



Title: Domestic Waste Services Policy

Category: Operational

Key words: domestic, waste, rubbish, recycling

File number: M-19-2

Policy owner: Director City Works (Waste and Cleaning)

Authorisation: Approved by General Manager 23 July 2015

Review date: December 2017

Modification history: Integration of Mobile Garbage Bins Replacement, Waste Services (Domestic) – Access and Equity and Waste Services (Domestic) – Additional Services policies.

Related legislation: Waste Avoidance and Resource Recovery Act 2001(WARR Act)

Related policies:

Related procedures: Domestic Waste Services Manual (attached)

Related forms: Additional Bin Application Form (attached)

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1. Purpose

The purpose of this document is to formalise a policy which outlines the provision, entitlements and procedures relating to the Domestic Waste Service for the City of Canterbury.

Background

In July 2005 Council introduced a three bin system which was aimed at reducing waste and preventing valuable resources from going to landfill. This is achieved through increased recycling and waste diversion. The City of Canterbury is committed to waste reduction and meeting the diversion targets set by the NSW State Government.

Rationale

This policy is required to consolidate and update a number of waste related policies scheduled for review.

2. Objectives

The objectives of this policy are to:

- Outline the provision of the domestic waste service
- Promote waste reduction and recycling
- Ensure that members of our community have access to Council's Domestic Waste Service
- Clarify the application process for additional bins
- Outline the waste educational activities provided by Council

3. Scope

This policy applies to residents, ratepayers, owners' corporations, strata managers, real estate agents, Council's waste collection contractor and members of staff.

4. Definitions

Additional service: includes any service provided to a property beyond its standard entitlement (as outlined in attachment).

Replacement bin: A bin delivered to a property to replace a missing bin. This should not take a property beyond their standard entitlement.

Mobile Garbage Bin (MGB): A bin on wheels ('wheely' bin) with a lid supplied by the City of Canterbury. Bin must have a Council logo printed on the front and a serial number on the side.

5. Principles

5.1 Bin Entitlement

Council will ensure that all residential and commercial properties have access to the Domestic Waste Service based on their entitlement.

5.2 Application for additional services

Council will assess all requests for additional services at residential properties based on strict eligibility criteria.

5.3 Replacement bins

Council will replace lost stolen bins at all ratable properties.

5.4 Council is committed to providing equal access to our Domestic Waste Services to all residents of the City of Canterbury. Financial assistance and waste rebates

A variation to the Domestic Waste Charge is available to ratepayers based on eligibility criteria.

5.5 Waste Education Programs

Council coordinates a range of educational programs to promote recycling, reduce contamination and increase waste diversion and reduce the amount of waste sent to landfill.

6. Responsibilities

The responsibility for implementing the Domestic Waste Service Policy rests with the City Works Division.

7. Procedures

7.1 Bin entitlement

- All enquiries made to Council regarding the provision of the Domestic Waste Service will be investigated by Council's Waste Services Division or Customer Service Team.
- A property's entitlement will be assessed in line with Council's Domestic Waste Services Manual, with reference to the property type.
- The applicant will be informed of the outcome of the investigation within 14 days.

7.2 Application for additional services

- All applications made to Council regarding the provision of additional services will be investigated by Council's Waste Contracts Coordinator.
- A property's entitlement will be assessed in line with strict eligibility criteria as outlined in Council's Domestic Waste Services Manual, with reference to the property type.
- The applicant will be informed of the outcome of the investigation within 14 days of submitting all relevant documentation.

7.3 Replacement bins

- All enquiries made to Council regarding replacement bins will be investigated by our Waste Services Division or Customer Service Team.
- Replacement bins will be provided as per the procedure outlined in the Domestic Waste Services Manual, with reference to the property type.

- The applicant will be informed of the outcome of the investigation within seven days.

7.4 Access and Equity Service

- All enquiries made to Council regarding the Access and Equity Service will be investigated by our Waste Services Division.
- Supporting documentation must be submitted to Council (e.g medical certificate)
- The application will be assessed against strict eligibility criteria as outlined in the Domestic Waste Services Manual.
- Once all required documentation has been submitted, the application will be assessed by our Waste Contracts Coordinator.
- The applicant will be informed of the outcome of the investigation within 14 days of submitting all relevant documentation.

7.5 Financial assistance and waste rebates

- All enquiries made to Council regarding financial assistance and/or a variation in relation to the Domestic Waste Charge will be assessed by our Rates and Waste Services Sections.
- The application will be assessed in line with the Domestic Waste Services Manual.
- The applicant will be informed of the outcome of the investigation within 14 days.

7.6 Waste Education Programs

- All enquiries made to Council regarding education programs and the delivery of waste related information will be addressed by our Waste Collection Contractor, our Waste Services Section or Customer Service Team.
- Further details on the programs are provided in the Domestic Waste Services Manual.
- The applicant will be informed of the outcome of the investigation within 14 days.

Domestic Waste Services Manual

The City of Canterbury provides a range of services to the community aimed at promoting recycling, reducing contamination, increasing waste diversion and reducing the amount of waste sent to landfill. We are committed to responsible waste management and meeting the diversion targets set by the NSW State Government.

The Waste Services Manual provides a framework by which waste services are delivered to the community. This includes the provision, entitlements and procedures relating to Council's Domestic Waste Service.

1. Scope

The manual addresses the provision of, and procedures related to:

- Bin entitlement based on property type
- Application for additional services
- Replacement bins
- Access and Equity Service
- Financial assistance and waste rebates
- Waste Education Programs

2. Services

2.1 Bin Entitlement

A property's entitlement to Mobile Garbage Bins under the Domestic Waste Service differs, based on the property type. The current bin entitlements within the City of Canterbury are as follows:

Houses, single dwellings and villas

- 140L red lid rubbish bin, emptied weekly.
- 240L yellow lid recycling bin, emptied fortnightly.
- 240L green lid garden vegetation bin, emptied fortnightly.

Units – shared bins

- 240L red lid rubbish bins, shared one bin between two units, emptied weekly.
- 240L yellow lid recycling bins, shared one bin between three units, emptied weekly.
- 240L green lid garden vegetation bins, shared one bin between five units, emptied fortnightly (assessed on a case by case basis upon application and approval by Council).

Commercial properties

Note: Commercial properties are entitled to one set of bins per commercially rated property, not per business occupant.

- 240L red lid rubbish bin, emptied weekly.
- 240L yellow lid recycling bin, emptied weekly.

Mixed developments

The commercial component of mixed developments are entitled to:

- 240L red lid rubbish bin, emptied weekly
- 240L yellow lid recycling bin, emptied weekly

- Please note that commercial properties are entitled to one set of bins per commercially rated property, not per business occupant

The residential component of mixed developments are entitled to bins as per “Units – shared bins” above, ie:

- 240L red lid rubbish bins, shared one bin between two units, emptied weekly
- 240L yellow lid recycling bins, shared one bin between three units, emptied weekly
- 240L green lid garden vegetation bins, shared one bin between five units, emptied fortnightly (assessed on a case by case basis upon application and approval by Council).

Small mixed developments consisting of one commercial and one residential occupant are provided with one set of bins that are to be shared. Bins provided as follows:

- 240L red lid rubbish bin, emptied weekly
- 240L recycling bin, emptied weekly

Recent audits indicate that rubbish and recycling bins are on average presented for collection at 70% capacity (the most recent audit conducted in 2011). The composition of the material collected in the rubbish bins indicates that there are a number of opportunities to reduce waste sent to landfill. Garden waste, food and compostables make up 68.6% and recyclables make up approximately 14% of the waste stream. Therefore, it is possible to achieve a diversion rate of approximately 85.7% through the effective use of the recycling and garden vegetation services available through Council, as well as home composting practices.

2.2 Application for additional service

The correct use of the three bins available through Council’s Domestic Waste Service would in most cases, prove to be more than adequate, however there exists the potential for exceptions which will be individually assessed. In each case, the request must be lodged using Council’s application form (see Appendix 1) and it will be investigated. This process may include an onsite interview. Applications will be assessed using strict eligibility criteria. It is likely that with coaching, counselling and the correct use of the existing bins, most requests for additional services will prove unnecessary.

2.2.1 Eligibility criteria for additional services

All residents who apply for an additional rubbish service will be required to demonstrate that they are using the existing waste services as effectively as possible. This includes:

- diverting all appropriate materials through the recycling and garden vegetation services
- using the bins to maximum capacity (eg. crushing recyclable materials)
- where possible, composting food scraps and other organic matter onsite.

Residents who may apply for an additional service include the following:

- Residents with large families
- Residents with special circumstances
- Residents with medical conditions

Note: Additional bins are not available to all property types. Please refer to the following section to determine your entitlement.

2.2.2 Eligibility criteria for additional services based on property type

Additional service entitlements to Houses/Villas/Townhouses:

- Provision of an additional rubbish bin to houses is in the form of another 140L rubbish bin, which is emptied weekly.
- Provision of an additional recycling or garden vegetation bin to houses/villas/townhouses is in the form of another 240L recycling bin/garden vegetation bin, and emptied fortnightly.
- If the additional service is used incorrectly Council will immediately withdraw it.

Additional service entitlements to Units:

- Bins are intended to be shared with all units within a unit block development.
- Units are not entitled to additional services (rubbish, recycling or garden vegetation bins).
- In cases where a unit block development generate excess rubbish or recycling, a private contractor should be arranged by the owner's corporation or strata manager, at their own cost

Additional service entitlements to Commercial Properties:

- Commercial properties are not entitled to any additional bins.
- Bins are allocated per commercially rated property, not per business occupant.
- If a commercial property requires extra waste capacity a private waste contractor should be employed

Additional service entitlements to Mixed Developments:

- The commercial component of mixed developments are not entitled to any additional bins (see information for "Commercial Properties" above).
- For the residential component of mixed developments, please refer to information for "Units" above.

2.2.3 Application/Approval Procedure

- All applicants are required to return a completed copy of the "Application for additional bin and service" form, see Appendix 1 (also available for download from www.canterbury.nsw.gov.au).
- Where the resident is renting the property, written permission must be provided by the property owner to Council.
- The form will be assessed against strict eligibility criteria.
- The applicant may be visited onsite to assess their waste needs and receive advice and support on how to best manage their waste.
- Council will notify residents as soon as possible of the result of their application. Where necessary, interim arrangements may be required for the collection of excess waste.
- If the application is successful, Council will arrange the delivery of the bin and its servicing to commence by the next available collection day.
- Residents who are successful in their application for an additional service will be required to pay a fee for the additional service. Please check Council's Fees and Charges for current costs.
- Waiver of additional service charges may be approved but only where exceptional circumstances in the particular case make it appropriate (eg. pensioners, financial

hardship, related medical condition). In the case of charities and non-profit organisations, Council may provide additional waste services with the charge being covered by Council as a donation at the discretion of the General Manager. Guidelines and eligibility criteria for reduction/waiver of waste service charges are outlined in the Access and Equity section of this policy.

- Please note that any under-use or misuse of the bin or service may result in the Council immediately withdrawing the additional bin.

Note: If residents are unable to manage their waste through their existing services the following options may be useful:

- Contact Council for further information and assistance to reduce waste and implement management practices to enable residents to live comfortably with the existing bin capacity.
- Additional waste and recyclable materials can be taken to an authorised Waste Management Centre. Household quantities of a range of recyclable materials are accepted free of charge at Waste Management Centres.
- Attend a free home composting demonstration run by Council. Food and compostable material makes up approximately 50% of residential waste. Therefore, the adoption of home composting practices can significantly reduce the volume of household waste and possibly prevent the need for additional waste capacity service. Council sells compost bins and worm farms at cost price to residents.

Other special circumstances

The Director of City Works is authorised to issue additional services where the circumstances of the particular case make it appropriate, eg. Charities and non-profit organisations. In some cases the applicant will be required to provide appropriate documentation (eg. Charitable Registration Certificate or evidence of incorporation).

2.3 Replacement bins

Council's Fees and Charges document details the costs for additional and replacement bins.

The owner/occupant may be required to pay the replacement cost of any lost, stolen or damaged mobile garbage bins prior to delivery, unless there is some exceptional compelling reason to grant an exemption to a replacement charge in a specific instance.

2.4 Access and Equity Service

Council is committed to providing equal access to our Domestic Waste Services to all residents of the City of Canterbury.

A number of target groups have been identified as having specific needs in relation to Access and Equity to our Domestic Waste Services. Where the situation arises, Council will endeavour to address the specific needs of residents on a case-by-case basis.

Priority target groups have been identified as follows:

- Frail aged residents
- Mobility impaired residents
- Vision impaired residents
- Residents with specific medical conditions

2.4.1 Service Aims

To implement this Access and Equity policy we will endeavour to:

- Maintain a degree of flexibility to ensure individual needs are satisfied
- Deliver appropriate services and be actively responsive to specific community needs
- Remain relevant to identified target groups and the general community
- Ensure residents are well informed through comprehensive education and information programs and resources using alternate formats where necessary
- Provide opportunities for consultation with the community
- Establish a method for ongoing evaluation of the services provided

2.4.2 Objectives

- Establish specific waste collection procedures and outline services that will meet the individual needs of disadvantaged residents who meet specific criteria
- Support and preserve community networks critical to the everyday welfare of people with disabilities and frail aged people by providing additional services only to those individuals without existing neighbourhood support
- Provide clear guidelines to effectively manage the Waste Services contract to achieve access and equity outcomes for the community
- Identify responsibilities for implementation of the policy
- Promote the development of appropriate and comprehensive education/ information resources for all groups identified in this policy within the community
- Provide the framework from which to regularly review the services and procedures of the policy
- Provide opportunities for consultation with stakeholders as required
- Promote effective and regular contact with service providers and residents

2.4.3 Onsite Servicing of Bins

Where necessary, an onsite service will be provided where a resident is unable to put their bins out on the street. Where approved, Council can take and empty rubbish and recycling bins from inside the client's property, provided bins are kept within a reasonable distance from the kerb and there are no obstructions between the bins and the road (eg. steps, steep incline, locked gates). The bins will be returned to the property once they have been emptied.

Once a resident no longer requires assistance with onsite servicing of bins, it will be the responsibility of the resident or family/community support to inform Council. Council will then advise the waste collection contractor. The resident will then be removed from the Access and Equity Service list by the Waste Contracts Coordinator.

The specialised service will be reviewed annually by the Director City Works or their delegate.

2.4.4 Application and approval process:

- Residents can call Council's Customer Service Centre on 9789 9300, submit an email via council@canterbury.nsw.gov.au or visit in person at 137 Beamish St, Campsie.
- Residents must show proof that they require an onsite service (eg. medical certificate).

- The client will be visited onsite by a representative of Council's Waste Service Section to assess collection needs and servicing arrangements.
- To assist the waste collection contractor, the bins must be visible from the front entrance with a clear unobstructed pathway between the bin and the kerb. A suitable position will be determined in consultation with Waste Services staff to avoid unsafe servicing of bins. NOTE: For Occupational Health and Safety reasons Council or waste collection contractor staff will not carry or drag bins up/down steps or along steep inclines.
- Council will notify residents within 14 days of the result of the application. Where necessary interim arrangements for collection of waste will be negotiated between the client and the Waste Contracts Coordinator.
- If the application is successful, Council's Waste Contracts Coordinator will arrange onsite servicing of bins to commence by the next available collection day. This involves:
 - Notifying the collection contractor via email of the introduction of the Access and Equity service at the relevant address.
 - Updating the Access and Equity List to include the approved property address, and any site-specific details regarding the delivery of the service.

2.4.5 Promotion of the Access and Equity Service

- The specialised waste services will generally be promoted through agencies supporting the target groups.
- The specialised services will not substitute local family or community support, but will support local neighbourhood networks that assist the target groups. The availability of the services will usually not be openly advertised to the general public.
- Customer Service and Waste Service staff will advise residents of the availability of specialised waste services. Where more detailed information is required, the client will be referred to the Waste Service Contract Coordinator.

2.5 Financial assistance and waste rebates

2.5.1 Pensioner rate rebate

Pensioners who hold a current Pensioner Concession Card will ordinarily be eligible for a 50% reduction in rates and the domestic waste management charge to a maximum of \$250. The Pensioner Rate Rebate is advertised through our annual rate notices. We also rely on established networks providing information to pensioner groups on an ongoing basis.

- Residents may call Council's Customer Service Centre on 9789 9300 or visit in person at 137 Beamish St, Campsie and fill in a Pensioner Rate Rebate Claim form.
- Residents will be required to show proof of rebate entitlement by providing their Social Security Number or Department of Veteran Affairs Number. These numbers will be checked with the Department of Social Security or the Department of Veteran Affairs. Residents will also need to meet the Eligibility Criteria outlined in PC-1.
- Once checked, a Customer Service Officer will approve the application.
- Once a resident no longer needs assistance with payment of the Domestic Waste Management Charge, it is their responsibility to inform Council of their circumstances.
- The rebate will appear on all rate notices received by the resident after this date.

2.5.2 Waiver of additional fees

Written application can be made to waive additional fees based on extenuating circumstances (e.g. an underlying medical condition). All applications must be approved by the General Manager. A doctor's certificate or similar documentation must be provided to verify the necessity of the additional service.

2.5.3 Charities and Non-Profit Organisations

Charities and Non-Profit Organisations may be eligible to receive a reduction to the Domestic Waste Management Charge if approved by the General Manager. Only organisations who permanently own and occupy the property which is receiving the waste services may receive any discount/waiver of waste service charges.

- Charities/Non-Profit Organisations who wish to receive a reduction or waiver are required to send a written request to Council with a copy of their Charitable Registration Certificate or evidence of incorporation.
- Council may provide services and bins at a reduced cost, with the charge being covered by Council as a donation to the organisation, at the discretion of the General Manager.
- Please note that any under-use or misuse of the bin or service may result in the Council immediately withdrawing the service.

2.6 Waste Education Programs

- Education programs will be delivered to identified target groups where required.
- This is aimed at promoting proper use of the Domestic Waste Service, and to ensure individuals understand their responsibilities and level of service to be expected from the waste collection contractor.
- Residents will be provided with free educational materials by Council's Waste Education Officer on request.
- Language Aides will assist the Waste Education Officer where appropriate. Relevant translated information will be available.
- The Waste Education Officer will provide information about the Domestic Waste Service tailored for each of the target groups, and may include the following:
 - Distributing resources through peak associations that support the target groups
 - Providing information to peak associations, support services, Council committees, and local groups that are involved with the target groups
 - Providing information in an appropriate format which may include:
 - Large print
 - Information translated into the main community languages
 - Advertising in local and ethnic media, and using Council's news column
 - Information in audio form for use by visually impaired residents
 - Specific resources to assist with implementation of the Domestic Waste Service (eg. calendars, brochures, posters)

APPENDIX 1



CANTERBURY CITY COUNCIL
City of Cultural Diversity

APPLICATION FOR ADDITIONAL BIN AND SERVICE

Damaged or missing bins should be reported immediately by telephone to Council on 9789 9300

(PLEASE PRINT ALL DETAILS IN BLOCK LETTERS. All sections must be completed.)

Applicant's Name: _____

Address: _____

_____ Postcode: _____

Postal Address (if different): _____

Contact numbers: Work: _____ Home: _____ Mobile: _____

1. What additional bin(s) and service(s) are you requesting? (Additional fees apply)

Rubbish bin Recycling bin Garden Vegetation bin

2. Type of dwelling (Please tick)

House Villa/Townhouse Other: Please specify _____

3. Please supply the following information for all people who permanently reside at this address: (required only for additional rubbish or recycling service requests)

Age Range (years)

_____ 0-4

_____ 5-14

_____ 15-59

_____ 60+

_____ = **TOTAL NUMBER OF PEOPLE AT ABOVE ADDRESS**

(**Please note:** If an additional bin is required for medical reasons, a doctor's certificate or similar documentation is required to verify the need for an additional waste service.)

4. Do you own or rent this property?

Owner/Occupier Renting (**written request from property owner must be attached**)

Non-resident/Owner/Landlord Other (please specify) _____

5. How do you currently utilise Council's existing services?

Recycling bin: Always Sometimes Never

Garden Vegetation bin: Always Sometimes Never

Comments: _____

6. Does your household currently use a compost bin or worm farm to recycle food and organic waste? Yes No Sometimes

Would you like more information on composting or worm farming? Yes No

7. Please state in detail why you are having difficulties with the existing service and would like additional bin(s): (attach separate page if necessary)

8. If Council could assist you in reducing your waste to remove the need for additional bins, would you like our help?

No Yes: Home visit Composting workshop More information

Comments: _____

I declare that all information given in this application is accurate and we will use our waste services correctly to maximise recycling and reduce the amount of waste sent to landfill.

Signed: _____

Date: _____

OFFICE USE ONLY

Inspection carried out by: _____ Date: _____

Comments: _____

Recommendation: Approved Not Approved

Comment: _____

Applicant advised by letter: _____ Bin/s paid for: _____

Bin/s ordered: _____ Bin Serial Number/s: _____

Rates Section advised: _____ Annual review date: _____