



Fleurieu Regional Waste Authority (FRWA)

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		The Kerbside Waste Collection Policy changed from one document applying to all Councils with sub sections for council specific variances to four council specific documents, marked as V7.1, V7.2, V7.3 and V7.4
7.3	May 2017	Kerbside document relating to City of Victor Harbor only. Changes made to paragraphs 1, 3, 5.3, 6.5
8	March 2019	Changes due to implementation of fortnightly collection services, changes made/added paragraphs 4, 5.1; 5.4.1; 5.5; MGBs, 6.4; 7; 7.1; 7.2.8 and 10.2

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KERBSIDE WASTE COLLECTION

1. INTRODUCTION

Under the auspice of Fleurieu Regional Waste Authority (FRWA), Alexandrina Council, City of Victor Harbor, Kangaroo Island Council and District Council of Yankalilla are all working to achieve sustainable waste and resources management in the region. FRWA endeavors to reduce waste going to landfill, increase reuse and recycling and promote a cleaner and a healthier environment for today and tomorrow. FRWA provides all kerbside collection services for its Constituent Councils and operates four Waste and Recycling Depots.

2. POLICY OBJECTIVE

The Kerbside Waste Collection Policy (the Policy) sets out the provisions, operating procedures and charges for waste collection services to eligible, assessable properties and the responsibilities of FRWA as the service provider, the users of kerbside collections and the Constituent Councils for the collection of:

Municipal Solid Waste (MSW)

Co-mingled Dry Recyclable Waste

Greenwaste

Public Litter Bins

Events

3. LEGISLATION AND COMPLIANCE

The statutory functions and powers of councils with respect to waste services are set out in the *Local Government Act 1999* (LG Act), the *South Australian Public Health Act 2011* (SAPH Act) and the *Environment Protection (Waste to Resources) Policy 2010* (SA) (Waste Policy).

4. DEFINITIONS

Co-mingled Dry Recyclable Waste: paper, cardboard, certain types of plastic, glass and aluminium and steel cans that can be processed and remanufactured into new products and other materials.

Greenwaste: biodegradable/organic waste that can be composted garden waste such as grass or flower cuttings, plant and tree prunings, hedge trimmings.

MGBs: Mobile Garbage Bins

Municipal Solid Waste (MSW) – Kerbside Bin Collection: The solid component of the waste stream arising from mainly domestic, but also commercial, industrial, government and public premises including waste from council operations, services and facilities that is collected on behalf of the council via kerbside collection, but does not contain commercial and industrial waste (general), listed waste, hazardous waste or radioactive waste.

Public Litter Bin: MGBs provided by Councils and placed in public places for general waste produced by the general public and/or specifically allocated for the needs of visitors in tourist centres. The use by businesses as commercial bins is prohibited.

Rateable Assessable Property: dwellings, business, industrial and commercial premises (excluding vacant land) to which Council rates are applied.

Small Business: non-manufacturing, that by nature of the business only produce waste that would typically be generated at residential premises to the same amount as an average household may produce.

WHS: Work Health and Safety

5. COLLECTION SERVICE

5.1 Residential, Small Business, Sports Clubs/Ovals, Community Clubs, Schools and Childcare Facilities

FRWA provides a fortnightly kerbside collection services for MSW and co-mingled dry recyclables for each rateable assessable property, excluding vacant blocks, regardless of the size or type of property in accordance with the collection calendar.

FRWA provides a fortnightly kerbside collection service of greenwaste for residential customers in the City of Victor Harbor in accordance with the collection calendar, (greenwaste collections are not provided for commercial customers).

During 6 weeks of the summer holiday period, as identified in the collection calendar for each year, general waste bins will be collected weekly on usual collection day.

Each property is entitled to:

MSW	Co-mingled dry recyclables	Greenwaste
Fortnightly Collection 140 Litre	Fortnightly Collection 240 Litre	Fortnightly Collection 240 Litre

Schools (Kindergarten to High Schools) are supported in their use of the kerbside recycling system (greenwaste and recyclables) by applying a formula of 1 recycling bin and 1 green bin (as applicable) per 50 students.

Standard MGBs systems are used for the provision of these services in accordance with clause 6.4.

Kerbside collection services are generally provided to residential properties and all other properties as listed above which are using MGBs and are typically co-located with residential properties or constitute a small business.

Additionally, FRWA will provide a collection service specific to the City of Victor Harbor:

A vacant block of land in a residential area which has an adjoining boundary to a residential block with a dwelling in the name of the same ratepayer shall be entitled to a greenwaste service, as no charge. Such service is to be applied for and renewed annually.

A primary production property is entitled to a waste collection service for a second occupied dwelling the same as the principal service. Such service is to be applied for and renewed annually.

5.1.1 Sporting Clubs/Ovals and Community Clubs

Suitable arrangements are currently in place to assist community groups.

5.1.2 Retirement Villages and Multi Dwelling Properties

FRWA will service one set of bins per rateable property with the exemption of rateable properties with 3 or more dwellings, in these instances one set of bins per dwelling will be serviced.

Assessment of future developments should include waste issues and are to be referred to FRWA for comment in the planning stage and prior to final approval.

5.1.3 Council Public Litter Bins

FRWA provides kerbside collection services for public litter bins in accordance with agreed schedules as per council specific Service Level Agreements (SLAs). Variances to services set out SLAs may require a review and adjustment of associated costs for services.

All parties will review the service schedule regularly and work cooperatively to ensure that the service meets the community needs.

5.1.4 Events

From time to time Constituent Councils or event organisers may request FRWA to provide services at special community events, such as festivals and shows.

The Constituent Council and/or event organisers will notify FRWA, at least ten (10) working days prior, of the date, time, location and duration of the event, the numbers of MGBs required and the frequency of service. Where a Council requests that services be undertaken on days other than usual working days its consent to the collection schedule and associated costs is taken to have been given.

The Council requesting the event service will provide FRWA with a Council Purchase Order Number for billing purposes or the payment agreements with the event organiser if that person is to be billed directly by FRWA.

Event organisers may also directly contact FRWA and request the service in which case FRWA is to invoice the event organiser directly and Councils have no liability to FRWA in such circumstances. Event organisers must pay a deposit of 50% of the estimated cost for the requested service with confirmation of the order five working days prior to the event.

5.2 Collection Schedule

FRWA will develop, advertise and implement approved schedules for kerbside collection services. Any proposed significant changes to the approved schedules have to be submitted to the respective Council for approval prior to implementation.

Operational adjustments are the responsibility of FRWA (that includes but is noted limited to making good for truck downtime, extreme weather events, etc).

Collection days and service for the City of Victor Harbor, Alexandrina Council and District Council of Yankalilla are documented in the Kerbside Collection Calendar (the Calendar) which is published annually. The Calendar can be viewed and down loaded from the FRWA webpage www.frwa.com.au hard copies can be collected at all FRWA operated Waste and Recycling Depots, FRWA office, Council offices and participating Community Centres and outlets of Australia Post throughout the constituent Council areas.

Property owners/residents are to put bins out the night before the collection day.

5.3 Collection Point

The collection will generally be undertaken from the kerbside adjacent to each eligible premise. Bins must be placed within 1 metre of the kerb, facing the roadway with the handles facing the property.

Bins will not be collected from other than the kerbside location or bin banks unless prior arrangements, including a signed agreement, indemnifying FRWA against any claims for damages from the property owner or occupier, are in place.

Specific circumstances may include the following:

- insufficient space is available at the kerb or for other reasons, including safety
- public access road to a premises is not safe for collection vehicles
- no kerb available and bins need to be collected from the end of the road side end of the driveway.

Bins at bin banks may be chained to the stand/rail unless marked 'do not chain' by the owner of the bin.

All bin owners are encouraged to write the address of their property on the bin.

For new services the property owner must notify FRWA to ensure that the new property(s) will be included in the collection schedule from the next scheduled collection in that area.

The existing FRWA collection schedules and WHS requirements will determine if FRWA can provide an additional or new kerbside pickup at the property or if the property will be included in a bin bank pick up

For residents in cul-de-sacs, bins must be grouped on the left hand side of the street at the beginning of the turnaround.

5.4 Additional and Exceptional Circumstances Collection Services

5.4.1 Additional Collection Services

Anything extra to the collection of one set of bins per rateable, eligible property for residents and small businesses is considered to be an additional collection, which is to be purchased from FRWA.

Additional bin collection services are limited to two additional bins per waste stream. These bins are to be identified with stickers that will be issued by FRWA at the time additional collection services are purchased and paid. Sticker colours will change each financial year to identify current services.

Holiday rental business owners who have high use of properties beyond the peak summer season will be encouraged to purchase additional collection services or to engage a commercial waste contractor.

Where businesses have insufficient space or access for large commercial skip bins and require ongoing kerbside collection, FRWA may undertake a bin audit to determine business waste requirements and may negotiate alternative options. Fees will apply for collection of waste by type, volume/weight or frequency beyond that described in this Policy.

It is the responsibility of the property owner to purchase bins for the any additional collection services required.

5.4.2 Exceptional Circumstances Collection Service

Under exceptional circumstances provisions large families, households that produce nappies and households with special medical needs, will be provided, at no charge, with one 140 Litre mobile garbage bin and collection service upon annual application, if any one of the following criteria is met:

- A 'large family' is defined as a permanent residential dwelling in which five or more persons live for at least five nights per week on average. This definition excludes holiday homes which may contain large numbers of residents for a small portion of the year.

Entitlement: A large family will be entitled to one (1) additional 140 Litre general waste bin exempted from payment.

- 'Households that produce nappies' are residential households in which one or more permanent residents wear nappies. This includes babies and young children as well as persons of any age with continence issues.

This definition does not include households where children in nappies visit, family day care facilities or childcare centres (which, as commercial operations, should make their own arrangements for waste collection).

Entitlement: Households with 1-2 residents using nappies will be entitled to one (1) additional 140 Litre general waste bin exempted from payment.

- 'Households with special medical needs' are permanent private households that produce medical waste. These households will be self-identified through a questionnaire on the Application Form.

This definition does not include premises generating medical waste from a commercial operation such as home massage clinic, or chiropractor clinics).

Entitlement: Households with special medical needs will be entitled to one (1) additional 140 Litre general waste bin exempted from payment.

Households will not be provided with more than one (1) additional 140 Litre general waste bin except under extraordinary circumstances as approved individually by FRWA's Executive Officer following a household waste audit. The provision of additional 240 Litre general waste bins or swapping a 140 Litre general waste bin for a 240 Litre general waste bin is not allowed under the policy.

Households that have exceptional circumstances will need to apply to the City of Victor Harbor each financial year by completing an Application Form.

Stickers will be issued which the household must apply to the front of their exceptional circumstances bin before 1 July each year – bins without correct year stickers will not be collected.

Bins granted for exceptional circumstances will be fully subsidised by Councils/FRWA – i.e. bins provided to residents at no cost, but households will be required to complete a new form (renewal) each year confirming their continued eligibility

To receive this exceptional circumstances fully subsidised bin and collection service, residents will be required to provide proof of identity as set down in item 8 of this Policy each time they re-apply for exemption.

5.5 Collection Service Matters

Refusal of Service - Customers have the responsibility to use the present MGBs in a manner that is suitable for the kerbside collection robotic arm collection vehicles.

Service may be refused for:

- bins facing the wrong way
- failing to use the approved waste collection container
- placing insanitary waste out for collection
- placing prohibited waste out for collection
- placing a bin that weighs more than 75kgs out for collection
- items have been placed next to the bin for collection
- overfilling the waste container e.g. items protruding out of the top of the bin
- failing to place a bin in a location that can be reached by the collection vehicle
- the condition of the waste container is such that it is unfit for collection
- the bin is on private property
- failing to use the containers correctly, leading to contamination of recyclables or green organics
- placing any dangerous, hazardous and illegal substances out for collection.

FRWA reserves the right to cease a collection service where there is repeated misuse of the service.

If a bin is rejected for collection due to one or more of the above circumstances, a rejection sticker will be placed on the bin stating the reason it was rejected. The customer must be given the opportunity to rectify the problem and contact FRWA to advise of the improvements and request the reinstatement of the service.

Rateable properties consistently presenting a MGB that is unfit for collection will forfeit the right to service and will be notified of the cancellation of the service in writing. FRWA must give written notice to the respective Council where a service is permanently discontinued.

5.6 Collection Schedule Issues

FRWA must inform Councils immediately of any unforeseen significant diversion from approved collection schedules in their respective council areas and provide a timeframe within which the problem will be rectified. Councils and FRWA will work together to minimise any adverse effect this may have on the community.

6. **MOBILE GARBAGE BINS (MGBs)**

6.1 Background

Historically each Council had different programs and charges in relation to the supply of bins and spare parts. Over the years the City of Victor Harbor has established the system that the user must purchase bins and spare parts (unless exempt in accordance with Clause 6.3 of this Policy).

6.2 Supply and Purchase of MGBs

It is FRWA's responsibility to stock sufficient MGBs and spare parts to serve the communities of its Constituent Councils.

It is the responsibility of the ratepayer to purchase MGBs, spare parts and to undertake all repairs and replacement, unless circumstances as set out in clause 6.3 apply.

MGBs and spare parts can be purchased at the following Waste and Recycling Depots:

- Strathalbyn
- Goolwa
- Yankalilla

6.3 Replacement of Stolen or Damaged Bins

Replacement of stolen bins is the responsibility of the ratepayer/resident. Owners of the bins are encouraged to clearly write the property address at the front of the bin to discourage theft.

Replacement and repair of lost bins and damaged bins are the responsibility of the ratepayer/resident. Note, bins exposed to continued sunlight may start to deteriorate and/or fail after 7 years of sunlight exposure.

If bin damage has occurred as a consequence of the service provision FRWA will repair or replace the bin free of charge.

6.4 Standards for MGBs

Unless otherwise approved by FRWA in writing, MGBs for the kerbside collection services must adhere to the following specification:

- Australian Standard 4123 - Mobile Waste Containers
- Must be provided in the following sizes and lid colour

Service	MSW	Co-mingled dry recyclables	Greenwaste
Standard residential and commercial*	140l blue lid	240l yellow lid	240l green lid
Additional residential and commercial*	140l blue lid with extra collection sticker *	240l yellow lid with extra collection sticker	240l green lid with extra collection sticker
Exceptional Circumstances bins	140L red lid with Exceptional Circumstances Exempt annual collection sticker		

*240l bins may be used as case specific solutions, under specific agreement with FRWA.

6.5 Standardisation of Bin Systems

If council resolves to change the standard system of bin sizes and lid colours, all costs associated with the changeover to another standard system of MGBs and lid colours will be borne by the Council for the cost of MGBs and spare parts on a user pays principle.

If more than one Constituent Council changes the standard MGB system, participating Councils will contribute equally to general administrative costs associated with a change over.

7. **COMPOSTING EQUIPMENT PROVISION**

7.1 Subsidy Provision

Subsidised composting equipment across the City of Victor Harbor will be introduced from 1 May 2019 for a period of two years to 30 June 2021. The subsidy will encourage the households without kerbside greenwaste collection to compost food waste, reducing the load on their general waste bin. It will also encourage households that have a green waste collection to compost at home.

Composting items (compost bins and worm farms) will be available from the City of Victor Harbor and FRWA Waste and Recycling Depot. Educational leaflets on composting and worm farming will be provided with each item. Composting workshops conducted as part of FRWA's Education Program will be promoted in conjunction with the provision of composting equipment.

A subsidy will apply to the purchase of MGBs for a period of up to 12 months, to encourage all households to purchase and use the appropriate bins by type, size and lid colour for the kerbside collection applicable to their household.

7.2 Bench top Kitchen Caddy Provisions

Residents can wrap their food scraps in newspaper or place them loose into the green waste bin, however the use of kitchen caddies will assist residents in making a smooth transition to fortnightly kerbside collections. Residents will be able to obtain a caddy in two ways:

-) Residents who participate in education as part of the roll-out of fortnightly kerbside collections will receive a caddy and a roll of compostable bags for free. This will include residents who attend an Information Session and residents who speak with a FRWA Field/Education Officer at a community display.
-) Residents may purchase additional caddies and rolls of compostable bags from Council or **from** the Goolwa or Strathalbyn FRWA Waste and Recycling Depots. To purchase composting equipment at the subsidised rate residents will be required to provide proof of identity as set down in item 8 of this Policy.

8. **SUBSIDY, PROOF OF IDENTITY – FORTNIGHTLY KERBSIDE COLLECTION SERVICE**

Residents will be required to provide proof of residency in City of Victor Harbor Council. This includes either a current City of Victor Harbor Rates Notice (if home owner) or current utilities account (if occupant) and photo identification to receive any subsidies as part of the Fortnightly Kerbside Collection Services.

9. **CUSTOMER SERVICE**

FRWA is responsible for providing the customer service function and is the principal point of contact for all customer inquiries and complaints.

Complaints must be received, recorded and actioned upon receipt and quarterly reports will be provided to the FRWA Board. FRWA will create a system that allows the registering, prioritising, follow up and completion of complaints.

It is FRWA's responsibility to rectify all substantiated complaints within reasonable timeframes:

- Urgent matters (such as safety hazards to any person and public health) will require immediate follow up.

- Non-urgent complaints will be rectified at the earliest practicable time.

10. WASTE ACCEPTED PER KERBSIDE SERVICE

10.1 Materials accepted for Co-mingled Dry Recycling (240 litre yellow lid bins)

- rinsed rigid plastic containers with lids removed (recycle code 1-7)
- rinsed food and drink cartons
- all papers, magazines and cardboard
- rinsed glass jars and bottles with lids removed
- aluminium cans
- steel cans, aerosol spray cans
- metal lids

10.2 Materials accepted for Green Organics Collection (240 litre green lid bins)

- all food scraps including bones, fat, meat and fish (wrapped in newspaper or in a compostable bag)
- lawn and grass clippings
- plant and tree prunings (branches up to 15cm in diameter)
- weeds
- leaves
- flowers and vegetation cuttings

10.3 Materials accepted for Municipal Solid Waste Collection (140 Litre blue/green/red lid bins)

- soft plastic wrappers and plastic bags
- food scraps (where no green organics collection service is available)
- nappies and incontinence products
- soiled packaging
- broken glass (wrapped in newspaper)
- ceramics
- general waste

11. PROHIBITED WASTE

The following substances are prohibited from collection by the Council Waste Collection Service:

- hot ashes
- manure
- liquids waste including liquid paint and oil
- dust and fine loose material unless it is securely wrapped in paper or plastic
- pool chemicals
- varnishes and solvents
- listed waste as under 'dangerous substances' in the Environment Protection Act
- car batteries and other lead acid batteries
- acids and alkalis

- earth, gravel, rocks: building materials – concrete, bricks masonry, tiles, sand, gravel
- asbestos
- bitumen
- car bodies
- engines
- lead acid batteries
- tyres
- explosives and ammunition
- gas bottles
- medical or dental practice waste
- veterinary practice waste
- animal carcasses discarded in the course of medical or veterinary research
- any other article or matter that is discarded in the course of medical, dental or veterinary practice or research that poses a significant risk to the health of a person who comes into contact with it, or to the environment at large
- radio-active waste
- mobile phones and other electronic devices
- any other item or substance that may constitute a hazard to the waste collectors, or to the mechanism of the collection vehicle, or to the environment at large.

12. IMPLEMENTATION OF THE ENVIRONMENT PROTECTION (WASTE TO RESOURCES) POLICY (W2R EPP)

FRWA, in consultation with Councils will prepare annual householder information and bin stickers for distribution before 1 July each calendar year. FRWA, in consultation with Councils will update this information from time to time and as required in accordance with legal requirements.

13. REVIEW

It is the responsibility of the Executive Officer to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed by FRWA at least bi-annually.

14. FEES AND CHARGES

Fees and charges apply in accordance with Council approved schedules as referred to Price List.

Fees and charges are subject to regular reviews and might be adjusted from time to time.

Fees and Charges schedule is located at www.frwa.com.au