

Kerbside Waste Management

Classification:	Council Policy
First Issued / Approved:	May 2003
Last Reviewed:	31 July 2012, C8810 22 July 2016, C9805 14 August 2018, C11776 9 February 2021, C090221/12744 24 August 2021, C240821/12917
Next Review:	August 2025
ECM Tracking No:	9878624
Responsible Officer:	Director Environment and Place; B Cant
Relevant Legislation:	Environment Protection Act 1993 Local Government Act 1999 Environment Protection (Waste to Resources) Policy, 2010
Related Policies:	South Australia's Waste Strategy 2020-2025 (consultation draft) City of Burnside By-Law No. 6 – Waste Management Environmental Sustainability Strategy 2019-2023 Fees and Charges (Non Rates) Policy Fees and Charges (Non Rates) – Waivers, Discounts and Subsidies Policy

1. Introduction

- 1.1. This policy describes the kerbside waste services provided by the City of Burnside, including waste-to-landfill, recycling, green organics and hard waste.

2. Strategic Plan Desired Outcomes

Principles: Spans all Strategic Plan Principles

Theme: Environment

Goals: 2: Our City will be a leading environmental custodian

Priorities: 1.4 Facilities, services and programs that meet our community's needs

2.1 Adapt and mitigate for climate change

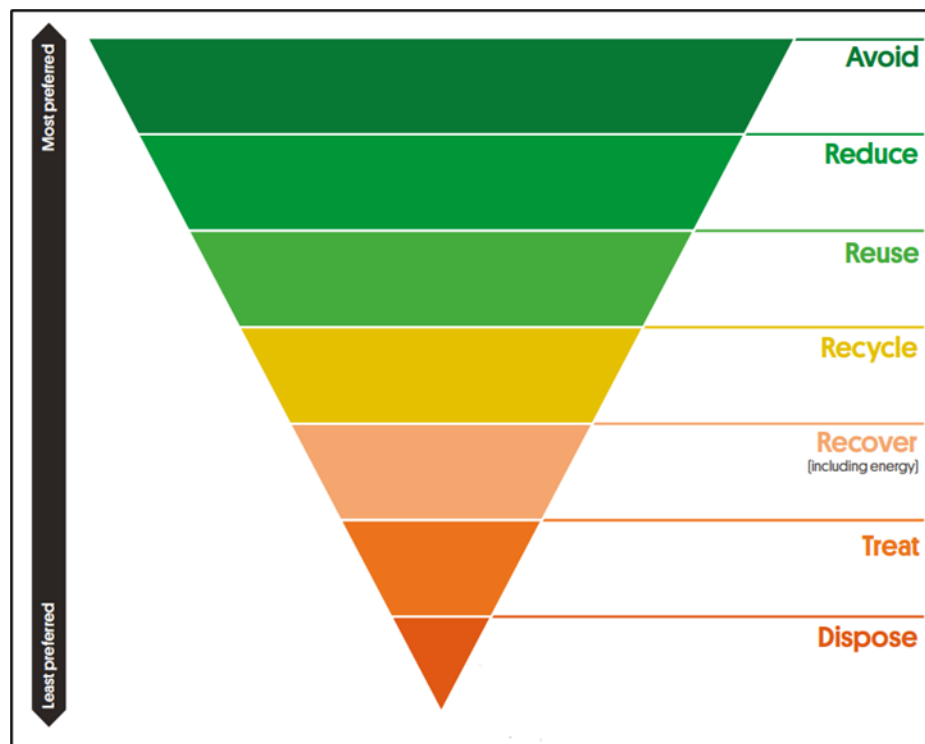
2.3 Use natural resources efficiently and minimise waste

3. Our Approach

Council works to:

- 3.1 Provide kerbside waste management services to Service Entitled Properties within the City of Burnside as outlined in this policy.

- 3.2 Recognise the environmental and financial importance of sound waste management and reducing the volume of waste sent to landfill.
- 3.3 Advocates for sound waste management, including appropriate collection of recycling and organics. Advocacy includes community engagement and education, as well as engagement with State and Federal Governments on issues affecting Council and residents.
- 3.4 Recognises the social, environmental and financial importance of reducing food waste and that the correct disposal of food waste through composting is supported by the kerbside collection of Green Organics.
- 3.5 Recognises the waste management hierarchy, pictured below from South Australia's Waste Strategy 2020-2025. This hierarchy depicts waste treatment options, from most preferred (top) to least preferred (bottom).



- 3.6 Provides additional services and advice to residents for the correct disposal of other waste or resources that are not covered by this policy, including hazardous waste and e-waste.

4. Legislative Requirements and Corporate Policy Context

- 4.1 The Policy is to be read and implemented in conjunction with Council's other relevant policies, strategies By-Laws and documents, including:
 - 4.1.1 City of Burnside By-Law No 6 – Waste Management.
 - 4.1.2 Council's schedule of fees and charges.

5. Interpretation

Council adopts the following definitions for this policy.

- 5.1 **“Additional bins”** are bins leased by residents or property owners in addition to the typical set of bins provided by Council. The typical provision of bins is described in section 6.4 of this policy.
- 5.2 **“Apartment buildings”** are defined as buildings of four storeys or more and containing multiple rateable units or flats
- 5.3 **“Compostable bags”** are bags that can be used to collect kitchen scraps and other organic material. These bags may be disposed of in a Green Organics bin. Compostable bags are provided by Council as described in this policy. Compostable bags must meet Australian Standard AS 4736-2006 to ensure that they will compost appropriately. Residents may use other compostable bags that meet this Australian Standard and place them in the Green Organics bins. The bags provided by Council are an appropriate size to be used in conjunction with Kitchen Organics Baskets, also provided by Council as described in this policy.
- 5.4 **“Council”** means City of Burnside including any of its authorised representatives or staff under delegated authority of Council.
- 5.5 **“Financial Year”** means July 1 to June 30.
- 5.6 **“Fees and Charges Schedule”** means the table that informs Council and residents of fees and charges published on Council’s website.
- 5.7 **“Granny Flat”** means detached independent accommodation located on the same allotment as the main dwelling.
- 5.8 **“Green Organics”** means domestic organic matter including:
- 5.8.1 Kitchen scraps (e.g. fruit, vegetables, dairy, meat);
 - 5.8.2 Paper and cardboard not suitable for recycling because it is too small (e.g. shredded paper or pieces smaller than a credit card) or has organic matter on it (e.g. pizza boxes, paper towel, tissues);
 - 5.8.3 Organic garden material (e.g. leaves, garden clippings); and
 - 5.8.4 Pet waste (including cat litter that is compostable, noting that not all cat litter is compostable, and including dog waste and compostable waste bags).
- Further information on items that may be placed in Green Organics bins is available through the Council or at <https://www.whichbin.sa.gov.au/>.
- 5.9 **“Hard Waste”** means domestic hard waste, which includes some waste items that do not fit in kerbside bins. The hard waste collection system is defined in this policy and further information about collections is available through the Council website or Customer Service team.
- 5.10 **“Lessees of Council Facilities”** refers to community groups, or other organisations that hold a lease over a Council facility.
- 5.11 **“MGB”** is a Mobile Garbage Bin, the wheeled receptacles used to collect and store domestic waste-to-landfill, recycling and organic waste produced at a Service Entitled Property. MGBs are 140 litre, 240 litre or 360 litre in size.
- 5.12 **“Recycling”** refers to items that should be recycled through commercial recycling operations where kerbside recycling is processed, including

- 5.12.1 Paper and cardboard (except material that is suitable for composting – see item 6.8.2)
- 5.12.2 Glass bottles and jars
- 5.12.3 Aluminium and Tin Cans, aluminium foil and metal lids
- 5.12.4 Rigid plastics packaging (e.g. milk and detergent bottles, takeaway food containers, margarine containers).

Further information on items that may be placed in Recycling bins is available through the Council or at <https://www.whichbin.sa.gov.au/>.

- 5.13 **“RFID”** means Radio Frequency Identification Device. Council-owned Mobile Garbage Bins are fitted with small RFID chips that enables the identification of the bins. Waste collection trucks are fitted with technology to read the RFID chips.
- 5.14 **“Service Entitled Property”** means any premises entitled to a collection service as set out in this Policy. For the purposes of waste collection, service entitlement is based on rateable properties not on allotments or titles of land.
- 5.15 **“Waste”** means any discarded object or material (whether or not it has any apparent value).
- 5.16 **“Waste to Landfill”** is residual waste that has no better or more appropriate avenue of disposal. This waste is sent to landfill for disposal and is not recycled or composted. Items that are not residual waste include Recycling and Green Organics (both defined above), plus hazardous and e-waste (see item 4.2).

6. Policy Objectives/Scope/Actions

- 6.1 The City of Burnside’s kerbside waste services provide for domestic waste services, including collection and processing of:
 - 6.1.1 Weekly waste-to-landfill;
 - 6.1.2 Fortnightly recycling;
 - 6.1.3 Fortnightly green organics; and
 - 6.1.4 At call hard waste.
- 6.2 Council also provides services or advice on the disposal of other forms of waste and resources, including hazardous waste and e-waste, with information available on the Council website and through the Council’s customer service team.
- 6.3 This policy applies to all Service Entitled Properties and Lessees of Council Facilities on the principle of equity.
- 6.4 To enable the collection of waste, Council will *typically* provide each Service Entitled Property with:
 - 6.4.1 A 140-litre waste-to-landfill (red lid) Mobile Garbage Bin (MGB);
 - 6.4.2 A 240-litre recycling (yellow lid) MGB;

- 6.4.3 A 240-litre green organics (lime green lid) MGB;
 - 6.4.4 A Kitchen Organics Basket with access to 150 compostable liner bags per financial year;
 - 6.4.5 At call hard waste collection, limited to one free collection per financial year and one charged additional collection per financial year.
- 6.5 Only council-provided and endorsed MGBs may be used for kerbside waste services and these bins will include a Radio Frequency Identification Device (RFID) chip and will be hot stamped with waste education messages and Council's logo.
- 6.6 All Service Entitled Properties, regardless of the size or type of the property, are entitled to access the kerbside waste-to-landfill, recycling, green organics and hard waste collection services as described above, unless alternative arrangements are described within this policy.

Kerbside Waste Collection Service Administration

- 6.7 Kerbside Waste Services are managed on behalf of Council by the Eastern Waste Management Authority (East Waste). Customer service associated with waste collection and the management of bins (e.g. new, additional, damaged and missing bins) shall be handled and administered by East Waste staff.
- 6.8 Council shall act as the principle agent for addressing standards of Service (Administered through the current Service level Agreement) and where decisions associated with the interpretation of this policy and that may affect service levels and community use of the service.

Ownership of Bins

- 6.9 Council retains ownership of all RFID enabled MGBs (including any additional MGBs leased from Council), with ongoing repair and replacement carried out by Council's Contractor.
- 6.10 Residents must not take bin infrastructure with them if they move properties and must not move bins between properties without written approval from Council.
- 6.11 Residents who lease additional bins must comply with the terms of the lease.

Mobile Garbage Bins and Waste Collections

- 6.12 Waste collection days are based on location and are published on the Council website.
- 6.13 MGBs should be placed on the kerbside by 6.00 am on the day of waste collection and removed from the kerbside within 24 hours of being emptied.
- 6.14 MGBs may be placed on the kerbside for waste collection after 4.00 pm the night before waste collection day.
- 6.15 MGBs should be placed as close as possible to the gutter with the wheels facing the property.

- 6.16 MGBs should be spaced one (1) metre apart from other bins, and free of obstructions such as power poles, letter boxes, trees and parked cars.
- 6.17 MGBs should not be placed on the road surface (including driveway crossovers), unless approved in writing by Council.
- 6.18 Where there is no verge to place the MGBs residents are to place them in the safest location to the public and accessible for the waste service contractor.

Provision of Kitchen Organics Baskets for the Collection of Food Waste

- 6.19 Council provides each Service Entitled Property with:
 - 6.19.1 One Kitchen Organics Basket; and
 - 6.19.2 Access to 150 compostable liner bags per financial year
- 6.20 The items above will be available from the Customer Service Desk at Council's Civic Centre, 401 Greenhill Road, Tasmore, during business hours. Proof of address for a Service Entitled Property within the City of Burnside is required.
- 6.21 Kitchen Organics Baskets are limited to one per Service Entitled Property. These baskets have previously been provided to all households. New baskets may be provided at no cost to residents if:
 - 6.21.1 Baskets are damaged – the damaged baskets may be exchanged for new baskets (at the Burnside Civic Centre); or
 - 6.21.2 Residents move into a house and there is no kitchen basket (either a new house or an existing house).
- 6.22 Free rolls of compostable bags are limited to 150 bags per financial year per Service Entitled Property.
- 6.23 Council may make available additional rolls of compostable bags and kitchen organic baskets for purchase from the Council Civic Centre by residents of the City of Burnside at an additional charge as per Council's Fees and Charges Schedule.
- 6.24 Residents may also purchase and use compostable bags from retail outlets provided the bags meet Australian Standard AS 4736-2006.

Provision of At Call Hard Waste Collection

- 6.25 Residents can request the At Call Hard Waste Collection service at any time. The service is limited to one free collection per financial year and is also limited in volume to 2 cubic metres defined as 2 metres long x 1 metres wide x 1 metres high.
- 6.26 Residents can also request one additional At Call Hard Waste Collection per financial year, with the same volume restrictions as above. This additional collection will incur a charge as per Council's Fees and Charges Schedule.
- 6.27 It is expected that waiting times will apply to the service and these will be advised at the time of requesting the service. These waiting times may vary depending on operational requirements.

- 6.28 Residents must follow the guidelines for hard waste that are published on Council's website and any operational directions provided by East Waste. Failure to comply with guidelines and directions may result in the waste not being collected.
- 6.29 Items placed out for collection in excess of the maximum amount, and non-acceptable items, will not be collected and will be the requester's responsibility for removal.
- 6.30 Council or East Waste may engage a contractor to remove reusable or recyclable items from hard waste to reduce the waste of useful resources.

Provision of Additional Bins

- 6.31 No additional waste-to-landfill MGBs will be provided, unless extenuating circumstances are demonstrated, and a request is submitted in writing to Council. Extenuating circumstances are medical conditions and large families with six or more family members. Charges for the supply and servicing of additional waste-to-landfill MGBs apply, and are non-waivable. Up to one additional waste-to-landfill MGB may be provided per Service Entitled Property following successful written application to Council.
- 6.32 The presence of a 'granny flat' is not sufficient grounds for the provision of an additional MGB suite. In the event of Council being notified of a 'granny flat' requiring an additional MGB suite, Council will refer the property to the State Valuer General's Office to be reassessed.
- 6.33 Up to two additional green organic or recycling MGBs may be provided per Service Entitled Property. Additional fees and charges apply (in accordance with Council's Fees and Charges Schedule). Residents should contact East Waste to apply for additional bins; an online application is available on the East Waste website.
- 6.34 Before receiving an additional bin, residents must agree to the terms and sign an additional bin lease agreement, and make full payment for the financial year when the bin will be delivered. East Waste manage the additional bins and lease agreements. Renewals for the service will be issued at the beginning of each Financial Year. The minimum term of an additional bin is one year.
- 6.35 In the event that an Agreement is terminated for any reason, no refund will be issued by Council, and additional MGBs to the property may be collected from the kerbside by Council or East Waste staff without notice.

Provision of Smaller or Larger Bins

- 6.36 It is acknowledged that some residents may have prefer MGBs of different sizes. Variations to the standard supply can be made (options are available but are limited) – additional charges may apply in accordance with Council's Fees and Charges Schedule. Residents should contact East Waste to discuss or apply for smaller or larger bins; an online application is available on the East Waste website.

Fees and Charges

- 6.37 Fees and charges are adopted annually pursuant to section 188 of the Local Government Act 1999 and are based upon the cost to Council for providing the additional service.
- 6.38 Pursuant to section 144(2) of the Local Government Act 1999 Council may recover any outstanding amounts due for additional bins as rates arrears, following appropriate notification to the Applicant and/or Owner of the property. Reminders and notifications are issued each financial year by East Waste. Additional bins may not be emptied if annual fees are not paid on time.
- 6.39 In the event that an applicant for an additional bin service is not the principal ratepayer of the property (the principal ratepayer of a property is the owner of the property unless an occupier has been entered in the Assessment Record as the principal ratepayer), the Council (through East Waste) will send the principal ratepayer of the property (and the applicant) a notification letter which advises that:
- 6.39.1 An application has been made for an additional bin service at the property; and
 - 6.39.2 In the event of non-payment of the service collection charges, the outstanding amount will be converted to rates arrears in which case the principal ratepayer will be liable to pay the amount.

Multi-unit or Similar Dwellings

- 6.40 Owners of units in multi-dwelling complexes are entitled to all three MGBs, however the property owner may choose, with agreement from Council, to organise the sharing of MGBs for multiple tenancies. Any sharing arrangements will need to maintain waste collections standards to the satisfaction of Council.
- 6.41 Requests to share MGBs must be approved by Council and the Strata Management Company, Housing Trust, or relevant Body Corporate. Sharing arrangements may be subsequently varied subject to the relevant approval.

Apartment Buildings

- 6.42 Acknowledging space limitations, rather than providing a typical waste service, Council may offer to make a financial contribution to the management of waste in apartment buildings. If building managers agree in writing to meet all requirements of this policy, then annual payments may commence.
- 6.43 A two-tier system, designed to encourage apartment buildings to provide organic waste collection, is used to determine the value of the contribution:
- 6.43.1 **Tier 1 contribution:** provided to apartment buildings that provide a waste service equivalent to the three-bin system, including landfill, recycling and organics services. Council's contribution will be equivalent to 4.5 per cent of the rates revenue from eligible apartment buildings per annum. To qualify for the Tier 1 contribution, apartment buildings need to provide adequate organic waste services to account for the amount of compostable materials that households in the building could reasonably be expected to produce (e.g. 2kg per household per week). If the organics service is provided by Council or

East Waste, then the apartment building is not eligible for a Tier 1 contribution.

- 6.43.2 **Tier 2 contribution:** provided to apartment buildings that provide a limited waste service, with recycling but no separate collection of organic waste for composting. Council's contribution will be equivalent to 2.25 per cent of the rates revenue from eligible apartment buildings per annum.
- 6.44 No contribution would be paid to apartment buildings that do not provide a recycling service.
- 6.45 This tiered system is to be adopted and implemented from the 2021/22 Financial Year.
- 6.46 To receive a financial contribution to their waste management, apartment buildings are required to provide waste data to Council on an annual basis, including tonnages of all landfill, recycling and organics collected from the buildings. This information is required to assist Council in decision-making on waste services and in understanding the effectiveness of waste reduction activities and education programs.
- 6.47 Payments of the financial contribution will only be made to the overall managers or strata corporation responsible for each building, not to the owners of rateable properties or multiple building owners.
- 6.48 The value of the contribution will be reviewed each time this policy is reviewed.
- 6.49 Residents in apartments are still be eligible for hard waste services and for kitchen organics baskets and compostable bags in accordance with this policy.
- 6.50 Council may make a financial contribution to the management of waste in apartment buildings that do not meet the definition of apartment buildings in this policy, at the discretion of Council's Chief Executive Officer, if all conditions and the intent of this policy are followed.

Industrial and Commercial Premises

- 6.51 While it is not Council's responsibility to collect waste generated by the activities of business, industrial and commercial premises, these premises may access the standard kerbside service as described section 6 of this Policy.
- 6.52 Additional bins will not be provided to industrial or commercial premises.

Pre-schools, Kindergartens, Child Care Centres, Community Groups and Not-for-Profit Organisations, including Lessees of Council Facilities

- 6.53 For the purposes of this policy, pre-schools, kindergartens, childcare centres, community groups and not-for-profit organisations are considered Service Entitled Properties and are entitled to access standard kerbside waste services. This includes Lessees of Council Facilities. These groups are all encouraged to minimise waste in accordance with the waste hierarchy.

- 6.54 Additional MGBs will only be approved for organisations that have a demonstrable commitment to waste minimisation and recycling (including recycling of organic material). Charges will be applied to additional bins as per Council's Fees and Charges Schedule. Organisations may apply for a subsidy on these charges in accordance with Council's "Fees and Charges (Non Rates) – Waivers, Discounts and Subsidies" policy (the policy is available on the Council's website).
- 6.55 Any waste deemed by Council to be either Industrial and/or Commercial must not be disposed of in Council provided MGBs. Organisations that utilise their MGBs for said purposes may have their MGBs withdrawn from service.
- 6.56 If these organisations are co-located with a primary or secondary school, then waste management services will be determined in accordance with the section of this policy on 'Primary and Secondary Schools'.

Primary and Secondary Schools

- 6.57 Waste collection services and the provision of bins for schools are the responsibility of the Department for Education (for public schools) or the school itself (for private schools). Council will not provide bins or collection services for schools. Historical *ad hoc* arrangements will be identified and discontinued by the end of 2021.
- 6.58 Council recognises the importance of waste education and good waste practices in schools and, for primary and secondary schools, will supply at no charge (subject to point 6.59):
- 6.58.1 One Kitchen Organics Basket per classroom (once-off), to a maximum of one basket per 25 students. No additional baskets will be supplied if a school has previously received a similar quantity of baskets from Council (unless fewer than the maximum number were supplied, then additional baskets may be supplied to make up the difference).
- 6.58.2 An annual supply of compostable bags at 75 bags per classroom, to a maximum of 75 bags per 25 students.
- 6.59 For schools to receive the free materials from Council, they must have appropriate waste services so that the organics are commercially composted, and agree to conduct the following:
- 6.59.1 Recognise the contribution of Council annually in a communication to the entire school community (e.g. a school newsletter), along with a positive message about the importance of food waste going in organic bins; the message must be checked by Council for accuracy before it is circulated; and
- 6.59.2 Promote and manage at least one day per school term that is dedicated to having no single-use packaging on student lunches (often terms a "Nude Food Day"); or a similar activity that has been endorsed by the Council.
- 6.60 Schools are also eligible to receive waste education services, either directly through Council or through East Waste (or contractors to Council or East Waste). Schools may contact Council for further information.

Assistance for residents who are unable to move their waste bins for waste collection

- 6.61 Assistance may be provided where a resident is unable to place their own bins out for the regular waste collection service and retrieve the bins after waste collection (subject to all provisions of this policy and for Council MGBs only).
- 6.62 To request assistance, residents must apply in writing addressing each of these items:
- 6.62.1 Confirm there is no other person in the household who can take responsibility for moving the bins for the regular waste collection service.
 - 6.62.2 Confirm that neighbours have been considered as options for assistance. Neighbours are sometimes able to assist in these situations.
 - 6.62.3 Confirm that smaller bins have been considered as an option. Smaller bins can be easier to manoeuvre and may be provided in accordance with this policy.
 - 6.62.4 Confirm that, should this application be approved, the relevant bins will be stored in a location near the front of the house with access that is not impeded by gates, difficult terrain, cars, dogs, parked cars or anything else that could reasonably be considered to obstruct access or movement of the bins for emptying. The bins must also be stored in a location that can easily be seen from the street.
- 6.63 A request for assistance must be accompanied by documentary evidence (e.g. a functional assessment from a medical practitioner) to support the request, confirming that assistance is required.
- 6.64 Any request for assistance will be subject to review by East Waste to ensure that it is possible for waste truck drivers to safely stop the waste truck and retrieve the bin. If this service is not able to be provided because of occupational safety issues, Council will advise eligible residents on potential alternatives for assistance.
- 6.65 Provision of this service and resident's eligibility for assistance may be reviewed periodically.

Stolen, Vandalised or Damaged Bins

- 6.66 Residents must provide a statutory declaration signed by a Justice of the Peace (or duly authorised Officer) on the back of a "Missing/Vandalised Bin" form to secure a new Council MGB free of charge. A vandalised bin may be repaired, rather than replaced, if it can be returned to a serviceable condition.
- 6.67 If an MGB has been damaged by the waste collection contractor or has a manufacturing fault, then East Waste will arrange for it be replaced at no cost to the resident. In all other cases, the owner shall be liable for all costs to repair or replace the MGB.
- 6.68 All repairs or replacements of MGB shall be managed by East Waste or the Council.

- 6.69 Council may undertake kerbside retrievals of any MGB reported as stolen or missing in instances where the location of the MGB is known to Council. In this case, Council will place a notice (by way of a letterbox drop to surrounding properties) to advise that the MGB has been retrieved by Council due to unauthorised use and requesting that any property without a 'standard suite' of bins should contact Council to arrange for new/replacement bins as required.

Refusal of Service

- 6.70 Waste Collection Service may be refused for
- 6.70.1 Failing to use the approved MGB;
 - 6.70.2 Placing prohibited waste out for collection;
 - 6.70.3 Placing a MGB that weighs more than 60kg out for collection;
 - 6.70.4 Failing to place the MGB in a location that can be reached by the collection vehicle; or
 - 6.70.5 Failing to use the MGBs correctly, leading to contamination of waste-to-landfill, recyclables or organics.
- 6.71 Subject to compliance with its obligations at law, Council reserves the right to cease a collection service where there is repeated misuse of the service.
- 6.72 Council reserves the right to refuse service where it is impractical to collect, store or present MGBs or where, as part of planning approval conditions, responsibility for waste management is passed to the owner/occupier.
- 6.73 MGBs will not be collected from anywhere other than a kerbside 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.

7. Review and Authority

- 7.1 This Policy will be reviewed in accordance with Council's Policy and Procedure Framework.

8. Availability

- 8.1 The Policy is available to be downloaded, free of charge, from Council's website www.burnside.sa.gov.au
- 8.2 The Policy will be available for inspection, free of charge, at the Civic Centre during ordinary business hours and a copy may be purchased at a fee as set annually by Council.
- 8.2.1 City of Burnside Civic Centre; 401 Greenhill Road, Tasmore SA 5065
Telephone; 8366 4200; Email; burnside@burnside.sa.gov.au Office hours: Monday to Friday, 8.30am to 5.00pm (except public holidays)

9. Further information

9.1 For further information about this Policy please contact:

City of Burnside Civic Centre; 401 Greenhill Road, Tusmore SA 5065
Telephone; 8366 4200; Email; burnside@burnside.sa.gov.au