

	<b>COUNCIL POLICY</b>	
	<b>Waste Collection Services</b>	
	POLICY NO	053
	DEPARTMENT	Engineering & Commercial Infrastructure
	PROGRAM	Waste Services
ADOPTED BY COUNCIL	28 February 2018 (Folio 48959)	

## 1.0 Scope

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

## 2.0 Purpose

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, Chapter 4, Part 1*
- *Environmental Protection Act 1994*
- *Environmental Protection Regulation 2008*
- *Environmental Protection (Noise) Policy 2008*
- *Waste Reduction and Recycling Act 2011*
- *Waste Reduction and Recycling Regulation 2011*
- *Mackay Regional Council Revenue Policy 008*

## 4.0 Definitions

To assist in interpretation the following definitions shall apply:

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

**MRC** shall mean Mackay Regional Council.

**Regulated Waste** shall mean regulated waste in accordance with the *Environmental Protection Regulation 2008*.

**Recycling** shall mean the kerbside or bulk bin collection of glass bottles, glass jars, steel cans, aluminum 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.

**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 a MRC or private waste bin contractor. The term waste does not refer to any regulated, hazardous or toxic waste generated by industry.

## 5.0 Background

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.

## 6.0 Policy Statement

### 6.1 Residential Premises: Designated Area

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

### 6.2 Residential Premises: Single-Unit Dwellings

6.2.1 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.

The occupier of a single-unit residential dwelling is responsible for placing the MRC provided waste bin and recycling bin on the kerbside in an accessible location prior to 6.00am on the nominated collection day and returning the bin(s) to within the property boundary 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.

### 6.3 Residential Premises: Multi-Unit Dwellings

6.3.1 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 a 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 a 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.

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

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.

At the discretion of a Mackay Waste Services authorised officer, yellow lidded 240 litre recycling bins may be provided to multi-unit dwellings where bulk recycle bin collection is not achievable. The maximum number of 240 litre recycling bins allowable at a multi-unit dwelling will be determined by a Mackay Waste Services authorised officer following assessment of on-site storage facilities and suitability of and access to kerbside presentation / service point(s).

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).

#### 6.4 Commercial Premises

6.4.1 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 a MRC waste collection service must provide on-site dedicated enclosure/s for the storage of waste and recycling bins.

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.

#### 6.5 Recycle Education and Compliance

6.5.1 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. A minimum of two proactive inspection programs will be conducted per annum. Random inspections of bin contents may also take place to ensure compliance.

6.5.2 A MRC recycling bin collection service will be terminated and the recycling bin retrieved by MRC if the recycling bin is not being used for its proper purpose.

6.5.3 In the event that a recycling bin service is terminated, the full refuse service charge will continue to be levied to the property owner.

## 6.6 Presentation of multiple bins for services

6.6.1 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 in these circumstances.

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

6.6.3 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.

## 6.7 Registered Charity Organisations

6.7.1 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 a MRC waste disposal facility for the in-kind exemption to apply.

## 6.8 Assisted Waste Collection

6.8.1 MRC will provide an assisted waste collection service, at no additional cost, to residents where by 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.

6.8.2 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.

6.8.3 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.

## 6.9 Service Assessments

6.9.1 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.

6.9.2 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.

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

## 7.0 **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.

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Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
1	Review of Policy		Council	27.01.16
2.	Review of Policy	Amendments	Council	27.02.18