- (xii) 1,500 litre bulk bin for domestic waste - serviced from one to seven times per week
- (xiii) 2,000 litre bulk bin for domestic waste - serviced from one to seven times per week
- (xiv) 3,000 litre bulk bin for domestic waste - serviced from one to seven times per week.

Note: "On-Property" services (which only related to commercial wheelie bin services) are when the collection contractor must enter private property to service a bin (rather than the bin being presented on the footpath for servicing).

(I) Commercial premises – Waste services on Council properties

- (a) The full range of domestic waste and recyclable waste collection services for commercial premises detailed in section 12 above are available to Council properties.
- (b) In the case of wheelie bins on properties administered by Council's Community Services branch (eg. sporting clubs, community centres, Girl Guides, Boy Scouts, Meals on Wheels and the like) - all collection services will be the subject of waste management utility charges levied through Council's rating system.
- (c) In the case of park wheelie bins, park litter bins, street wheelie bins and street litter bins - Waste Services will charge the relevant Council branch directly for the service. Such charge may include an administration component.
- (d) In the case of bulk bins - Waste Services will charge the relevant Council branch directly for the service. Such charge may include an administration component.

Service list

Below is a full list of waste services for which rate charges will have to be set from 1 July 2011.

DOMESTIC SERVICES
140 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly
On-property 140 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly
On-property manual handling 140 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly
240 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly
On-property 240 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly
On-property manual handling 240 litre domestic waste bin serviced weekly and a 140 or 240 litre recyclable waste bin serviced fortnightly

240 litre domestic waste bin serviced weekly Only available where:	
<ul style="list-style-type: none"> • no other domestic waste collection service including recyclable waste can be provided; or • in multiple dwelling premises where a shared 1,100 litre recyclable waste bulk bin is being used 	
On-property manual handling 240 litre domestic waste bin serviced weekly (only available where no other domestic waste collection service including recyclable waste can be provided)	
Additional 140 litre domestic waste bin serviced weekly	
Additional on-property manual handling 140 litre domestic waste bin serviced weekly	
Additional 240 litre domestic waste bin serviced weekly	
Additional on-property manual handling 240 litre domestic waste bin serviced weekly	
Additional 140 litre recyclable waste bin serviced fortnightly	
Additional on-property manual handling 140 litre recyclable waste bin serviced fortnightly	
Additional 240 litre recyclable waste bin serviced fortnightly	
Additional on-property manual handling 240 litre recyclable waste bin serviced fortnightly	
Domestic premises – Multiple unit domestic dwellings - aged persons accommodation with central dining facilities - one 240 litre domestic waste and one 240 litre recyclable waste bin issued for every two dwellings within the premises	
Domestic premises – Multiple dwellings (eg. apartments, townhouses), Dual Occupancy (eg. duplexes) and Dual Occupancy (Auxiliary Unit) – strata-titled	Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - once weekly servicing
	Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - twice weekly servicing
	Bulk bin equivalent - 240 litre domestic waste and 120 litre recyclable waste - three times weekly servicing
	Bulk bin equivalent - 140 litre domestic waste and 70 litre recyclable waste - once weekly servicing
	Bulk bin equivalent - 140 litre domestic waste and 70 litre recyclable waste - twice weekly servicing
	Body corporate 140 litre recyclable waste bin serviced fortnightly
	Body corporate 240 litre recyclable waste bin serviced fortnightly
	Body corporate 1,100 litre bulk recyclable waste bin serviced once weekly
	Body corporate 140 litre domestic waste bin serviced once weekly
	240 litre body corporate domestic waste bin serviced once weekly
	Body corporate, 1000 litre bulk domestic waste bin - 1 service per week
	Body corporate 1,000 litre bulk domestic waste bin - for each additional service performed in the same week to a maximum of three services per week
	Body corporate 1,100 litre bulk domestic waste bin - 1 service per week
	Body corporate 1,100 litre bulk domestic waste bin - for each additional service performed in the same week to a maximum of three services per week
	Body corporate 1,500 litre bulk domestic waste bin - 1 service per week

Domestic premises – Multiple dwellings (eg. apartments, townhouses), Dual Occupancy (eg. duplexes) and Dual Occupancy (Auxiliary Unit) – non-strata-titled	Body corporate 1,500 litre bulk domestic waste bin - for each additional service performed in the same week to a maximum of three services per week
	Body corporate 2,000 litre bulk domestic waste bin - 1 service per week
	Body corporate 2,000 litre bulk domestic waste bin - for each additional service performed in the same week to a maximum of three services per week
	Body corporate 3,000 litre bulk domestic waste bin - 1 service per week
	Body corporate 3,000 litre bulk domestic waste bin - for each additional service performed in the same week to a maximum of three services per week
	Shared 1,100 litre bulk recyclable waste bin (weekly 70 litre equivalent)-serviced weekly (per dwelling)
	1,100 litre bulk recyclable waste bin serviced weekly
	1,000 litre bulk domestic waste bin - 1 service per week
	1,000 litre bulk domestic waste bin - for each additional service performed in the same week
	1,100 litre bulk domestic waste bin - 1 service per week
	1,100 litre bulk domestic waste bin - for each additional service performed in the same week
	1,500 litre bulk domestic waste bin - 1 service per week
	1,500 litre bulk domestic waste bin - for each additional service performed in the same week
	2,000 litre bulk domestic waste bin - 1 service per week
	2,000 litre bulk domestic waste bin - for each additional service performed in the same week
	3,000 litre bulk domestic waste bin - 1 service per week
3,000 bulk domestic waste bin - for each additional service performed in the same week	

COMMERCIAL SERVICES
Recycling Services
140 litre recyclable waste bin serviced fortnightly
On-property 140 litre recyclable waste bin serviced fortnightly
On-property manual handling 140 litre recyclable waste bin serviced fortnightly
240 litre recyclable waste bin serviced fortnightly
On-property 240 litre recyclable waste bin serviced fortnightly
On-property manual handling 240 litre recyclable waste bin serviced fortnightly
1,100 litre bulk recyclable waste bin serviced weekly

Waste Services
140 litre domestic waste bin - 1 service per week
On-property 140 litre domestic waste bin - 1 service per week
On-property manual handling 140 litre domestic waste bin - 1 service per week
140 litre domestic waste bin - for each additional service performed in the same week
On-property manual handling 140 litre domestic waste bin - for each additional service performed in the same week
240 litre domestic waste bin - 1 service per week
On-property 240 litre domestic waste bin - 1 service per week
On-property 240 litre domestic waste bin - 1 service per week Manual Handling
240 litre domestic waste bin - for each additional service performed in the same week
On-property manual handling 240 litre domestic waste bin - for each additional service performed in the same week
1,000 litre bulk domestic waste bin - 1 service per week
1,000 litre bulk domestic waste bin - for each additional service performed in the same week
1,100 litre bulk domestic waste bin - 1 service per week
1,100 litre bulk domestic waste bin - for each additional service performed in the same week
1,500 litre bulk domestic waste bin - 1 service per week
1,500 litre bulk domestic waste bin - for each additional service performed in the same week.
2,000 litre bulk domestic waste bin - 1 service per week
2,000 litre bulk domestic waste bin - for each additional service performed in the same week
3,000 litre bulk domestic waste bin - 1 service per week
3,000 litre bulk domestic waste bin - for each additional service performed in the same week

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME
Refer to 'Local Laws' DM quick search	Local Law	Local Law No. 8 (Waste Management) 2018
-	Contract	Waste Collection Contract LWS/666/2009
8431811	Delegation of Authority	Grossly Contaminated Recycling Bins