

Program:	Waste Services
Date of Adoption:	24 November 2021
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1.0 Scope

This policy applies to waste and recycling collection services provided by Mackay Regional Council (MRC).

2.0 Objective

The purpose of this policy is to establish a framework for the ongoing provision of solid waste and recycling collection services.

In conjunction with the Waste Management Strategic Plan, this policy ensures supply of waste management services such as waste and recycling collection. The objectives being to reduce the amount of waste to landfill by recovering resources from the waste stream and increase the recovery and recycling of resources across all waste streams.

3.0 Reference

- *Local Government Act 2009*
- *Environmental Protection Act 1994*
- *Environmental Protection Regulation 2019*
- *Environmental Protection (Noise) Policy 2019*
- *Waste Reduction and Recycling Act 2011*
- *Waste Reduction and Recycling Regulation 2011*
- *Mackay Regional Council Revenue Policy*

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Commercial premises shall mean any of the following types of premises –

- (a) a hotel, motel, caravan park, café, food store or canteen;
- (b) an assembly building, institutional building, kindergarten, child minding centre, school or other building used for education;
- (c) premises where a sport or game is ordinarily played in public;
- (d) an exhibition ground, show ground or racecourse;
- (e) an office, shop or other process where business or work, other than a manufacturing process, is carried out.

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Domestic premises shall mean any of the following types of premises –

- (a) a single unit private dwelling;
- (b) multi premises containing 2 or more separate flats, apartments or other dwelling units;
- (c) a boarding house, hostel, lodging house or guest house.

MRC shall mean Mackay Regional Council.

Recycling shall mean the kerbside or bulk bin collection of glass bottles, glass jars, steel cans, aluminium cans, paper, cardboard, milk and juice cartons and PET / HDPE plastic containers.

Refuse service charge shall mean the charge applied by MRC through its rating activities for the provision of a waste collection service.

Regulated Waste shall mean regulated waste in accordance with the *Environmental Protection Regulation 2019*.

Waste shall mean the everyday 'refuse', 'rubbish' or 'garbage' generated by domestic or commercial premises that cannot be recycled and would normally be collected by an MRC or private waste bin contractor. The term waste does not refer to any regulated, hazardous or toxic waste generated by industry.

5.0 Policy Statement

MRC is committed to providing waste collection services, on a fee for service basis, that are economically and environmentally sustainable, with a focus on customer service delivery, cost effectiveness and quality.

Currently services are mainly conducted through collection of 240 litre bins for either waste or recycle collection. MRC's current collection contract does provide for options in 140 litre waste or 360 litre recycle bin capacity should they be required for future services.

5.1 Residential Premises: Designated Area

The MRC area is a designated area for the purposes of general waste collection from residential premises.

5.2 Residential Premises – Single-Unit Dwellings

5.2.1 *Service Entitlement*

All single-unit residential dwellings located on a road serviced by MRC's waste and recycling contractors will be provided with a kerbside waste collection service by MRC or its nominated contractor.

MRC's basic kerbside waste collection service consists of one 240 litre general waste bin per single unit dwelling to be serviced weekly.

A refuse service charge will be applied by MRC to respective property rates for the provision of a kerbside waste collection service.

One 240 litre recycle bin (serviced fortnightly) is generally provided at no additional cost with each waste bin service.

A property owner (ratepayer) may request an additional waste bin; however, one additional refuse service charge will apply to each additional waste bin that is requested. One recycling bin (serviced fortnightly) is provided additional with each additional waste bin service at no additional cost.

A property owner (ratepayer) may request an additional recycle bin only, however one additional recycle bin service charge will apply to each additional recycle bin that is requested. An additional recycle bin is serviced fortnightly on the scheduled collection day.

5.2.2 *Bin Placement*

The occupier of a single-unit residential dwelling is responsible for placing the MRC provided waste bin and recycling bin on the kerbside frontage of the property prior to 6.00am on the nominated collection day.

The occupier of the premises must ensure that access to the bin/s is unobstructed and that the bins are placed 50cm apart when both bins are being collected.

Bins must be returned to within the property boundary as soon as possible after collection and not later than 24 hours after the nominated day of service.

A Mackay Waste Services authorised officer may direct a resident to present waste and recycling bins in a more accessible location, for the safety of residents, the public and the collection vehicles and/or for the protection of property.

5.2.3 *Condition of Use*

The occupier of the premises must ensure that only appropriate materials are placed in the bin and that bins are not overloaded, with the lid closed.

The occupier of premises must ensure that each waste bin is clean and in good repair. Damaged bins are to be reported to MRC for repairs or replacement as soon as practicable.

5.3 Residential Premises: Multi-Unit Dwellings

5.3.1 All multi-unit residential dwellings located on a road serviced by MRC's waste and recycling contractors will be provided with a waste collection service by MRC or its nominated contractor.

240 litre waste and recycling bins may be used for multi-unit developments with ten (10) or less unit dwellings.

The maximum allowable number of 240 litre bins at a multi-unit dwelling will be determined by a Mackay Waste Services authorised officer following assessment of on-site storage facilities based on the suitability of, and access to, kerbside presentation/ service point(s).

If there is no satisfactory kerbside location for presentation of, or service of 240 litre waste bins, at the discretion of a Mackay Waste Service' authorised officer, a bulk refuse bin service may be provided to multi-unit dwellings.

All multi-unit residential dwellings with 11 or more units will be provided with an MRC bulk bin waste collection service. The number of bulk bins, size of bulk bins, and frequency of bin service provided will vary according to the size of the development.

A Mackay Waste Services authorised officer will determine the number and size of bulk waste bins, and the frequency of the bulk bin waste service.

Multi-unit residential dwellings with 11 or more units may be provided with an MRC bulk bin recycling collection service. MRC bulk bin recycling is conducted using 1100 Litre yellow lidded bins. The number of bulk bins, and frequency of bin service provided will vary according to the size of the development.

All multi-unit dwelling developments must provide on-site dedicated enclosure(s) for the storage of waste and recycling bins.

One refuse service charge will be applied to each residential dwelling in a multi-unit dwelling for the provision of a waste and recycling collection services.

- 5.3.2 Where a bin service is provided to a multi-unit dwelling, the respective occupiers of each unit are responsible for placing the MRC provided waste and recycling bins on the kerbside in an accessible location prior to 6.00 am on the nominated collection day and returning the bins to the on-site dedicated enclosures not later than 24 hours after the nominated day of service.

Where a multi-unit dwelling receives, a bulk bin service a Mackay Waste Services authorised officer in conjunction with the body corporate and MRC's nominated bin collection contractor will agree an accepted procedure for presentation and servicing the bulk bin(s).

5.4 Commercial Premises

- 5.4.1 MRC does not provide new waste collection services to commercial premises. This is due to the availability of providers for the commercial sector.

Historical commercial waste collection services continue to be provided. Waste Services may review sustainability of a current service and withdraw those services on notice.

A refuse service charge will be applied by MRC to the commercial property rates for the provision of a kerbside waste collection service.

One 240 litre recycle bin (serviced fortnightly) is generally provided at no additional cost with each waste bin service.

Additional waste bin requests for commercial premises are no longer accepted. For historical services, one additional refuse service charge will apply to each additional waste bin that was previously requested.

All commercial premises that receive an MRC waste collection service must provide on-site dedicated enclosure/s for the storage of waste and recycling bins.

- 5.4.2 MRC the occupier of a commercial property is responsible for placing the MRC provided waste and recycling bins on the kerbside in an accessible location prior to 6.00 am on the nominated collection day and returning the bins to the on-site dedicated enclosures not later than 24 hours after the nominated day of service.

An authorised MRC officer may direct a commercial property occupant to place waste and recycling bins in a more accessible location.

5.5 Recycle Education and Compliance

5.5.1 *Audits*

An authorised officer will be utilised to conduct audits of the contents of recycle bins and may include waste bins to assist with determining behavioural drivers. This is to ensure proactive compliance and a targeted approach to education of residents. The frequency of the audit program will be determined by MRC's Resource Recovery Education program. Random inspections of bin contents may also take place to ensure compliance.

5.5.2 *Suspension of Bin Use*

If it is determined that the recycling bin is not being used for its proper purpose, the collection service may be suspended or terminated and the recycling bin retrieved by MRC.

- 5.5.3 An MRC recycling bin service may be re-instated when the owner or tenant of the property changes, or if the timeframe of suspension has been served.

5.6 Presentation of multiple bins for services

- 5.6.1 A premises must only present the number of bins provided by MRC and charged through rates. MRC must provide advice to the resident and/or

owner that present either multiple bins or non-council council bins in these circumstances.

5.6.2 In the event that an advice is ignored after the second written advice, MRC may apply an additional refuse collection charge without further notice.

5.6.3 In the event that an owner consents to paying for an additional service, a pro-rata rate will be applied from the date of acceptance.

5.7 Registered Charity Organisations

5.7.1 MRC does not provide free waste collection services for 'not-for-profit' or charity organisations.

Registered Charities can apply to MRC in writing for exemption from waste disposal charges at MRC waste disposal facilities. A copy of the current Waste Services Charitable Organisation Certificate must be presented upon arrival at an MRC waste disposal facility for the in-kind exemption to apply.

5.8 Assisted Waste Collection

5.8.1 MRC will provide an assisted waste collection service, at no additional cost, to residents whereby reason of ill health, physical or mental incapacity of the resident or for safety of the general public or other physical condition the bin cannot be placed in an accessible position by the resident.

5.8.2 The resident or the resident's representative can apply to MRC for an assisted waste collection service. Applications for an assisted waste collection service must include a certificate from a registered medical professional stating the reason for the request.

5.8.3 An authorised officer will determine the collection point for the property where the assisted waste collection service is to be provided and MRC's contractor will manually collect from and return the bins to the collection point.

5.9 Service Assessments

5.9.1 A planning referral in assessment for the provision of waste collection services must be conducted when assessing Development Applications where waste collection services apply, to ensure adequate provision of a refuse management system.

5.9.2 The objective of an assessment is to ensure sustainable and safe collection operations can be achieved prior to development taking place and assess whether Performance Objectives are achieved through Acceptable Outcomes.

5.9.3 A Service Assessment is available to commercial and other development premises, and a mandatory requirement for residential premises.

5.10 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

Complaints may be made as following:

In writing to
Chief Executive Officer
Mackay Regional Council
PO Box 41
MACKAY QLD 4740

Via Email - complaints@mackay.qld.gov.au

In person at the following Council Client Services Centres:

- MRC Mackay Office – 73 Gordon Street, Mackay
- MRC Sarina Office – 65 Broad Street, Sarina
- MRC Mirani Council Office – 20 Victoria Street, Mirani

6.0 Review of Policy

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.