

**GREATER SHEPPARTON CITY COUNCIL**  
**KERBSIDE LANDFILL WASTE, RECYCLING**  
**AND ORGANICS | 91.POL1**  
Adopted by Council: 16 November 2021  
Next Review: 17 November 2024



## Kerbside Landfill Waste, Recycling and Organics I 91.POL1

<b>Code:</b>	91
<b>Version:</b>	1.3
<b>Business Unit:</b>	Strategic Waste
<b>Responsible Officer:</b>	Manager – Works and Waste
<b>Approved By:</b>	Chief Executive Officer
<b>Adopted By:</b>	Council 16 November 2021
<b>Next Review:</b>	17 November 2024

### DOCUMENT REVISIONS

Version #	Summary of Changes	Date Adopted
1.3	<ul style="list-style-type: none"> <li>Ownership of waste definition changed.</li> <li>Updated rules for multi-unit dwellings</li> <li>Inclusion of a plan to phase out yearly purple bag delivery.</li> <li>Updated green bin contamination tacking protocol</li> <li>Alignment with Local Laws.</li> </ul>	

**PURPOSE**

The aim of this policy is to outline the arrangements for kerbside collection services across the Greater Shepparton municipality.

**OBJECTIVE**

The objective of this policy is to reduce waste to landfill by ensuring that kerbside collection services, facilitating the segregation of waste at the source, are available to as many domestic residences within the Greater Shepparton municipality provided as is economically feasible.

**SCOPE**

This policy applies to all properties in the Greater Shepparton municipality entitled to a service (Service Entitled Properties) on the principle of equity to all residents.

**DEFINITIONS**

Reference term	Definition
<b>Approved Collection Routes</b>	<p><b>Means the designated routes and areas taking into account that it is not economically feasible to support a collection service in all areas with a low density of settlement. The following Approved Collection Routes have been designated:</b></p> <ul style="list-style-type: none"> <li><b>i. Landfill Waste, Organics and Recyclables collections to all townships within Greater Shepparton as defined within Council GIS maps.</b></li> <li><b>ii. Landfill Waste and Recyclables collections to all sealed roads and defined sections of unsealed roads within Greater Shepparton as defined within Council Contract C1588 and depicted within Council GIS maps.</b></li> <li><b>iii. A small number of the organic collections outside the area defined in i. which have been historically provided with a service.</b></li> </ul> <p><b>Routes may be varied from time to time.</b></p>
<b>Bin</b>	<b>Means a Mobile Garbage Bin, a Mobile Organics Bin or a Mobile Recyclables Bin.</b>
<b>Commercial Waste</b>	<b>Means waste, other than organic waste, recyclable waste, interceptor waste or waste discharged to a sewer, produced</b>

	as a result of the ordinary use or occupation of commercial premises and not of a Domestic Scale.
<b>Compostable Bags</b>	<b>Means approved compostable bags supplied by Council used to line the Kitchen Organics Caddy. Council use purple bags (meeting Australian Standard AS 4736-2006 and approved by Council's Organics Contractor) to clearly identify bagged organics as being in an approved Compostable Bag.</b>
<b>Contamination</b>	<b>Means the placement of materials other than Organics into a Mobile Organics Bin or placement of materials other than Recyclables into a Mobile Recyclables Bin.</b>
<b>Council</b>	<b>Means Greater Shepparton City Council including any of its authorised representatives or staff under delegated authority of Council.</b>
<b>Reference term</b>	<b>Definition</b>

## **POLICY**

### **1. Urban and Rural Waste Service Provision**

Council is entitled to charge Service Rates and Charges for the collection and disposal of refuse under the Local Government Act, 2020 and applies charges to all Service Entitled Properties.

In accordance with this Policy, Council will provide a Standard Kerbside Collection Service consisting of:

- Weekly Landfill Waste collection;
- Fortnightly mixed Recyclables collection;
- Fortnightly food and garden Organics collection (in Urban Areas);

For households rated residential and rural residential located within urban boundaries regardless of the size or type of the property the Standard Kerbside Collection Service is compulsory. The service is compulsory based on the Local Government Act functions of Council to advocate and promote proposals that are in the best interests of the local community; and exercise, perform and discharge functions under other Acts. With reference to the Health Act, a Council function is to seek to prevent disease, prolong life and promote public health by ensuring that the municipal district is maintained in a clean and sanitary condition.

Council has interpreted this as ensuring that urban areas are provided with a kerbside waste collection system. Such a system would not be financially viable and almost impossible to maintain contractually if households continuously opt in and out of the collection services.

### **2. Variations and Provision of Other Sized Bins**

The Standard Kerbside Collection Service will be provided to all properties except as outlined below:

- a) Vacant allotments
- b) Commercial and Industrial properties and facilities
- c) Multi-Unit Developments may share bins or change bin sizes subject to a waste management agreement being developed, and regulated by the owner/building manager, and approved by Council.
- d) Residential aged care facilities and lifestyle/retirement villages will be able to apply for a reduced number of food and garden organics bins to meet the volume of organic material generated. If they are able to demonstrate alternative management of all their food and garden waste, complying with environmental standards, waste diversion from landfill and satisfying Council policy, they may be exempt from the organic bin service. These facilities may be located on or accessed via private roads, so access for collection vehicles will be determined prior to commencement of service and in line with Council's contractual agreement.
- e) Multi-Unit Developments and residential aged care (including lifestyle/retirement) facilities may be eligible for the exemption from Council's kerbside waste

services. To be eligible for the exemption from Council waste services applicant must be the owner or managing agent of the property and must fill out the 'Kerbside Collection – Exemption Request Form' attached to this policy. Approval of this application is at the discretion of Council's Waste department.

Council aims to reduce waste to landfill and increase resource recovery. Exemptions will not be granted from Council's waste service charge unless the applicant provides evidence that a recycling collection is being undertaken.

Once an exemption is granted under this clause it will remain in place, and does not require annual updating, while the property owner / business management / tenant remains the same. The exemption is not transferable. Sale of the property / business, subletting, leasing or substantial change of business operations will void the existing exemption. Council may cancel this exemption for administrative purposes, or for change of contractual commitments.

f) Where Council has approved the use of additional bins

It is recognised that some residents may require a different combination of bin sizes. Variations to the Standard Kerbside Collection Service, additional services or commercial and industrial requirements will be subject to approval of Council. Additional or reduced fees and charges may apply.

#### Standard Kerbside Collection Service – Urban/Outside Urban Areas

Urban Areas		
Landfill Waste- Weekly (Red Lid)	Recyclables- alternate fortnights (yellow lid)	Food and Garden Organics – alternate fortnights to recyclables (green lid)
80 Litre 120 Litre 240 Litre	120 Litre 240 Litre	80 Litre 240 Litre
Outside Urban Areas		
Optional*	Optional*	Optional*

\* Residents living outside urban areas may request a bin collection service. Council will determine whether collection of kerbside bins from their location is possible in respect to safety, road accessibility (i.e. sealed road) and contractual obligations with the contractor.

Note red and yellow lidded bins are rated as a pair and green lidded bins are charged separately.

#### Provision of Additional Bins for Residential Properties

Additional bins beyond the Standard Kerbside Collection Service may be provided in the sizes listed above. Up to one additional Landfill Waste bin and two additional Organics

bins or Recycle bins may be provided. Administration charges and additional annual Kerbside Collection Service Charges (pro-rata invoicing will be sent with the rates) apply.

The owner or owner's agent must formally advise Council if they wish to cease an existing additional bin service.

### **3. Ownership of Waste**

Once the contents of the bin is emptied into the collection vehicle, it becomes the property of Greater Shepparton City Council. Regardless of value, Council or residents may not retrieve an item once the bin has been emptied into the collection vehicle. Council reserves the right to check bins for contamination, or audit the contents of a bin, in order to inform waste education programs and improve waste management practices in the community.

### **4. Provision of Kitchen Organics Caddies and Compostable Bags for the Collection of Food Waste**

Following the introduction of food waste into the green lid bin, Council's contractor will deliver a kitchen caddy and roll of compostable purple bags to all new homes built within the urban boundary. Purple compostable bags are available to all Greater Shepparton City Residents using the organics collection service. These rolls should last residents 12 months. If residents run out of bags, they can collect additional rolls free of charge from Council's Customer Service desk. Only purple compostable bags supplied by Council can be used in the green lid Bin.

### **5. Industrial and Commercial Premises**

It is not Council's responsibility to collect landfill waste, recyclables or organic waste generated by the activities of business, industrial or commercial premises. At Council's discretion, all industrial and commercially rated properties may be allowed to access the three bin and kitchen caddy Standard Kerbside Collection Service for disposal of landfill waste, recyclables and organics of a domestic scale (e.g. from staff lunchroom) in order to encourage diversion of waste from landfill.

Additional Bins over and above the Standard Kerbside Collection Service may be deemed by Council to be commercial in scale and the owner may be referred to make private commercial arrangements. As a guide, exceeding 2 Mobile Garbage Bins, 2 Mobile Recyclable Bins or 2 Mobile Organics Bins would require written justification and to gain approval.

Council reserves the right to withdraw commercial or industrial collection services at any time and particularly where Commercial Waste is disposed of in Council provided bins.

### **6. Schools, Kindergartens, Child Care Centres, Community Groups and Not for Profit Organisations**

Schools, kindergartens, childcare centres, community groups and not for profit organisations are allowed access to the Standard Kerbside Collection Service under a fee for service provision.

Additional bins will be subject to assessment of user need. Where a commitment to separation of recycling from landfill, or separation of organics from landfill or composting can be demonstrated, additional bins will be encouraged and delivered free of charge. Additional service collection charges are non-waiveable and would still apply.

### **7. Stolen, Missing, Vandalised or Damaged Bins**

Bins damaged through fair wear and tear or vandalism, or bins that have been lost into the collection vehicle or damaged by the collection process, will be repaired or replaced through the collection contract at no cost to the resident. Customers may report these issues through the Council Customer Services Officers. Bins will be supplied from Greater Shepparton City Council stock that includes new and refurbished Bins.

For all other stolen or missing bins, where deemed necessary, residents may be required to provide a Statutory Declaration in order to secure another Bin from Council's inventory free of charge. If a bin is missing or damaged other than by any fault of the Council, the owner is liable for all costs to repair or replace the bin.

The onus is on the resident to notify Council of a stolen or missing bin as soon as possible. If the resident is not the property owner, then the owner's agent or the tenant needs to contact Council and complete a statutory declaration. New property owner may find that a service has previously been withdrawn under clause 11. Council will not refund for a non-service to Bins being stolen or missing.

### **8. Ownership of Bins**

Bins (including any additional bins) are supplied and owned by Council and Contractors will only pick up bins that have been hot stamped with Council's logo.

As stated, bins are owned by Council and residents must not take bins with them if they move properties. In relation to additional bins, residents must notify Council in writing of their residential change of address, whereby Council will arrange transfers/retrievals of any/all additional bins if appropriate/necessary.

Owners of multiple properties within Greater Shepparton must ensure the bins assigned to their property are the ones being used. For example, if a 240L bin is registered to one property but being used at another, Council may interpret this as an illegal bin and have it removed from the property.

### **9. Bin Collections –**

Council's Local Law includes a number of requirements relating to the security and use of bins. Bins should be placed on the kerbside the night before the collection and removed from the kerbside no later than 12noon on the day following collection.

Bins should be placed as close as possible to the kerbside with the wheels facing the property. For rural residents, please place your bins one metre off the sealed road, well clear of traffic.



Bins should be spaced one (1) metre apart from other bins, and free of obstructions such as power poles, letter boxes, trees, low hanging branches and parked cars. Where possible, bins should not be placed on the road surface (including driveway crossovers).

Residents who live in a court are required to take their bins to the nearest straight section of road. Where there is no verge, residents are to place them in the safest accessible location, so the collection vehicles can easily access them.

Residents living on unsealed roads may be required to take their bins to a collection point on a nearby sealed road. Council's collection contractor will determine this; residents with any queries regarding this should contact Council.

### 10. Missed Collection Services

In the event that a collection is missed and the bin was out in compliance with this policy, Council expect the contractor to collect the missed bin on the same day if it is reported prior to 2:00pm or on the next day if it is reported after 2:00pm.

### 11. Refusal of Service and Contamination Control

Kerbside Collection Service may be refused if:

- A bin being used is not a Council approved bin;
- The bin is overflowing (the lid must close properly);
- A bin is contaminated (for example landfill waste is placed in the green lid bin);
- Part of a load is jammed within the bin, or the contents are over compacted, and will not release;
- A bin weighs more than 100kg;
- A bin is placed in an area that the collection vehicle is unable to access/reach;
- Failure to present the Bin the night before collection day (refer to clause 9)

Council reserves the right to cease a collection service where there is repeated misuse of the kerbside collection service. Contamination of bins can be recorded by closed-circuit TV cameras during the collection process, or through audits.

If a bin is found to contain contamination or inappropriate or prohibited material, it is up to Council's discretion to implement **any or all** of the following waste education and enforcement processes:

- If contaminated/prohibited material is found in the bin prior to collection, the bin will not be emptied. The contaminated bin will be stickered to inform the resident that the incorrect material was placed in the bin, and a letter will be sent to the resident to remind them of what can and cannot be placed in each bin.
- If the contamination is discovered during the collection process (once the contents of the bin has been emptied into the collection vehicle) a letter will be sent to the resident to inform them that the incorrect material has been placed in the bin. Educational resources and contact information will also be provided to

- ensure residents have the appropriate information on correct bin use. This process will occur in the first, second and third instance of contamination.
- In the fourth instance that contamination is discovered during the collection process, the collection of the contaminated bin will be suspended until the resident/owner signs a statutory declaration committing to abide by the requirements of correct bin use. Please note that should the bin collection be suspended (or the bin removed) the waste service charge will continue to accrue on the property until the user commits to using the service as intended.
  - If extreme levels of contamination occur, Council may **suspend or remove the bin at any time**, without waiting until the fourth instance.

The Council's staff will support the household to change behaviours to use the bins correctly as far as practical to avoid escalation of the problem.

Council reserves the right to pass on costs associated with the separation and appropriate disposal of contamination of a bin back to the property owner.

Council reserves the right to refuse service where it is impractical to collect, store or present bins, or where as part of planning approval conditions the responsibility for waste management is passed to the owner/occupier.

Bins will not be collected from anywhere other than a kerbside/roadside location unless prior arrangements, including a signed agreement, indemnifying Council and the Collection Contractor against any claims for damages from the property owner or occupier, are in place.

## 12. Approved Collection Routes

Council may, from time to time consider altering the day of collection and/or extending or altering the Approved Collection Routes. These Changes will be properly communicated to the affected properties.

## 13. Extensions or Alterations to Approved Collection Routes

Extensions in rural areas will only be considered where:

- (a) the ratio of homes to the distance involved makes provision of a service economically feasible
- (b) requests can be considered within the scope of any contract agreement Council has with its service provider.

Existing collection routes will only be extended or altered after thorough investigation. Council will only provide services via roads listed on Council's Register of Public Roads or via private roads, where there is a formal agreement that the private road may be used for provision of the service.

## RELATED POLICIES AND DIRECTIVES

- *Development of Policy Documents, and Policy Guideline Rates and Charges*
- *Waste and Resource Recovery Management Strategy 2013-2023*
- *GSCC Environmental Management Strategy*

**RELATED LEGISLATION**

- *Local Government Act 1989 (s162)*
- *Public Health and Wellbeing Act*

**REVIEW**

The Policy will be reviewed in line with Council's Policies and Protocols Framework.

The Director of Infrastructure and Manager Works and Waste have the authority to waive, enact or vary the requirements of this Policy as needed to meet operational requirements.

This policy will be reviewed three years from the date of adoption

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**Peter Harriott**

**Date**

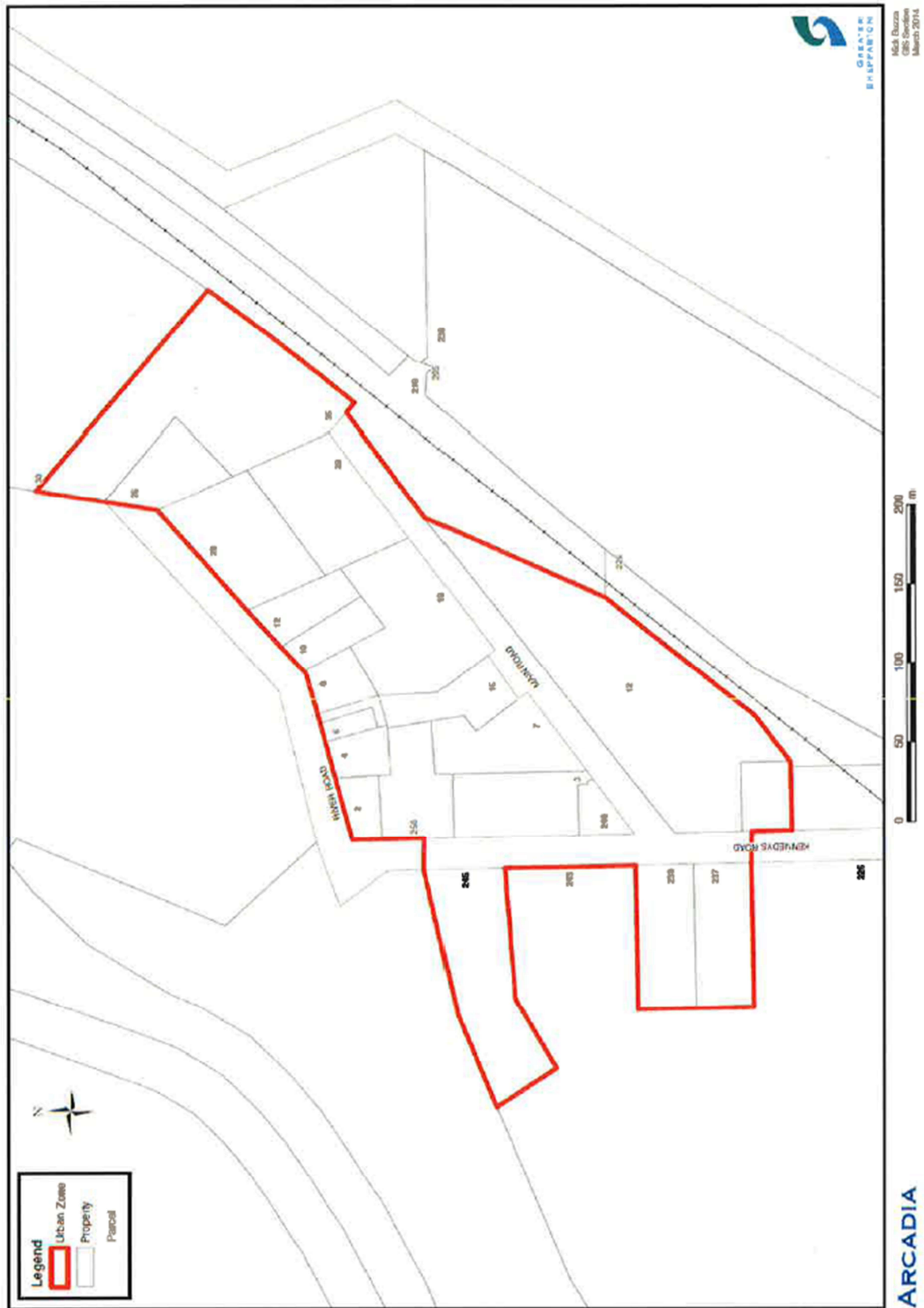
**Chief Executive Officer**

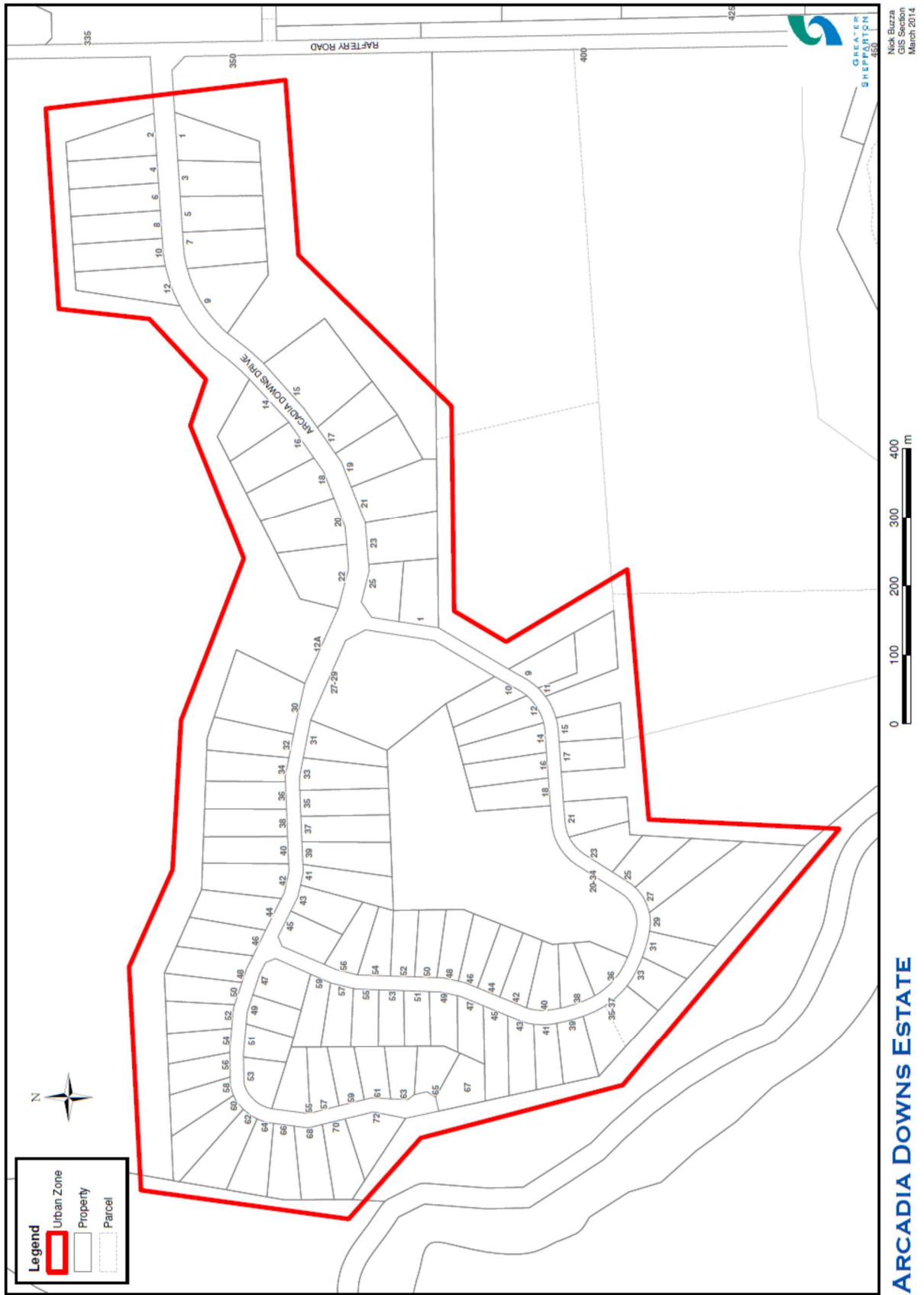
**ATTACHMENTS**

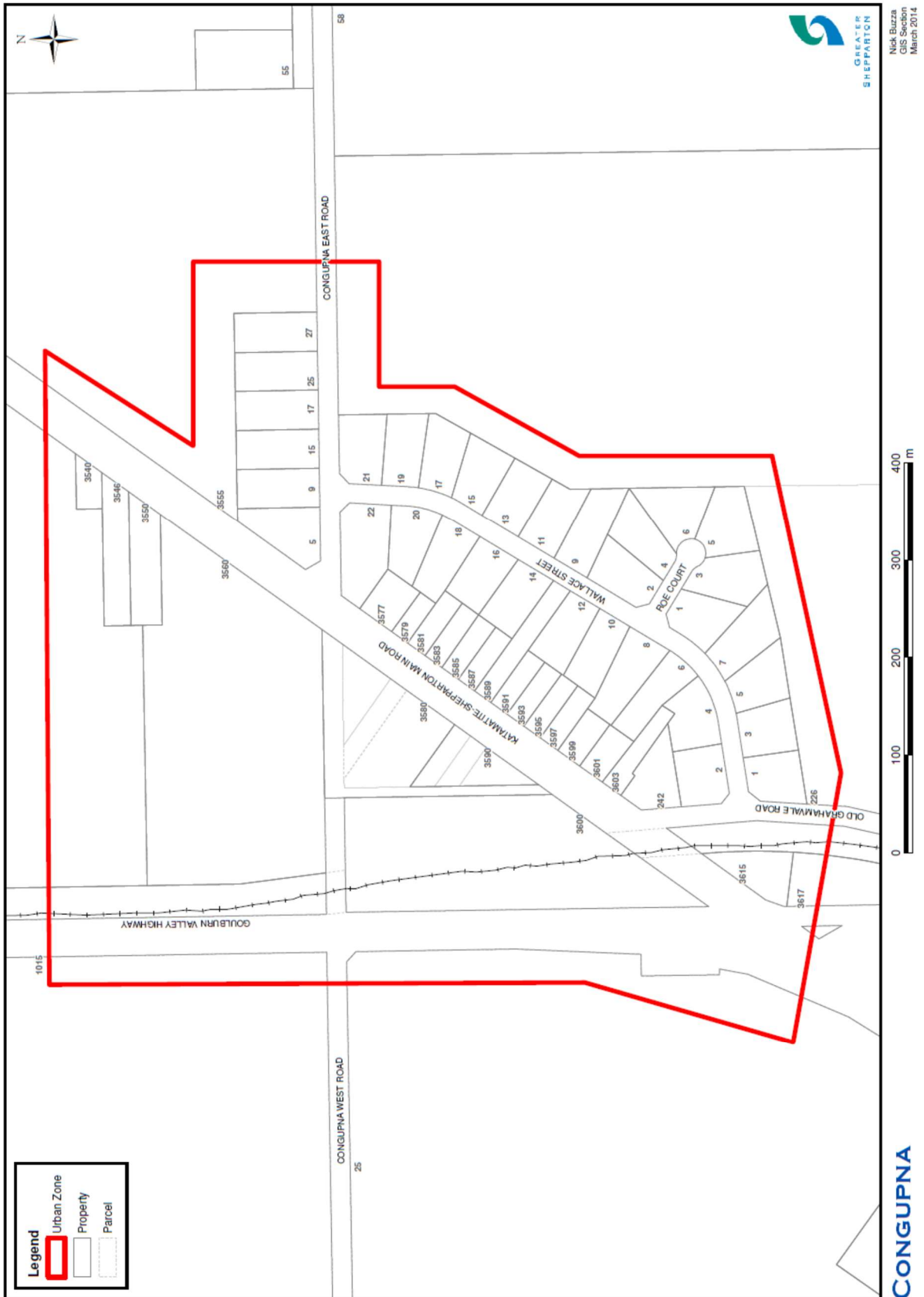
**Appendix A: PLANS OF URBAN ZONES FOR ORGANICS COLLECTION**

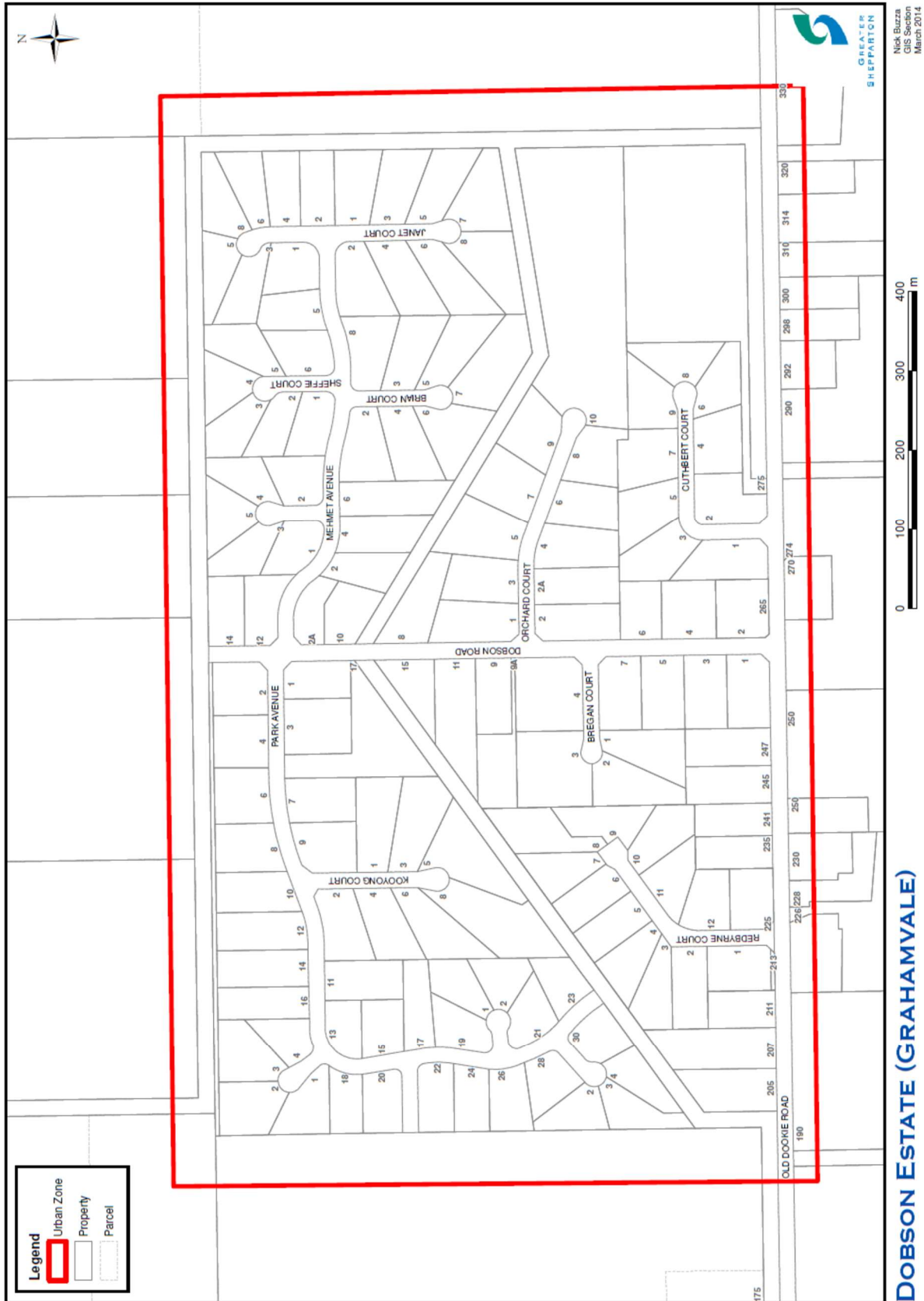
**Appendix B: PLAN OF SEALED ROADS AND UNSEALED ROADS SERVICED**

Appendix A: PLANS OF URBAN ZONES FOR ORGANICS COLLECTION



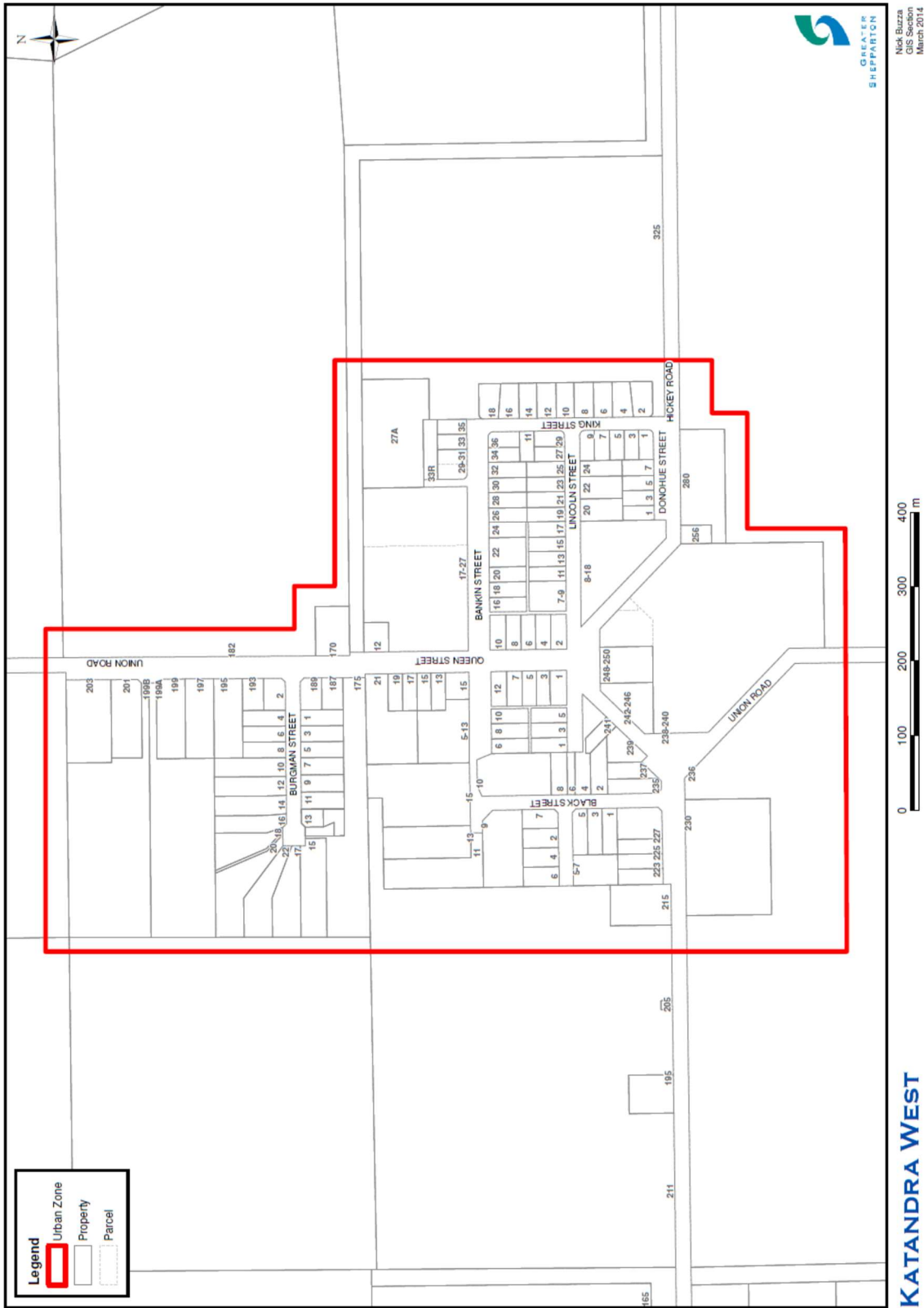


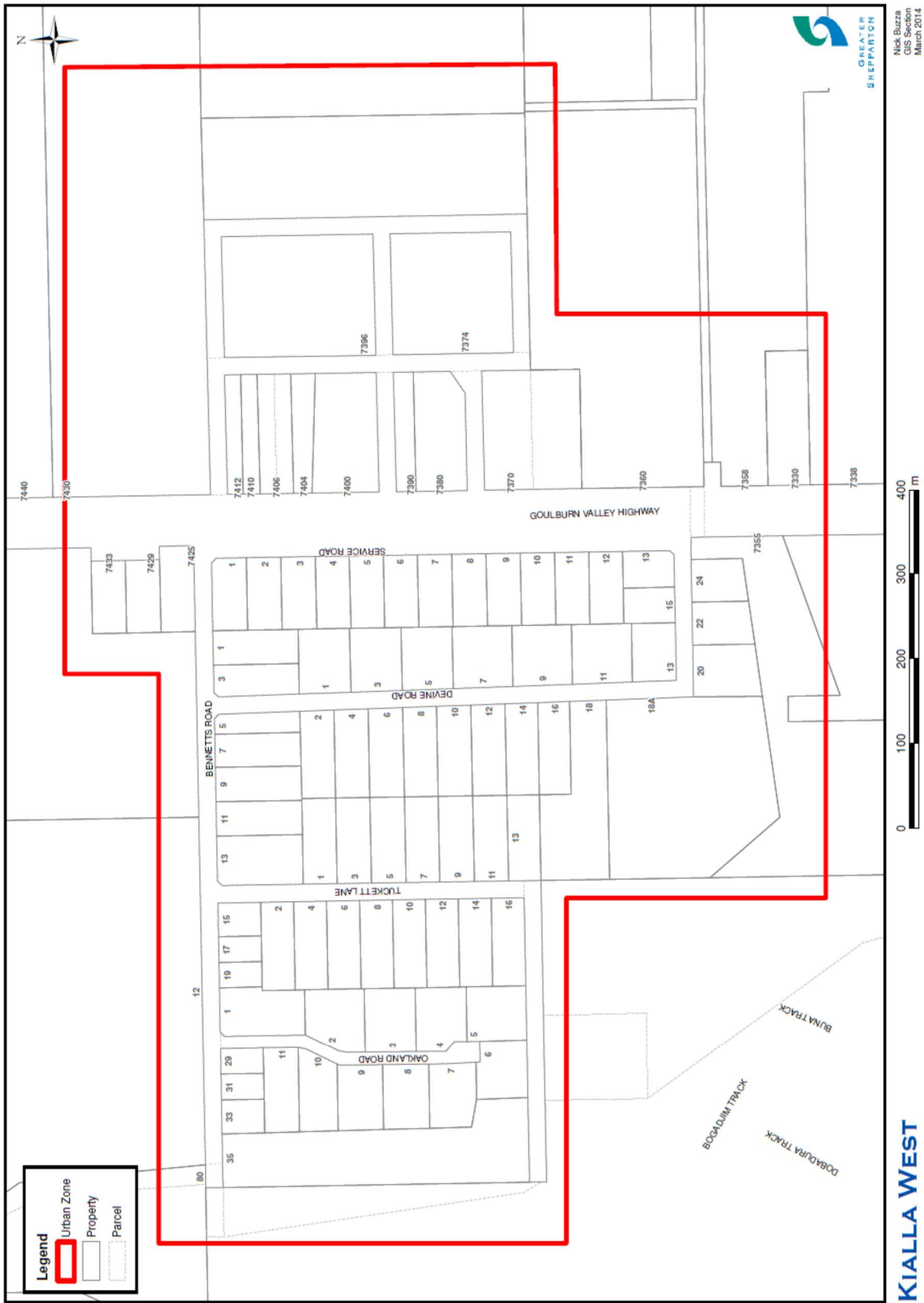




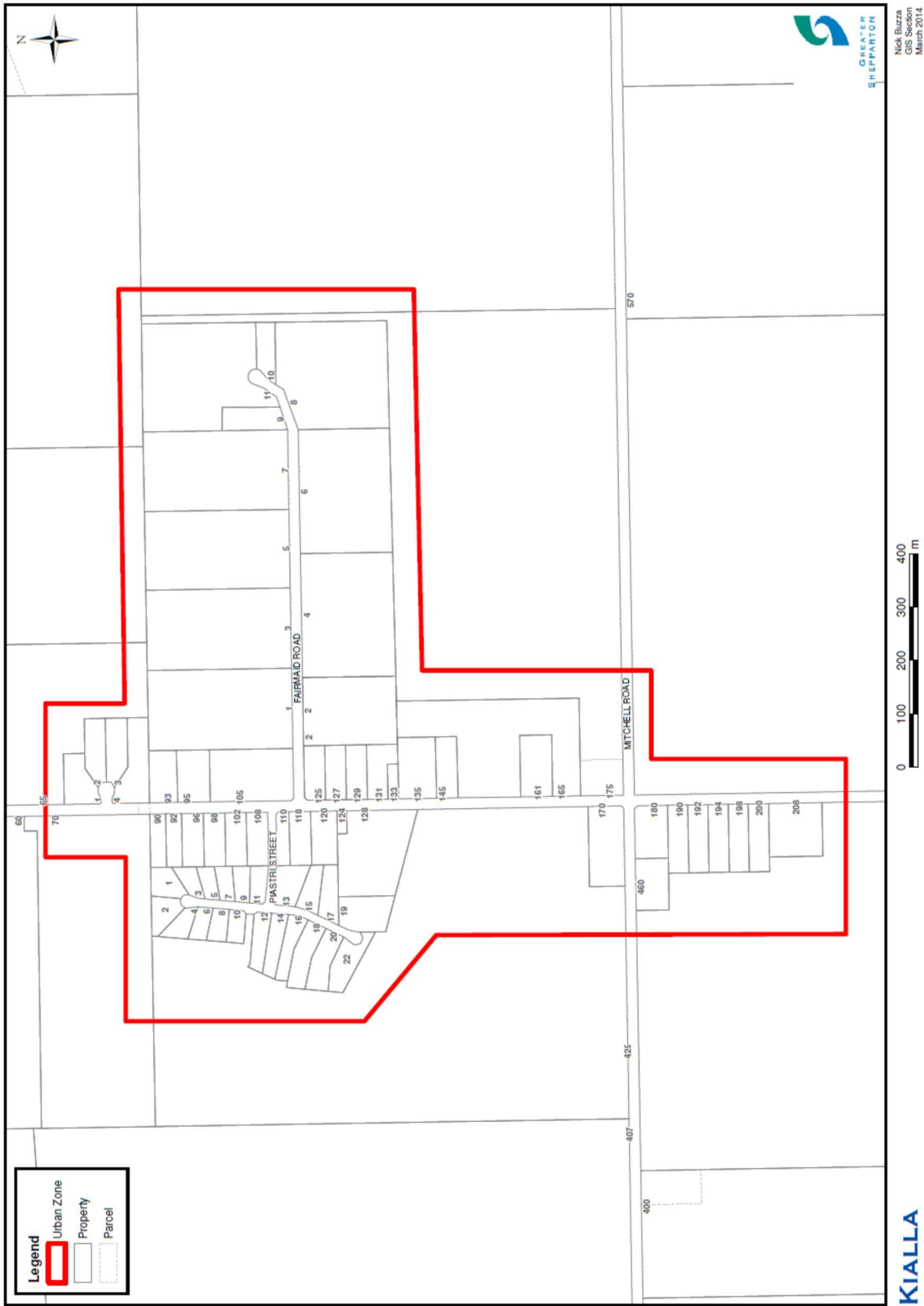


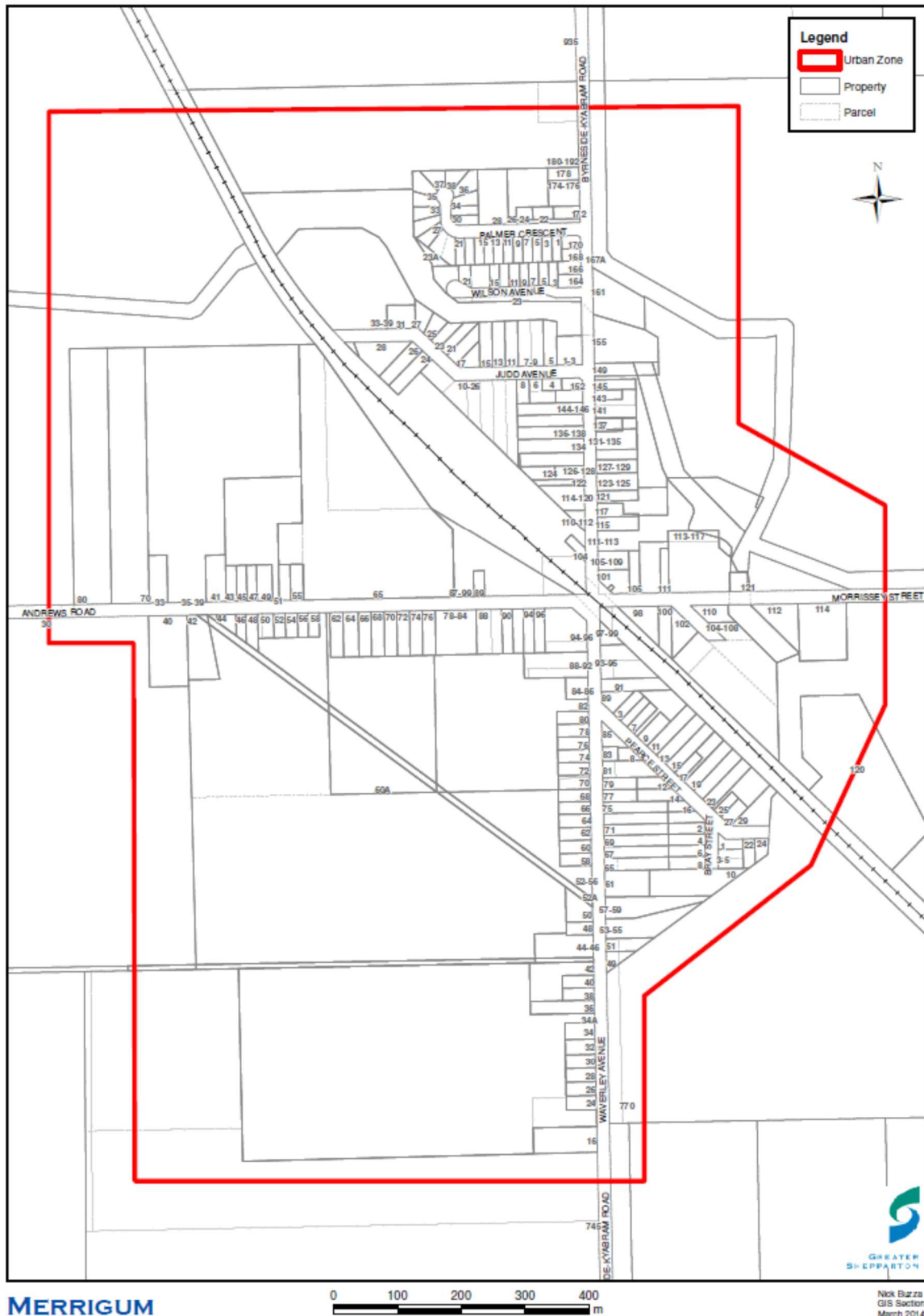


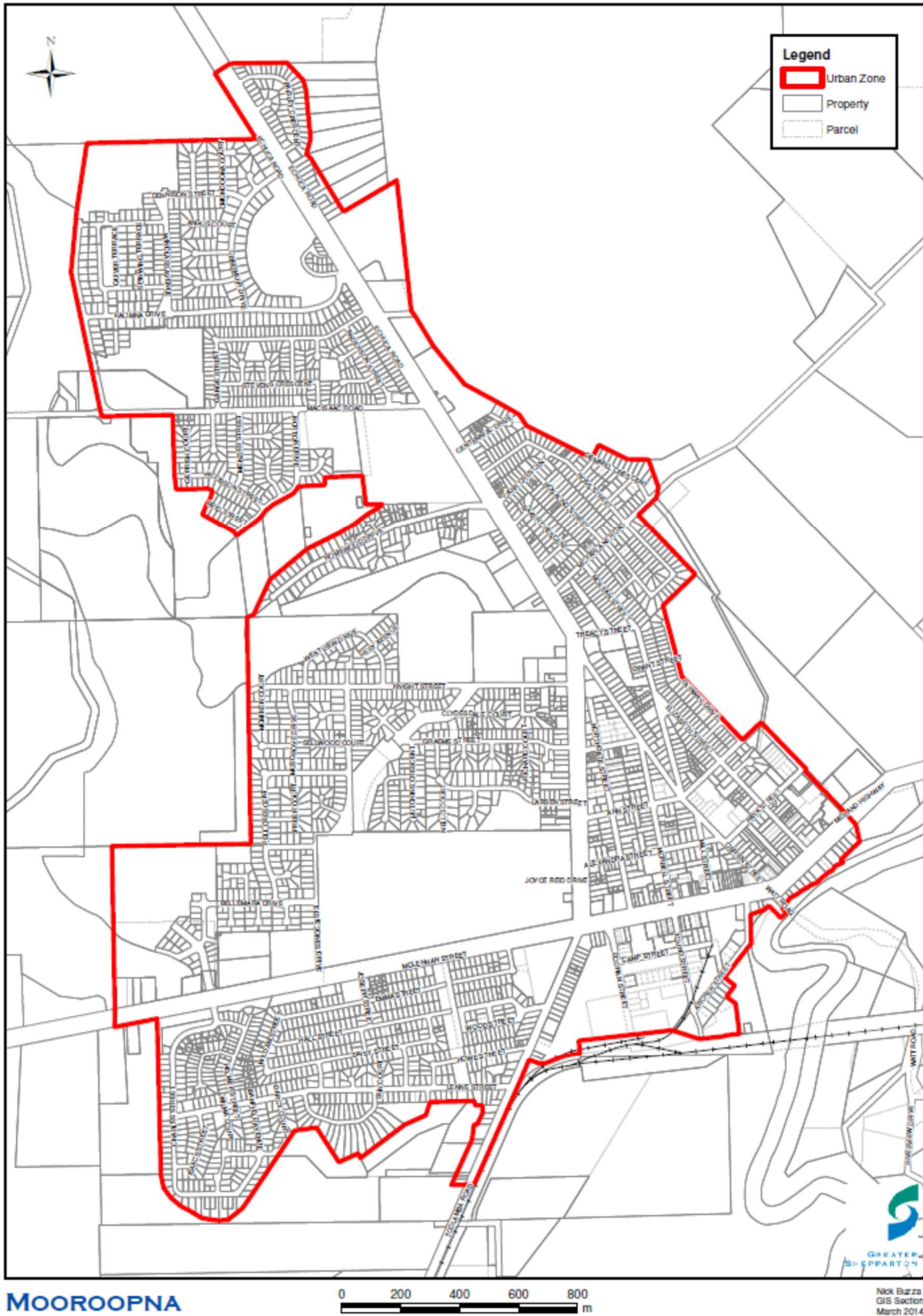


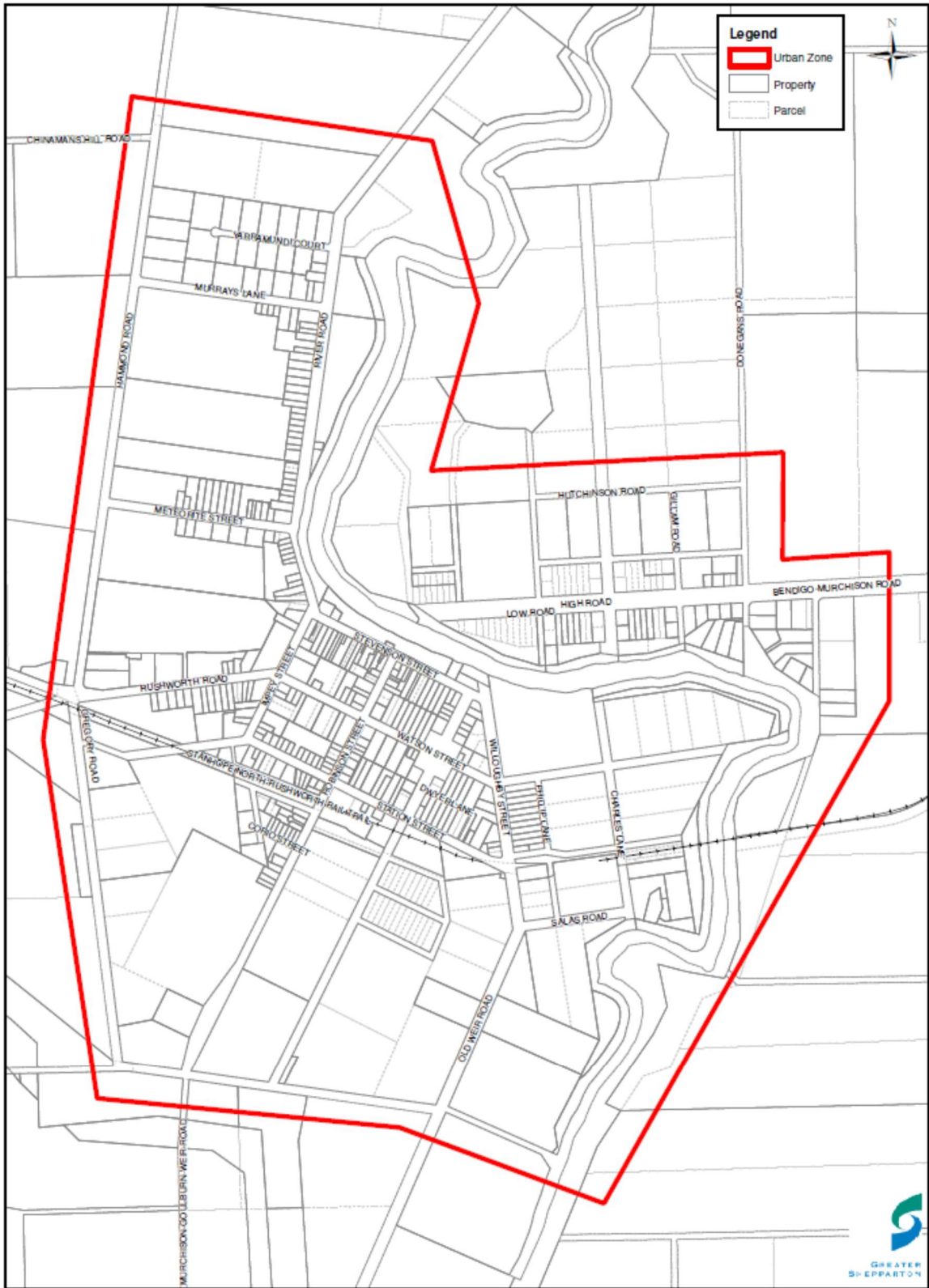


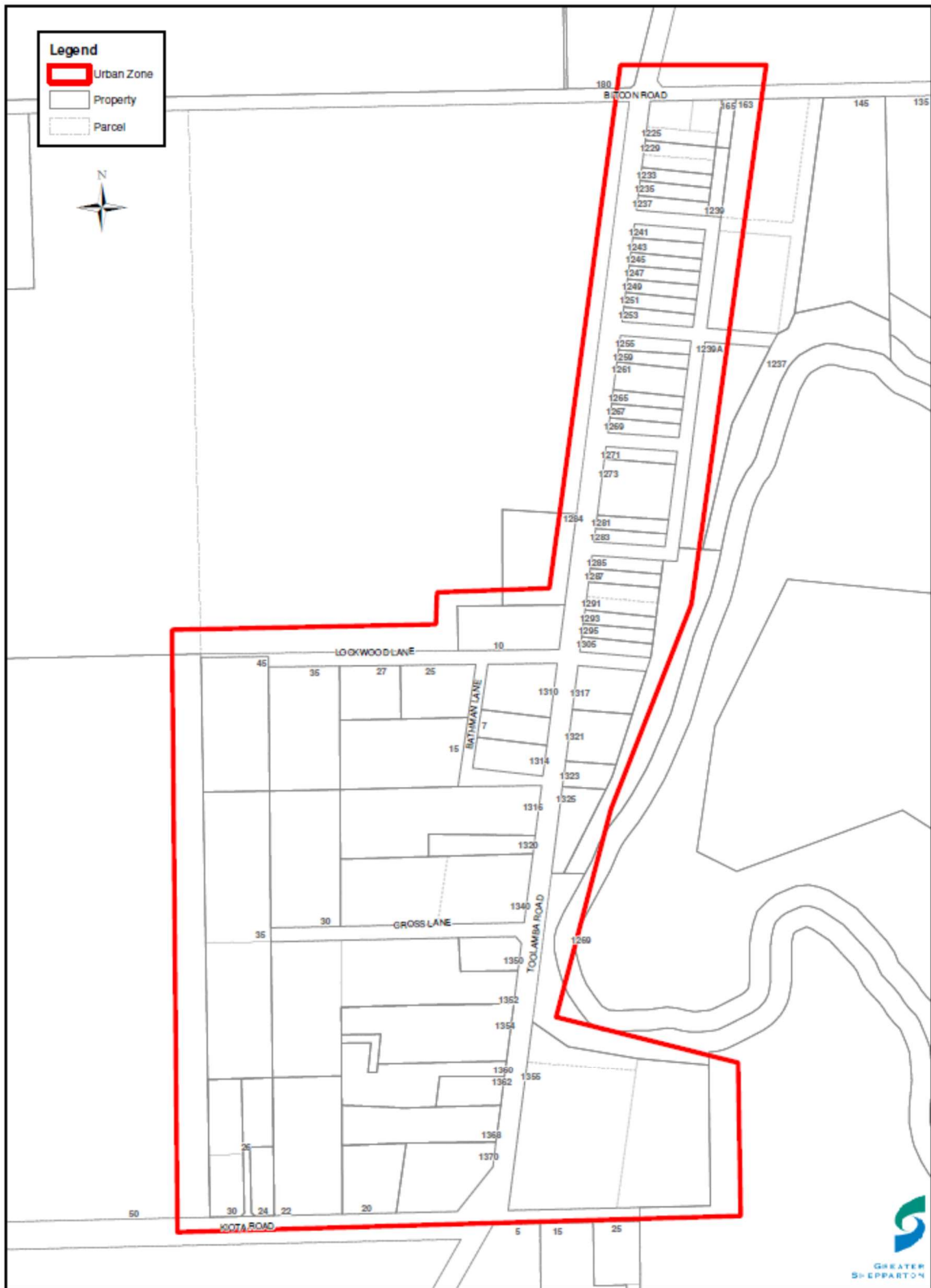
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 Nick Buzza  
 GIS Section  
 March 2014







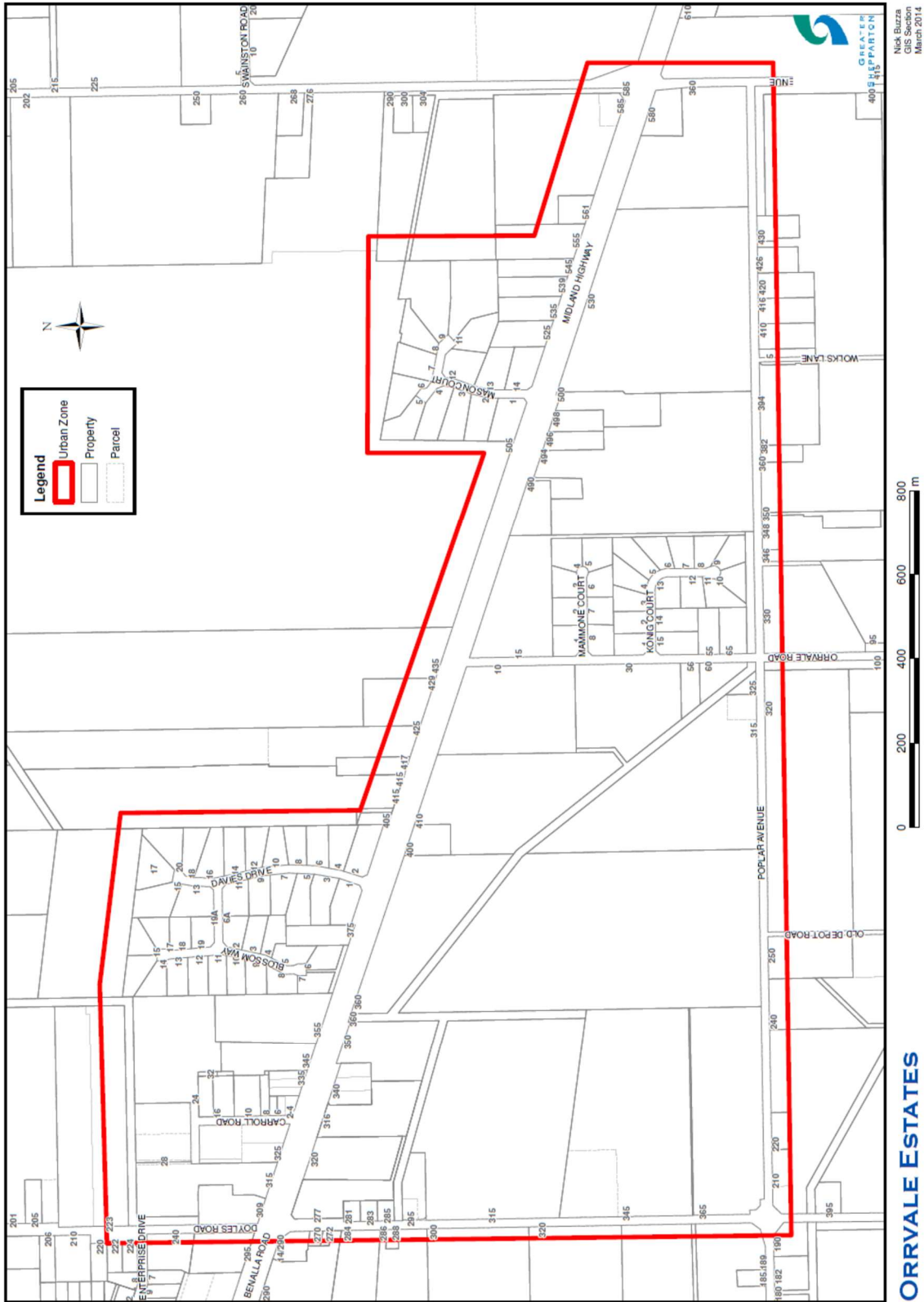




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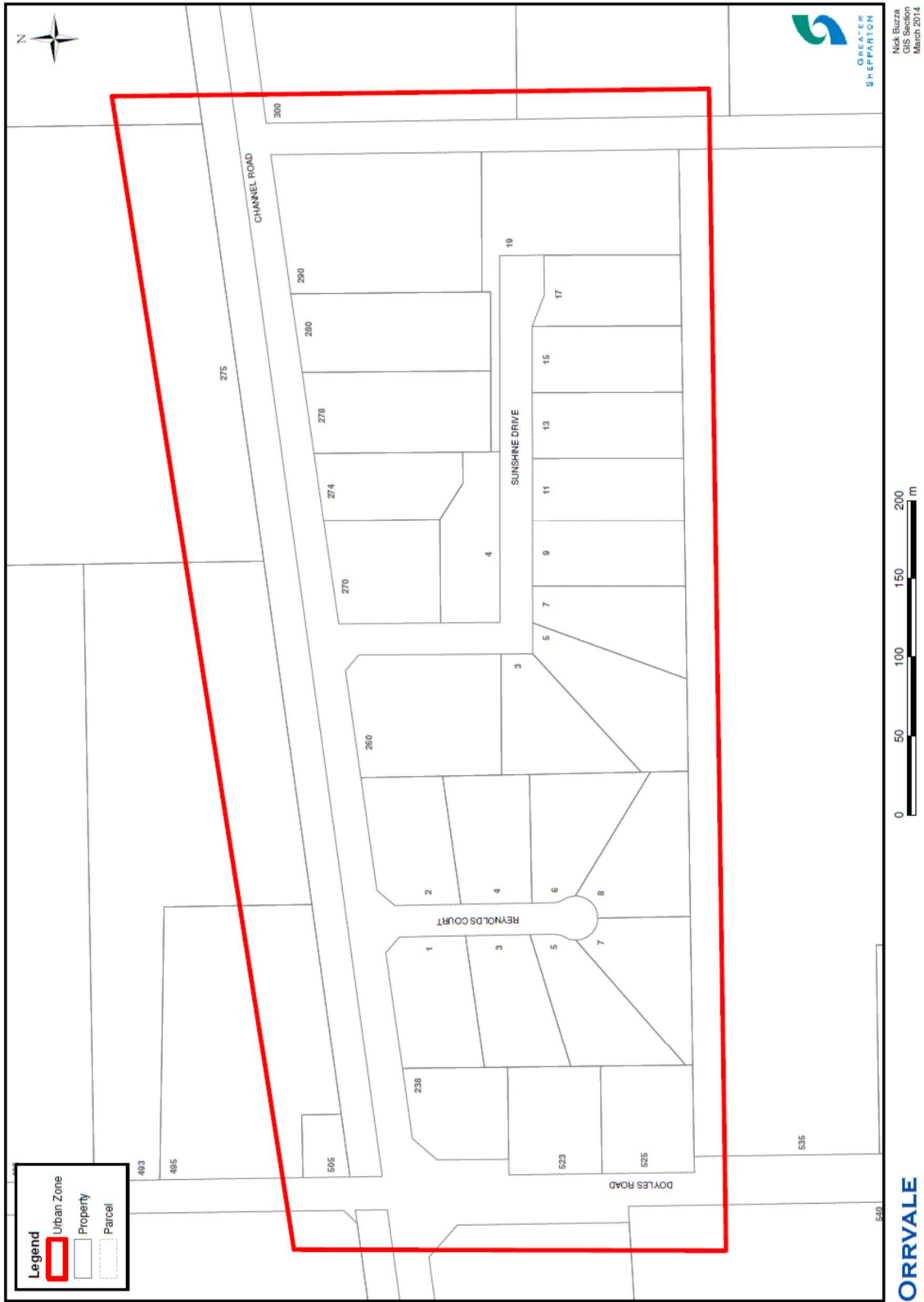
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GIS Section  
March 2014



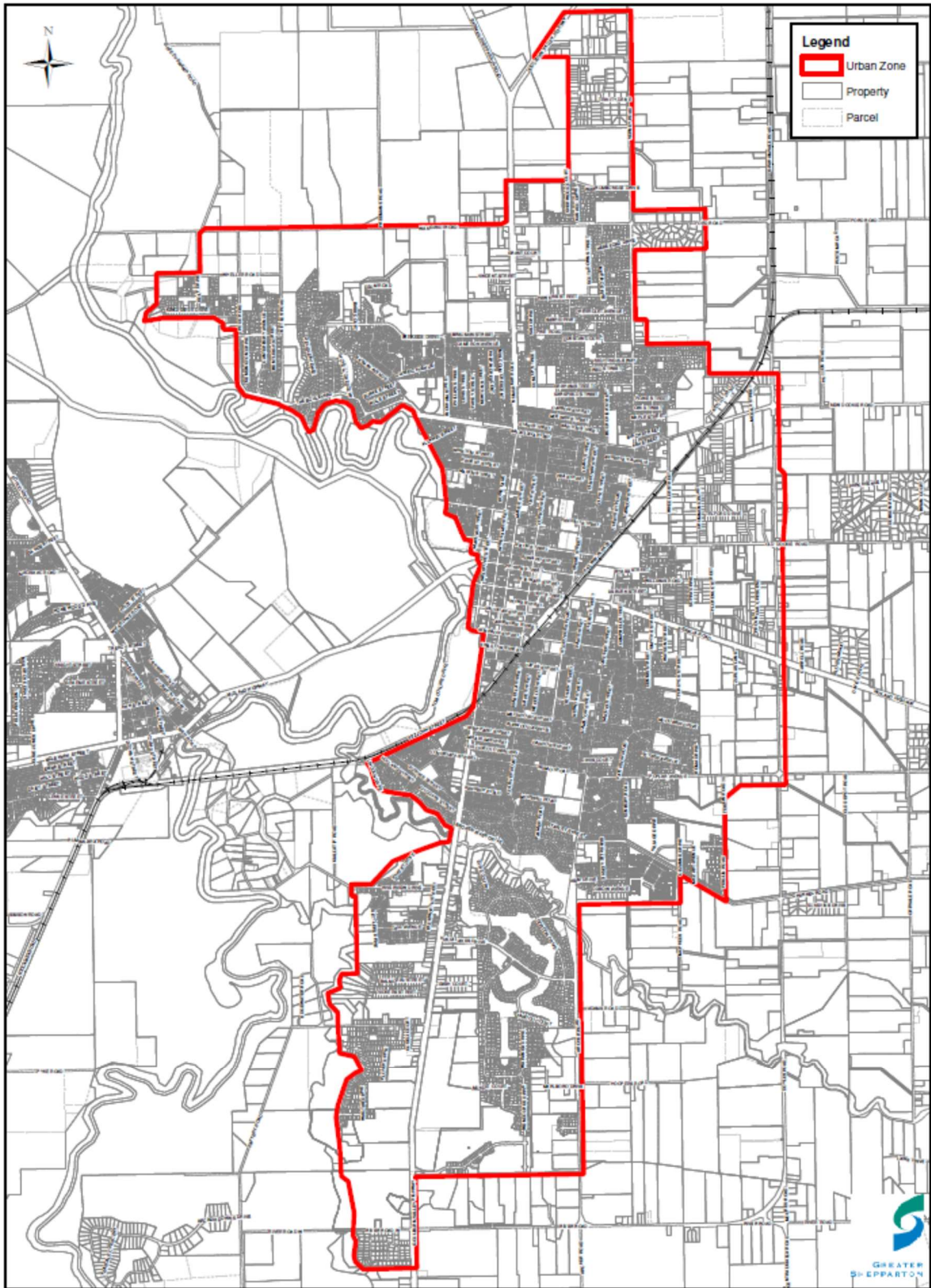
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GIS Section  
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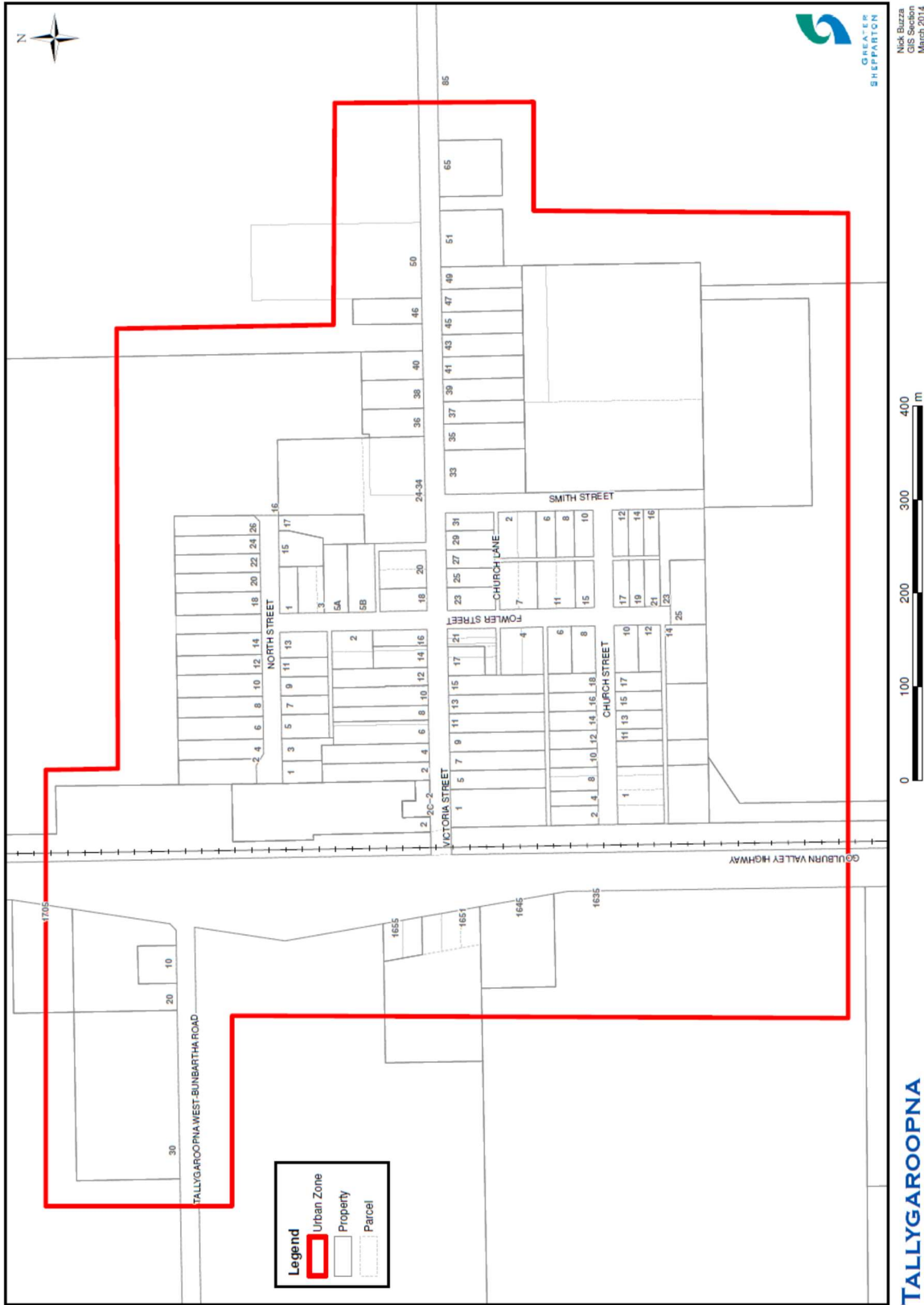
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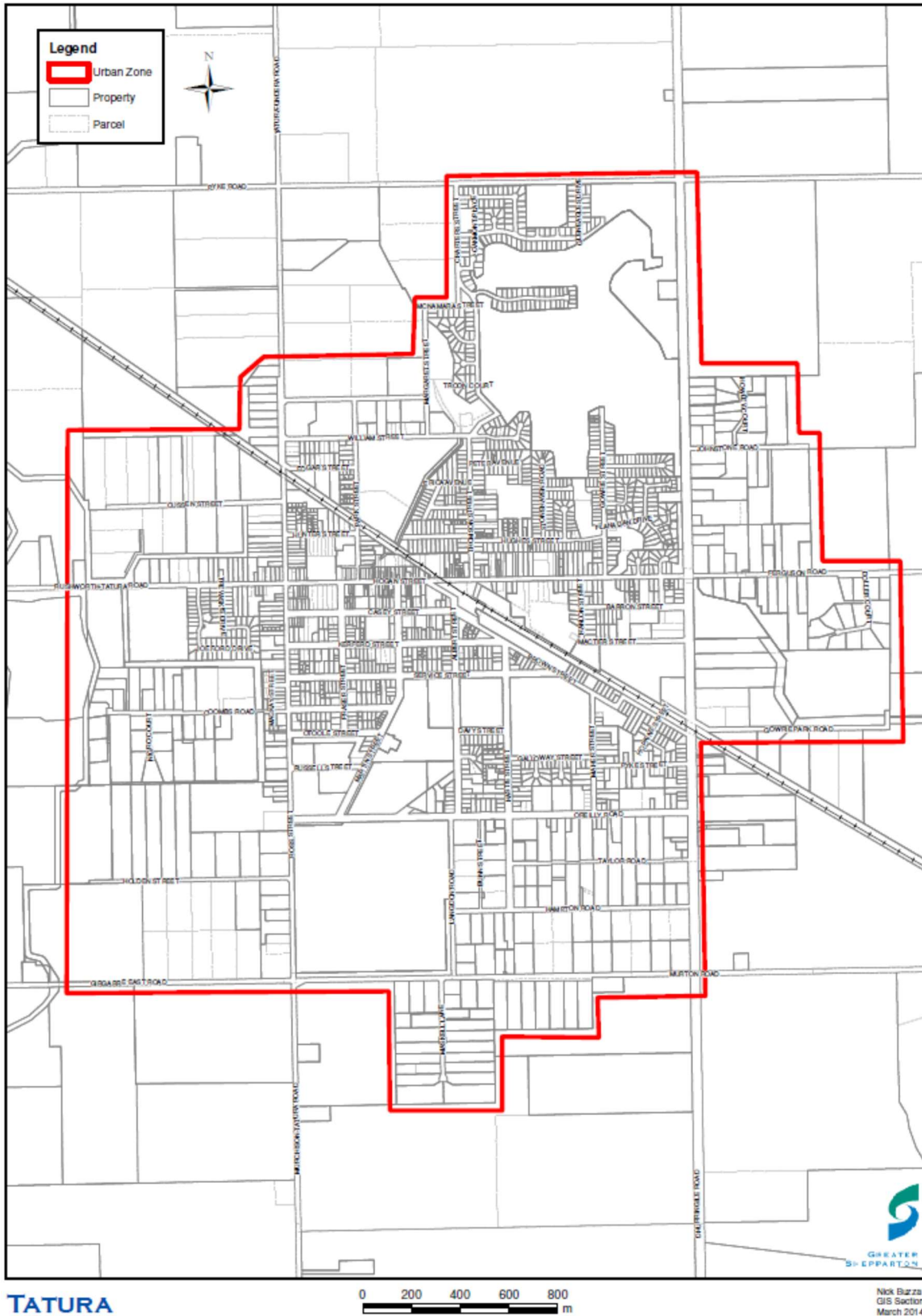




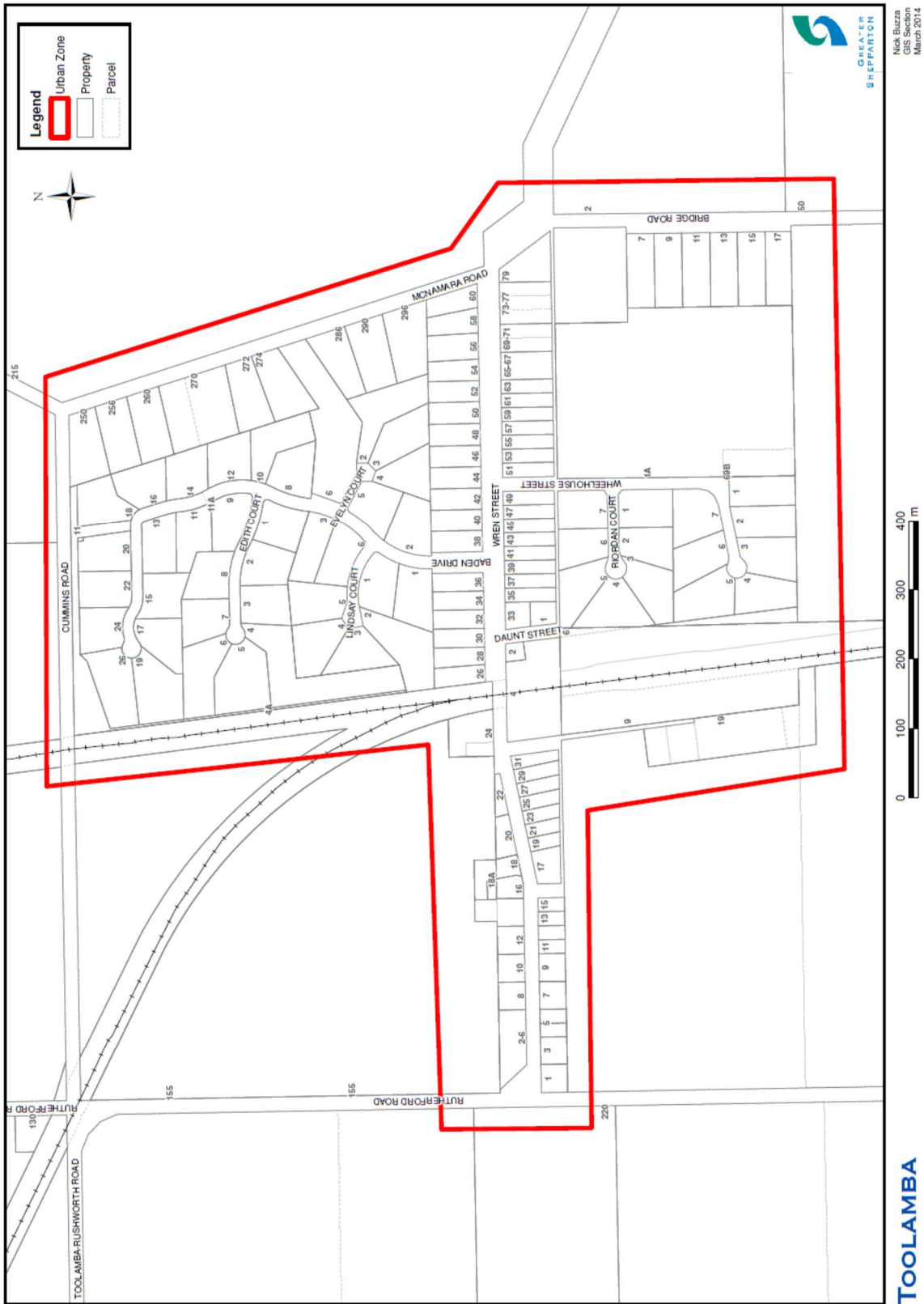


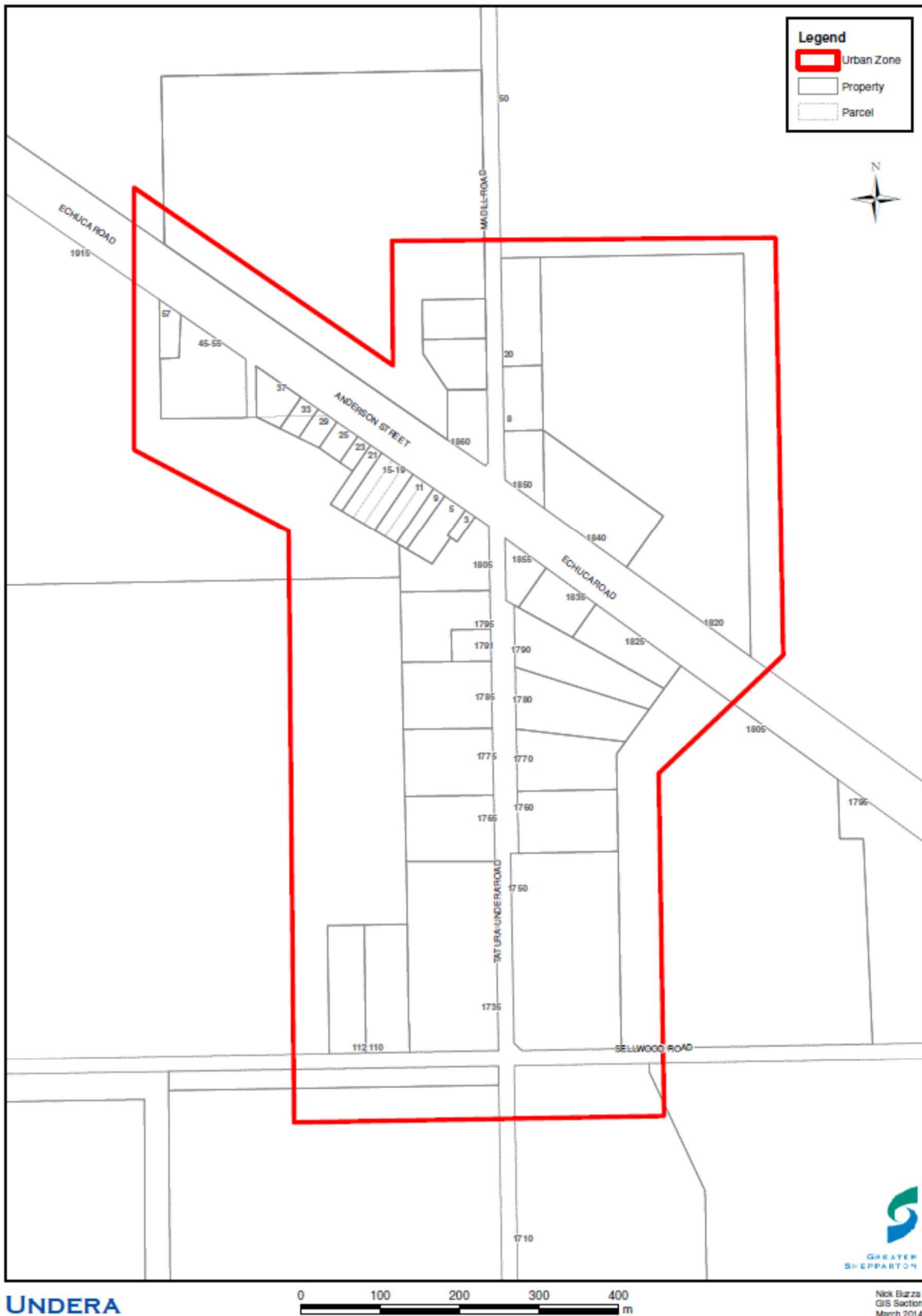






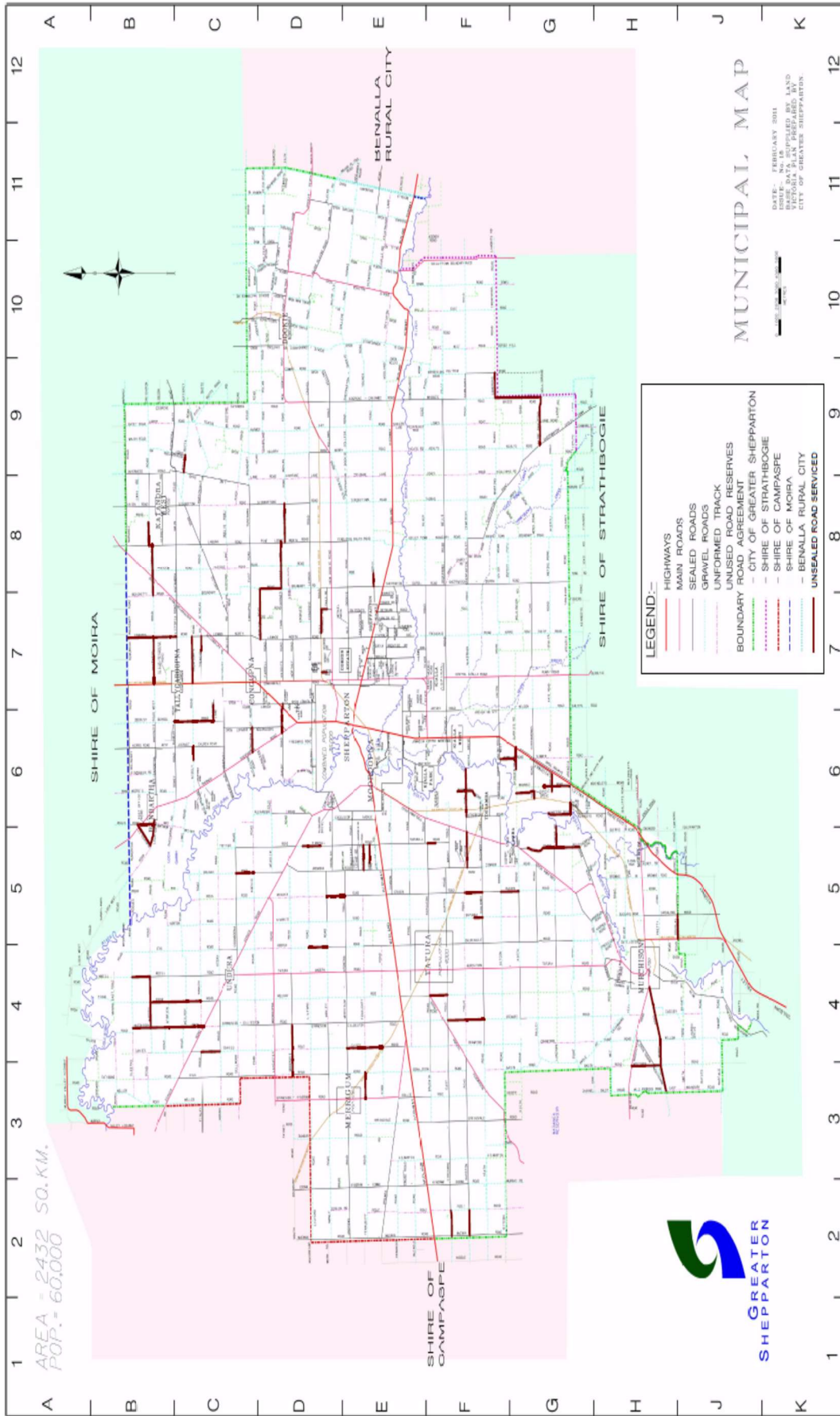
Policy





## Appendix B: PLAN OF SEALED ROADS AND UNSEALED ROADS SERVICED





## Commercial Business 2021/21

### Request for exemption - Waste, organics &/or recycling service

I am the **owner or managing agent** of the property described below, and request Greater Shepparton City council to alter the current waste, organic and/or recycling service at this address.

Exemption Details	
Business Name:	
Contact name:	
Property address for exemption:	
Email:	
Phone:	
Seeking exemption from (please tick)	<input type="checkbox"/> Compulsory garbage collection <input type="checkbox"/> Compulsory recycling collection <input type="checkbox"/> Compulsory organics
Reason for seeking exemptions:	
Details of alternate waste, organic and/or recycling services:	
Service provider name:	
Service provider details including contact name/address/phone#:	
Size and frequency of waste removal:	

Evidence of regular service must be attached i.e.-copy of service contract agreement or last three months of tax invoices

Signed: .....

Print name: .....

Date: ...../...../.....

M21/83819

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