

## **10.6 DRAFT KERBSIDE COLLECTION POLICY - FOR PUBLIC EXHIBITION - ATTACHMENTS**

Attachment Titles:

Draft Kerbside Collection Policy - SVC-ENG-PO-134-01

**Attachment 1 - ECM\_3333308\_v3\_20250221 - Draft Kerbside Collection Policy - SVC-ENG-PO-134-01**

<b>Policy Title</b>	Kerbside Collection Policy
<b>Policy Category</b>	Public
<b>Number &amp; Version</b>	SVC-ENG-PO-134-01
<b>Policy Owner</b>	Waste and Waste Business
<b>Approval by</b>	XXX
<b>Effective date</b>	XXX
<b>Date for review</b>	XXX

**1. STRATEGIC PURPOSE**

The Snowy Valleys Council (Council) will care for and protect our natural environment and ensure to sustainably manage waste through a commitment to resource recovery and best practice waste management. This document is intended to assist residents to support Council's sustainable management of waste by providing clear information and guidance on kerbside bin collection and related procedures in line with the Zero Waste Strategy 2024-30.

**2. POLICY STATEMENT**

This document serves to:

- Define kerbside waste services
- Outline responsibilities and expectations of residents in supporting the safe and efficient collection of kerbside bins
- Describe procedures for event waste collection; and
- Outline relevant legislation and supporting Council documents.

**3. DEFINITIONS**

**Council** refers to the Snowy Valleys Council

**Landfill bin** refers to either a 140L or 240L (commercial only) mobile bin supplied for the disposal of landfill waste. These bins are identified by their red lids. All bins remain the property of the Council.

**Recycling bin** refers to a 240L mobile bin supplied for the disposal of co-mingled recyclable materials. These bins are identified by their yellow lids. All bins remain the property of the Council.

**FOGO bin** refers to a 240L mobile bin supplied for the disposal of food organics and garden organics materials. These bins are identified by their green lids. All bins remain the property of the Council.

**Bins** refers collectively to all the landfill, recycling and FOGO bins provided by Council.

**Domestic** refers to waste services relating to residential properties, including all owner-occupied and tenanted premises and vacant residential premises.

**Non-domestic** refers to waste services relating to all non-residential and commercial premises such as schools and businesses serviced by Council's kerbside collection service.

**Recyclable materials** refers to materials that can be recycled in the SVC area, including steel and aluminium cans, glass bottles and jars, paper, cardboard, milk and juice cartons, foil and foil containers; and plastics marked with the Plastic Identification code number #1 (PET), #2 (HDPE) or #5 (PP).

**Food organics and garden organics** refers to food (e.g. leftovers (cooked or raw), spoiled food, baked goods, fruit/vegetable scraps, bones, seafood, dairy, cheese, egg shells, tea bags and coffee grinds) and garden waste (e.g. lawn clippings, leaf matter, small branches and twigs). FOGO material may be placed inside compostable kitchen caddy liners that comply with Australian Standard AS 4736-2006 or fibre-based kitchen caddy liners (e.g. paper or newspaper).

**Certified compostable caddy bags** used in SVC is a liner for the compost caddy used to collect and dispose of Food organic material. Council supply 1 roll (150 bags) each year. They are an 8-litre lime green bag made by Cardia Bioproducts (product number PSB-C-0121-A). If purchasing from local supermarkets or online retailers must be compostable to Australian standard AS4736. Anything else will contaminate the load, adding to the processing cost.

**Hazardous materials** are any substances that possess explosive, flammable, poisonous, toxic, ecotoxic or infectious characteristics. This includes, but is not limited to, asbestos, clinical or medical waste, paint, fluorescent light tubes, light bulbs, motor oil, gas canisters/cylinders, car batteries, household batteries, e-waste, and agricultural or household chemicals.

**Fees and charges** in relation to waste services refer to the waste access charge, kerbside bin collection charges, new service/bin charges and other fees described in the annual schedule of service *Fees and Charges* released by Council. Fees and charges may change at any time at the discretion of Council.

**Collection Vehicle** is Council's waste collection truck, other vehicle or approved service provider authorised by the Council to deliver specific services in accordance with Council's standards and requirements.

## 4. CONTENT

### 4.1 Kerbside collection service

In accordance with the processing fees and charges described in this Policy under Section 4.3 *Changing, Replacing and Obtaining a Bin*, Council will provide domestic and non-domestic properties with one 140L landfill bin for landfill waste disposal, one 240L co-mingled recycling bin for recyclable materials disposal and one 240L FOGO bin for food

organics and garden organics disposal. All bins remain the property of the Council. Landfill and recycling bins are collected fortnightly while FOGO bins are collected weekly. Council will make available an annual calendar of the bin collection schedule on the Council website, waste app and as a digital download. Provision of additional bins shall be in accordance with this Policy, Section 4.3.2.

Council will provide kitchen caddies and kitchen caddy liners to assist in the disposal of FOGO material for purchase in accordance with the fees set out in the annual schedule of service *Fees and Charges*.

Council will manage and operate the kerbside bin collection service. The service will be provided in a professional and efficient manner. Changes to services will be communicated with residents in a timely manner.

The annual schedule of service *Fees and Charges* will be made available annually. *Fees and Charges* may change annually at the discretion of the Council.

#### 4.2 Bin presentation

Bins are to be placed on the street kerbside for collection. Where no kerb exists, bins should be placed as close as practicable to the edge of the graded road shoulder, but not on the road. Bins are to be placed so that the lid opens towards the road. Bins shall be placed at least 1 metre apart to allow the collection vehicle hydraulic lifting arm to access each bin. Bins must be placed for collection no later than 5 am on the day of collection.

Collection of bins shall be undertaken starting from 5 am on designated collection days. Bins placed out after the collection vehicle has passed will not be collected until the next scheduled collection time. Waste collection vehicles are equipped with video recording technology that can capture images and video recordings of the street kerb, providing evidence of where bins are absent at the time of the collection. Occasionally, waste collection vehicles may need to undertake kerbside collection services on weekends where circumstances require, for example mechanical issues with waste collection vehicles. Changes to service days will be communicated publicly via the Council waste app, Facebook page and website and other appropriate media outlets in a timely manner as they arise.

Where residents or community members are aware that their bin has not been collected on the scheduled day and it was placed out for collection in a correct manner, it is recommended that they refer to the Snowy Valley Council waste app, Facebook page and website for updates or advice on possible issues or delays with the service on the given day. Issues and delays will be communicated publicly via the Council waste app, Facebook page and website and other appropriate media outlets in a timely manner as they arise.

Where the collection vehicle cannot access a bin due to a car or other obstruction (e.g. a tree, street pole or power pole) blocking access to the bin, the collection vehicle will not collect the bin and the instance will be recorded electronically via the waste collection vehicle video recording technology.

Where the collection vehicle misses a bin that was correctly presented and placed for collection on time, residents are required to notify Council so that arrangements can be made for the bin/s to be collected within 24 hours of notice.

Bins must not be overloaded (no more than 60kg) and the lid must close to be collected in order to mitigate against spillage of waste contents, access by vermin/wildlife, and environmental pollution. Bins shall not be excessively compacted and the contents must not be jammed. If the collection vehicle finds that a bin is jammed prior to collection, the operator

will attempt to empty the bin using the hydraulic truck collection arm three times in total, prior to marking the bin as compacted using a tag or sticker. If the bin remains jammed, it is the responsibility of the resident to clear the compaction, and the bin shall be collected at the next scheduled collection service date.

Bins that have fallen over will not be collected by the collection vehicle due to hazards posed by handling and lifting the bins and their contents. Residents are responsible for lifting fallen bins and cleaning any spilled contents.

Council's bin collection vehicle will report any non-conforming bins to Council as soon as practicable following the collection service.

Waste collection vehicles are equipped with video and location recording technology that can capture images and video recordings of bins that are placed out for collection. Images and video recordings can be used to detect, monitor, report on and follow up with instances of bins being placed incorrectly on the kerbside, bins not being placed on the kerbside in time for collection, and bins being incorrectly presented (e.g. jammed, fallen over, lids open).

#### 4.3 *Changing, Replacing and Obtaining a Bin*

##### 4.3.1 *General information*

For a property owner or resident to change, replace or obtain a bin:

- The property must be within the collection service area managed by Council.
- Applicants are required to provide a Certificate of Occupancy.
- Property owners must pay the waste access charge and standard domestic kerbside collection charge at a minimum, as set out in the annual schedule of service *Fees and Charges* in order to receive the kerbside collection service.
- Applicant must pay the associated costs for administration, bin assembly and delivery.
- Applicants must submit a Kerbside Collection Waste Services Form, which may be found on Council's website, and must be signed by the property owner before submitting to Council's Customer Service team.

Property owners are responsible for the cost of replacement of a burnt or a stolen bin. The property owner shall pay the bin replacement cost as set by Council.

Where bins have been damaged during the collection process, they will be repaired or replaced as soon as practicable following the damage being reported to Council. This will occur at no cost to the resident.

Bins requested for replacement or repair must be left outside the property on the kerbside. Council staff will not enter private property to replace, repair or deliver bins.

##### 4.3.2 *Domestic services*

In accordance with the fees described in the annual schedule of service *Fees and Charges*, Council will provide a complete set of three bins (landfill 140L, recycling 240L and FOGO 240L) to owners or residents of a new domestic property within 5 working days of a written service request being received by Council.

Council will provide additional landfill, recycling and FOGO bins to owners or residents of residential properties upon written request and following payment of fees as set out in the annual schedule of service *Fees and Charges*.

#### 4.3.3 Non-domestic services

In accordance with the fees described in the annual schedule of service *Fees and Charges*, Council will provide a complete set of three bins (landfill 140L, recycling 240L and FOGO 240L) to owners or tenants of a new non-domestic property within 5 working days of a written service request being received by Council on the designated Kerbside Collection Waste Services Form. Forms must be signed by the property owner and submitted to Council's Customer Service Team.

Council will provide the opportunity for non-domestic properties to obtain a larger 240L landfill waste bin upon written request and following payment of fees as set out in the annual schedule of service *Fees and Charges*.

Council will provide the opportunity for owners or tenants of non-domestic properties to apply for non-standard FOGO, recycling and landfill collections. The costs for non-standard collections will be determined upon written application to Council depending on the circumstances, as set out in the annual schedule of service *Fees and Charges*.

#### 4.4 Bin inspection

Council's Resource Recovery Officers and waste collection vehicle operators may inspect any bin placed outside a property for collection. They will not enter private property to inspect a bin.

Waste collection vehicles are equipped with video recording technology that can capture images and video recordings of bin contents as bins are emptied into collection vehicles. Images and video recordings can be used to detect, monitor, report on and follow up with contamination events.

All footage collected by the video recording technology will be managed in accordance with Council's *Closed Circuit Television (CCTV) Policy*.

#### 4.5 Bin contamination

##### 4.5.1 Recycling bin

Only recyclable material shall be placed in recycling bins. Non-recyclable material, including green waste, food waste, medical waste and landfill waste, must not be placed in recycling bins.

Recyclable materials are to be placed loose into the co-mingled recycling bin and not bagged in plastic bags.

##### 4.5.2 FOGO bin

Only food organics and garden organics materials as described in Section 3 Definitions shall be placed in FOGO bins. No other material shall be placed in FOGO bins.

Food organics and garden organics should be placed loose or in Council approved caddy bags into the FOGO bin and not bagged in plastic bags. Approved bags include the Cardia Bioproducts bags (product number PSB-C-0121-A) provided for purchase from Council and other Australian Standard AS 4736-2006 bags. Anything else will contaminate the load, adding to the processing cost.

##### 4.5.3 General information

Council understands that waste management and correct recycling can be complicated due to several factors, including misleading product labels and varying standards between Council areas. For this reason, Council seeks to approach the issue of contamination using education as a priority and provides a wide range of educational resources online, including guides on what materials are accepted in kerbside bins.

Council will seek to work with residents to address knowledge gaps and barriers to correct waste disposal prior to enforcing penalties as a last resort.

Where contamination with hazardous materials is detected in any landfill, recycling or FOGO bin, enforcement (see Table 1 below) may be applied as a first step due to the safety risks posed by hazardous materials. Hazardous materials are described in Section 3 Definitions.

If contamination of a recycling or FOGO bin with any other material than accepted is detected, Council will employ the three-strike system outlined in the table below.

Bin collection vehicles are equipped with video recording technology to detect and record incidences of contamination in bins, with the use of this technology in compliance with Council's *Closed Circuit Television (CCTV) Policy*.

Where contamination is detected, collection of the contaminated bin by the collection vehicle will not occur and the address associated with the bin shall be recorded.

*Table 1: System for managing domestic bin contamination.*

Strike	Response	Action
First contamination event	Education	<ul style="list-style-type: none"> <li>▪ Council or the collection vehicle operator may place a contamination sticker or tag on the bin</li> <li>▪ Council will provide information on acceptable and unacceptable materials in the subject waste stream</li> <li>▪ Council will provide the opportunity for residents to contact a Waste Officer for information</li> </ul>
Second contamination event	Education, warning	<ul style="list-style-type: none"> <li>▪ Council or the collection vehicle operator may place a contamination sticker or tag on the bin</li> <li>▪ Council will advise the resident of the repeated contamination events</li> <li>▪ Council will provide information on acceptable and unacceptable materials in the subject waste stream</li> <li>▪ Council will provide the opportunity for residents to contact a Waste Officer for information</li> <li>▪ Council will advise the resident via a letter that repeated contamination may result in a fine and/or suspension of service</li> </ul>
Third contamination event	Enforcement	<ul style="list-style-type: none"> <li>▪ Council will advise the resident of the repeated contamination events</li> <li>▪ Council will provide information on acceptable and unacceptable materials in the subject waste stream</li> <li>▪ Council will provide the opportunity for residents to contact a Resource Recovery Officer for information</li> <li>▪ Council may choose to apply a penalty and/or temporarily refuse service to the resident with no adjustment in waste fees and charges</li> </ul>

Strike	Response	Action
		<ul style="list-style-type: none"> <li>Council will advise the resident where they can dispose of waste while their service is suspended.</li> </ul>

If more than six months passes following a contamination event, the contamination response will be deescalated by one level. For example, where one contamination event follows one other contamination event by more than six months, these will both be considered first event.

Where property owners advise the Council that tenants have changed within a property, contamination responses will reset commencing at the lowest response.

Evidence of bin contamination can be provided via the location, photo and video recordings captured by technology on collection vehicles.

Contaminated bins will not be collected unless the contaminating material is removed from the bin. Collection may not be possible until the next scheduled collection service.

#### 4.6 Safe bin collection

Waste collection vehicle operators must abide by the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulation 2017*.

Council and waste collection vehicle operators must comply with the *Collection of Domestic Waste Code of Practice*<sup>1</sup>. The *Collection of Domestic Waste Code of Practice* describes safer work responsibilities and protocols for any persons whose work involves the collection and/or transport of domestic waste for/by bodies formed under the *Local Government Act 1993*. The *Code of Practice* provides guidance on risk management for issues such as work methods, plant and equipment, working environment, time of day, wastes handled and fitness for work.

Snowy Valleys Council Infrastructure & Works Department (IWD) has standard operating procedures for identifying and mitigating risks which apply to kerbside waste collection services. These procedures are reviewed and updated periodically.

#### 4.7 Events

Organisers of community and commercial events are expected to arrange for landfill waste, recycling and/or FOGO bins to manage waste generated by special events. Existing Council waste bins in public places should not be relied upon for managing waste generated by special events.

Council will provide landfill waste, recycling and/or FOGO bins for use at community events held in waste collection areas according to fees calculated by Council based on the number of bins required, plus service, delivery and collection fees. The number of bins provided will be determined based upon expected numbers of attendees at each event. Event organisers are required to make a written request using the *Event Application Form– Waste and Recycling Services* to Council a minimum of four weeks in advance of community events to provide sufficient time to organise additional bins. All requests for bins at community events must include recycling bins. FOGO bins will be provided on a need's basis where significant quantities of food organics are expected.

<sup>1</sup> WorkCover NSW, Collection of Domestic Waste Code of Practice.

Organisers of all special events are expected to promote and practice the principles of waste avoidance. This includes minimising the amount of waste generated, responsibly managing waste to prevent pollution, and in line with NSW Single-use Plastic ban, prohibiting the sale and use of single-use plastics products and packaging (i.e. straws, cutlery, chopsticks, stirrers, bowls, plates), plastic bags and all polystyrene food items.

#### 4.8 Waste service fees and charges

Snowy Valleys Council releases an annual schedule of service *Fees and Charges* for each financial year which includes those pertaining the collection of kerbside and events-based waste.

On occasion, Council may be required to update its fees and charges outside of the annual process. In such cases, the processes prescribed by section 610F of the *Local Government Act 1993* will be followed..

### 5. ASSOCIATED LEGISLATION

- Legislation administered by the NSW Environment Protection Authority (EPA)
  - *Waste Avoidance and Resource Recovery Act 2001*
  - *Plastics Reduction and Circular Economy Act 2021*
  - *Protection of the Environment Operations Act 1997*
  - Protection of the Environment Operations (Waste) Regulation 2014
- NSW EPA Guidelines and Codes of Practice
  - Guidelines for Conducting Household Kerbside Residual Waste, Recycling and Garden Organics Audits in NSW Local Government Areas 2008
  - Reducing Contamination of Dry Recyclables and Garden Organics at the Kerbside report
  - Food and Garden Organics: Best Practice Collection Manual 2012
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulation 2017
- *Local Government Act 1993*
- *Collection of Domestic Waste Code of Practice*

### 6. ASSOCIATED COUNCIL DOCUMENTS

Disposal of Waste at Waste Recycling Centres Policy – SVC-ENV-PO-071  
 Event Application Form – Waste and Recycling Services – SVC-ENG-F-227  
 Waste Centre Fees Refund Form – SVC-ENG-F-113  
 Waste Services Collection Form – Kerbside – SVC-COR-064  
 Zero Waste Strategy 2024-30 – SVC-ENG-Pln-015  
 Schedule of Fees & Charges – SVC-RP-STY-010  
 Kerbside Collection Waste Services Form SVC-COR-F-064-  
 Closed Circuit Television Policy – SVC-FIT-PO-082

### 7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
17/12/24	Presented to ELT for Internal Exhibition	Kerbside Collection Policy	SVC-ENG-PO-134-01	17/12/24	ELT90/24

**SVC-ENG-PO-134-01**  
Kerbside Collection Policy

Page 8 of 8

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