

## Kerbside Residual Waste and Recycling Collection

<b>Responsible officer:</b>	Director Infrastructure and Environment
<b>Key Result Area:</b>	Governance and Decision Making
<b>Document type:</b>	Policy
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### Purpose

This policy specifies the requirements for the provision of kerbside residual waste, food and garden organics (FOGO), comingled recycling and glass recycling collection in Towong Shire, including:

- service areas
- service types and eligibility for a route extension
- service frequency

### Scope

This policy applies to all Council residual waste and recycling bins and associated infrastructure in the Towong Shire with no exceptions made for any types of habitable dwellings, or non-profit community groups.

### Objectives

The objectives of this policy are:

- To clarify the collection areas, eligibility for service and service types
- To clarify the schedule for kerbside residual waste and recycling collection.
- To clarify the fees and charges relevant to this service.

### Background

At the Council Meeting held on 22 March 2023, Council adopted changes to the delivery of waste and recycling services in response to the State Government's Circular Economy initiative including a review of bin sizes and collection frequencies and the introduction of a FOGO kerbside collection and a glass drop off service.

The 2024 kerbside refuse and recycling collection map can be found on Council's website.

### Policy Details

The objectives of this policy will be achieved by the following statements:

#### 1.0 Service types and eligibility

- Property owners within two (2) km of the current collection route must participate in Council's kerbside collection service for both residual waste, FOGO and comingled recycling unless evidence can be provided of alternative service providers, such as Woolpack or other commercial waste collection providers. A glass drop off service will be provided at Council's recycling sheds and resource recovery centres.

- There is also an 'opt-out' option for residential households in the farming, rural living and rural residential zones for the provision of a kerbside FOGO service. Evidence must be provided to Council of an alternative onsite FOGO management system to officially opt out of this service.

A benchtop caddy and annual supply of compostable liners will be provided to each eligible household receiving a FOGO service.

### 1.1 Service Extension

Property owners that are not located within the current service eligibility area may request an extension of service provision. These requests will be considered on a case-by-case basis and no guarantee of extension will be made in these circumstances. An extra charge per annum will apply if the decision is made to include the applicant into the service. This charge is listed in the Towong Shire Fees and Schedules. The distance is counted from the end of the current route to the requested collection point

- For a request of service extension, the location of the property must have clear access for the kerbside collection truck including adequate space to turn the truck around. The access must not be classified as a "Limited Access Road" (please contact Council for the classification of roads); it is also prohibited for kerbside collection trucks to drive on private land or deviate from their designated routes without permission from the designated Council Officer.
- Council will only empty authorised bins; any other extra bins will not be emptied by Council's or its third party provider kerbside collection truck.

### 1.2 Service frequency

- Effective 1st June 2024 Council will provide a fortnightly residual waste, fortnightly comingled recycling and a weekly FOGO collection service until further notice.
- Service is provided at different locations on different days of the week as per the collection days provided on the Council website.
- Collection times are between six (6) am to six (6) pm on weekdays; collection will be performed throughout the year including public holidays. Council reserves the right to change collection times.
- All bins need to be placed at the designated collection points the night prior to the designated collection day.
- Only bins placed at designated collection points on the collection routes will be emptied.
- Where evidence is found that a bin was placed on the kerb prior to the collection truck passing by (cameras on trucks will provide information) a missed bin service will be provided within 7 days. Where there is no evidence of the bin being placed on the kerb prior to the collection truck passing the property the bin will be collected as per the next scheduled collection.

### 1.3 Fees

- Fees for the collection service will be reviewed annually, please refer to Council's website for the current fees and charges.
- Council provides two vouchers per household per year, distributed with the first rates notice. Please refer to Council's website for further information.

### 1.4 Collection from Recycling Stations

- Recycling Stations are located at Lucyvale, Nariel Valley, Granya, Talgarno and Tallangatta Valley. These Recycling Stations form an extension to the kerbside collection service and operate in more remote areas allowing those communities to drop off recycling without additional charge. Glass drop off will also be provided at these locations as of June 2024

- Users of the recycling stations are encouraged to keep them in a neat and tidy way to allow the truck drivers access for bin collection.
- The volume of material at recycling sheds is limited by EPA and their continued operation will be reviewed annually against state legislation.

### 1.5 Collection for community groups

- Committees or groups that wish to receive free refuse and/or recycling collection service (In Kind Support) for special events must apply to Council in writing **at least** two (2) weeks prior the required date. The application will be reviewed and assessed by Council’s officer on a case-by-case basis. Council will encourage the separation of waste and recycling at events and encourage community groups to engage with container deposit scheme providers directly.
- Committees or groups receiving Council’s free collection services are responsible for the maintenance of all bins and associated infrastructure; all bins will be checked for condition and quantity after the event. Damage to or loss of bins and associated infrastructure will be charged to the group at current market value.
- Council will provide additional Hard and E-waste waste collection at least once a year in various locations. The locations are publicised on Council’s Website and only residents who have prebooked a time will be eligible for free drop off. Evidence of residential status will be required at the time of drop off via presentation of issued vouchers or service may be refused. A fee must be paid at a Council office prior to the Hard waste collection day if the resident does not have eligible vouchers.

Further details regarding this policy can be obtained from Council’s website or office.

### Responsibility

Responsibility	Role/Position
Responsible for the implementation of this policy and oversight of Circular Economy and Environmental functions in the Shire.	Director Infrastructure and Environment
Responsible for the deployment of the initiatives and obligations outlined in this policy.	Coordinator Circular Economy and Environment

### Human Rights

The policy gives regard to relevant legislation, principles of natural justice and procedural fairness, community values and Council’s resource capacity. It is considered that this policy supports the rights identified in the *Charter of Human Rights and Responsibilities Act (2006)*.

### Relevant legislation

- *Local Government Act 1989*
- *Local Government Act 2020*
- *Environment Protection Act 2017*
- *Circular Economy (Waste Reduction and Recycling) Act 2021*

**Results**

The deployment of this policy together with the results achieved will be reviewed at least annually.



**Authorised by:**

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Juliana Phelps  
Chief Executive Officer