



City of
Norwood
Payneham
& St Peters

NAME OF POLICY: Waste Management Policy

POLICY MANUAL: Governance

PURPOSE

The Waste Management Policy (the “Policy”) sets out the kerbside waste and recycling collection services provided by the City of Norwood Payneham & St Peters, including waste to landfill, recyclables, food organics, garden organics and hard waste.

The objectives of the Policy are to:

- provide a sustainable kerbside waste and recycling service;
- set clear guidelines for the provision of waste collection services; and
- establish service levels which minimise waste material sent to landfill.

This Policy is not intended to replace or override the provisions of the Council’s *By-law No 6 – Waste Management By-law 2018*. An occupier of premises must ensure compliance with both the requirements of this Policy and the *Waste Management By-Law 2018* at all times in relation to waste management and collection. In the event of any inconsistency between the two, this Policy shall prevail.

PRINCIPLES OF SERVICE PROVISION

The Council’s Strategic Management Plan, *CityPlan 2030*, includes the aspiration of being “*a leader in environmental sustainability*”. The provision of a kerbside waste collection system, which provides for the maximum possible diversion of waste from landfill, will assist to achieve that outcome.

The key principles which guide the Policy are:

- that the Council will provide a standard level of waste collection services to all residential and commercial properties which have a rateable assessment, with the exception of hard waste and e-waste collection services, which are only available for residential properties;
- that the standard level of service seeks to divert waste from landfill through the provision of separate collections of dry recyclables and organic waste;
- that additional services above the standard level of service may be provided at a fee.

The Council provides the standard waste service to all Separately Rated Properties on the basis of fairness and equity, without abuse of the Council’s resources.

DEFINITIONS

For the purposes of this Policy, the following definitions apply:

“Additional bins” means bins that are leased by residents or property owners in addition to the standard set of bins provided by Council. The standard provision of bins is described in this policy.

“Domestic Waste” means any kind of domestic and non-organic kitchen waste generated from residences including, but not limited to, broken crockery, clothing, material, broken and cooking glass items, hoses, polystyrene, ropes and soft plastics but excludes building materials, effluent, liquids, metal, rocks, soil, lead acid batteries, wood and any toxic waste and any other materials or items that may be specified by the Council from time-to-time and noted on the Council’s website.

“Food Organics and Garden Organics (FOGO)” means domestic organic matter including:

- Food and kitchen scraps (e.g. fruit, vegetables, dairy, meat);
- 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);
- Organic garden material (e.g. tree prunings, weeds, garden clippings) which are capable of being commercially composted ; and
- Pet waste (including cat litter that is compostable, noting that not all cat litter is compostable)
- And any other materials or items that may be specified by the Council from time-to-time and noted on the Council’s website.

“East Waste” means the Eastern Waste Management Authority Incorporated ABN 15 972 100 754, a regional subsidiary of the Adelaide Hills Council, City of Burnside, Campbelltown City Council, City of Norwood Payneham & St Peters, City of Mitcham, the Corporation of the Town of Walkerville and the City of Prospect, established pursuant to Section 43 of the *Local Government Act 1999*.

“Hard Waste” means any internal and/ or external domestic items generated from residential premises that cannot be collected as part of general waste, food and garden organics or recycling services. This includes (but is not limited to) fridges, electrical items (e-waste), mattresses, damaged furniture items, but excludes any Domestic Waste or other items that may be specified by the Council and noted on its website.

“MGB” means a Mobile Garbage Bin, the wheeled containers used to collect and store domestic waste-to-landfill, recycling and organic waste produced at a Separately Rated Property and approved by the Council.. MGBs of varying size (140 litre, 240 litre or 360 litre) are allocated depending on property type and material volumes.

“Non standard waste service” means the provision by the Council of a waste collection service above the standard entitlement and/or the standard waste service in accordance with this Policy.

“Recyclables” means materials (excluding organics) which can be processed for further reuse at a recycling facility, such as bottles, cans, paper, card, aluminium, tin and rigid plastics packaging.(eg. milk and detergent bottles, takeaway food containers, margarine containers), and any other materials or items that may be specified by the Council from time-to-time and noted on the Council’s website.

“Separately Rated Property” means any property with a rates assessment within the City of Norwood Payneham & St Peters

“Separately Rated Commercial Property” means a Separately Rated Property of a commercial or industrial nature.

“Separately Rated Residential Property” means a Separately Rated Property of a residential nature.

“Standard waste service” means the provision by the Council of a kerbside waste collection service for the three (3) waste streams of Waste to Landfill, Recyclables, and Food Organics and Green Organics, comprising the standard MGB entitlement and the collection frequency determined by the Council and as set out in this Policy;

“Waste” means any discarded object or material (whether or not it has any apparent value) .

“Waste to Landfill” means residual waste including Domestic Waste that has no better or more appropriate avenue of disposal and excludes Recyclables, Food Organics and Garden Organics, Hard Waste, hazardous waste and e-waste.

PROVISION OF BINS

The Council will provide MGBs to all Separately Rated Properties. The MGBs will be branded with the Council's logo and remain the property of the Council. Only Council-provided and approved MGBs may be used for kerbside waste collection. New bins issued by the Council will include a Radio Frequency Identification Device (RFID) chip to link to the allocated property address and assist with bin tracking.

The Council retains ownership of all MGBs (including any additional MGBs leased from the Council in accordance with this Policy), with ongoing repair and replacement carried out by East Waste, at the Council's discretion in all respects.

Residents must not take MGBs with them if they move properties and must not move bins between properties within the City of Norwood Payneham & St Peters without written approval from the Council.

SERVICE ENTITLEMENT

The waste minimisation hierarchy of *“waste avoidance, reduction and reuse”* underpins the Council's provision of waste and recycling services. The Council will provide a regular kerbside waste collection service using a three (3) bin system with varying bin capacities to encourage recycling and reduce the volume of waste sent to landfill.

All Separately Rated Properties, regardless of the size or type of the property, are entitled to access the Council's standard waste service comprising the three (3) waste streams of Waste to Landfill, Recyclables, and Food Organics and Green Organics, unless alternative arrangements are approved in writing by the Council, in accordance with this Policy.

For the purposes of waste collection, service entitlement is based on Separately Rated Properties not on the number of allotments or Certificates of Title for the land.

Hard waste and e-waste collection services will only be provided for residential properties.

Collection of Waste

The Council's standard waste service provides the following frequency of collection:

- Waste-to-landfill collection – weekly;
- Recycling collection – fortnightly;
- Food organics and garden organics collection – fortnightly; and
- Hard waste and electronic waste (e-waste) collection – two (2) free at call collections per annum, with an additional two (2) collections available per annum for a fee.

Guidance for the placement and removal of MGBs to facilitate the collection and removal of waste from a premises are set out in the Council's *By-law No 6 - Waste Management By-law 2018* and must be complied with by the occupier of a premises.

In particular, the occupier of a premises must ensure that MGBs are placed on the road for collection on the collection day designated by the Council (or the night before, and not earlier) and that MGBs are removed from the road within 24 hours of collection.

Collections will be undertaken by East Waste or other appointed contractor. Collection trucks will only collect bins placed on the road for collection and will not access private land unless a non-standard waste service has been negotiated for the premises in accordance with this Policy.

Other non-standard waste services using other approved bin types (eg large capacity bins) are set out in this Policy.

Residential Properties

Each Separately Rated Residential Property will be entitled to receive the standard waste service, comprising the following MGBs:

- One (1) 140 litre waste to landfill bin (red lid);
- One (1) 240 litre recyclables bin (yellow lid); and
- One (1) 240 litre food and garden organics bin (green lid).

The exceptions to this general provision where groups of properties share the same bin storage areas or kerbside bin presentation areas where:

- it is not physically practical to store all bins within a property;
- it is not possible or is hazardous to fit all bins on the kerbside for collection;
- in the case of new dwellings seeking Development Approval, where more than ten (10) bins would need to be presented at the kerbside for any collection service; or
- where it is not possible to place bins in a manner suitable for safe and convenient kerbside collection by East Waste's collection vehicle.

In these circumstances, a non-standard waste service may be applied for and granted at the absolute discretion of the Council, in consultation with East Waste, as set out under the Non Standard Waste Service clause of this Policy.

The Council will not provide an additional collection service where:

- a body corporate or group of properties has in place commercial service arrangements and is seeking to have concurrent collection arrangements through a Council provided service; or
- where condition of Development Approval remains ongoing and stipulates a requirement for private commercial waste collection.

However if either of these circumstances change (such as a commercial contract terminating or a planning condition being varied through a new Planning Consent), these may be eligible to use Council services subject to meeting the requirements of this Policy.

Residential Properties – Additional Bin Leases

An additional food and garden organics and/ or recycling MGB may be applied for via East Waste, for each Separately Rated Residential Property. An annual lease fee will apply to each additional bin, as set out in the Council's Fees and Charges Schedule (as amended from time-to-time).

An additional waste-to-landfill MGB will only be provided where extenuating circumstances can be demonstrated by an Applicant and a request is submitted in writing to the Council and approved by the Council at its absolute discretion. Extenuating circumstances may include medical conditions and large families with six or more family members. Up to one additional waste-to-landfill MGB may be provided per separately rated property following successful written application to Council. An annual lease fee will apply to any approved additional landfill bin, as set out in the Council's Fees and Service Schedule. Additional bins will be removed where any applicable annual licence fee remains outstanding.

Multi Unit Dwellings and Apartments

Each residential dwelling and Separately Rated Commercial Property within a multi-dwelling complex are entitled to the Council's standard waste service all three MGBs, provided the total number of bins presented for kerbside collection from the complex as a whole is no more than ten (10) bins.

Where the number of bins would exceed more than ten (10) bins to be collected from the kerbside, the property owner or Strata/ Community Corporation may:

- a) Choose, with the approval of Council, to share a lesser number of bins for the whole property, with any sharing arrangements being required to maintain waste collection standards to the satisfaction of Council and with the standard waste collection service to continue to be provided; or
- b) apply to the Council for a non-standard waste service as set out below; or
- c) organise for an on-site shared waste collection arrangement with a commercial waste contractor (at their cost) instead of the Council's standard waste service.

The Council and East Waste may at its absolute discretion undertake a standard collection service for multiple dwellings where no of bins at kerbside exceeds ten (10), depending on storage and accessibility requirements and location of council infrastructure and services.

Non-standard Waste Service

Where multiple residential dwellings (located within a multi-dwelling complex) or apartment developments are not suitable (or exceed the parameters) for the standard kerbside collection, the Council will consider applications for the provision of a non-standard waste service, which may include the provision of larger capacity bins, on-site collection, increased frequency of collection of recyclables and organic waste, all subject to consideration on a case-by-case basis.

For new developments or proposals for a new non-standard waste service, a written application will be made by the property owner or Community/ Strata Corporation to the Council accompanied by a Waste Management Plan, prepared by a suitably qualified waste management consultant.

The Waste Management Plan should address the following:

- a commitment to waste reduction and waste separation across all three streams (recyclables, food and garden organics and landfill) together with additional waste streams (eg e-waste, hard waste);
- waste generation and storage volumes (not exceeding the rates contained in Table C.2 of the *South Australia Better Practice Guide Waste management for Residential and Mixed Use Developments (2014)*);
- suitable collection and storage infrastructure available (bin sizes, bin chutes, common storage areas/ enclosures etc);
- designation of the person(s) responsible for the management of bins (including any securing, emptying and moving of bins on site);and
- access arrangements including manoeuvring areas, height clearances, site gradients, security etc;
- noise attenuation, ventilation and other amenity measures for occupants of the building/ complex; and
- any other issues relevant to the storage and collection of waste materials on the site or other reasonable requirements of the Council.

Applications for a non-standard waste service will be assessed by the Council, in consultation with East Waste and will need to demonstrate cost and resource efficiencies in comparison to the standard kerbside waste service. Where the cost of collecting materials from larger bins would not cost more than if the standard kerbside service was provided to all eligible properties on the site, there will be no additional charge for the non-standard service. Where the cost of servicing dwellings through a non-standard waste service would exceed the standard service, this will only be considered at the Council's discretion and if approved, would be subject to a fee-for-service to be agreed by the Council and East Waste.

The assessment of applications for a non-standard waste service will also be based upon the guidelines (including as amended from time to time) contained within:

- *East Waste – Waste Management and Services Guide for Multi Unit Dwellings (2021)*; and
- *South Australia Better Practice Guide Waste management for Residential and Mixed Use Developments (2014)*.

Where an application for a non-standard waste service is approved by the Council, a Waste Collection Service Agreement (or similar) must be entered into between the Council, East Waste and the property owner or the Strata / Community Corporation (where relevant).

The Waste Collection Service Agreement will include the agreed specifications of the waste collection service to be provided at the property by the Council (including in relation to provision of MGBs, waste volumes, collection frequency and applicable fees) and will outline the responsibilities of each party. In addition, the Agreement will ensure that appropriate indemnities are provided by the property owner or the Strata / Community Corporation to the Council and East Waste in relation to the provision of the waste collection service on the property. The Waste Management Plan for the property will also be attached to the Agreement once approved by the Council and East Waste.

A Waste Collection Service Agreement for the provision of a non-standard waste service may be entered into with the Council and East Waste for up to a period of five (5) years.

Commercial Properties (including Child Care Centres)

Whilst it is not a core (or legislated) responsibility of the Council to collect waste generated by businesses, a standard collection service will be made available to Separately Rated Commercial Properties to encourage the correct sorting and disposal of waste, where the nature and volume of waste generated is comparable with that of domestic properties. Waste and materials as a by-product of commercial processing or industrial activity and building waste is not able to be included for collection.

Each Separately Rated Commercial Property will be entitled to receive the standard waste service comprising the following MGBs:

- One (1) 140 litre waste to landfill bin (red lid);
- One (1) 240 litre recyclables bin (yellow lid); and
- One (1) 240 litre organics bin (green lid).

The standard MGB entitlement and frequency of collection offered to Separately Rated Commercial Properties will not be increased if a property has a number of tenancies or sub-leases (eg. where several businesses coexist within the one rateable property).

Commercial Properties – Additional Bin Leases

An additional food and garden organics and/ or recycling MGB may be applied for, for each Separately Rated Commercial Property. An annual lease fee will apply to each additional bin, as set out in the Council's Fees and Charges Schedule (as amended from time-to-time).

No additional waste to landfill MGB will be provided to a Separately Rated Commercial Property. Any landfill waste requirements over and above the single MGB capacity (red bin - 140L) will be deemed to be commercial in scale, whereby suitable waste disposal arrangements are the responsibility of the business.

Primary and Secondary Schools

Waste collection services and the provision of bins for schools is the responsibility of the Department for Education (for public schools) and in the case of a private school, the school administration. Waste education programs are offered to schools through East Waste (or its contractors). To assist those schools which have completed the waste education program, the Council is able to provide one set of three bins (3) MGBs (one (1) each for Waste to Landfill, Recyclables, and Food Organics and Garden Organics) as an educative tool and these will be collected by the Council as part of its standard kerbside collection service. However, the Council will not provide further bins to cater for the entire waste collection needs of the school. A request for access to the three (3) bin system as an educative tool, must be submitted to the Council in writing. Schools will not be eligible for additional bin leases.

Community and Not- for- Profit Organisations

Community and Not-for-Profit Organisations are entitled to access the Council's standard waste service and will be provided with one set of MGBs (1 x 140L waste to landfill, 1 x 240L Recycling and 1 x 240L Organics).

An additional food and garden organics and/ or recycling MGB may be applied for, for each Community or Not-for- Profit organisation. An annual lease fee will apply to each additional bin, as set out in the Council's Fees and Charges Schedule (as amended from time-to-time).

No additional waste to landfill MGB will be provided to a Community or Not-for- Profit organisation. Any landfill waste requirements over and above the single MGB capacity (red bin - 140L) will be deemed to be in excess of the Policy, whereby suitable waste disposal arrangements are the responsibility of the organisation.

PROVISION OF KITCHEN ORGANICS BASKETS

The Council provides each Separately Rated Residential Property with:

- One (1) 8 litre Kitchen Organics Basket; and
- Access to 150 compostable liner bags per financial year

The items above will be available from Customer Service Centres at the Norwood Town Hall, Norwood Library, St Peters Library and Payneham Library, during business hours. Proof of address for a Separately Rated Property is required.

Kitchen Organics Baskets are limited to one per Separately Rated Residential Property. These baskets have previously been provided to all households. New baskets may be provided at no cost to residents if:

- Baskets are damaged – the damaged baskets may be exchanged for new baskets (at Customer Service Centres); or
- Residents move into a house and there is no kitchen basket (either a new house or an existing house).

Free rolls of compostable bags are limited to 150 bags per financial year per separately rated property.

The Council may make available additional rolls of compostable bags and kitchen organic baskets for purchase by residents of the City of Norwood Payneham & St Peters at an additional charge as per the Council's Fees and Charges Schedule (as amended from time-to-time).

Residents may also purchase and use compostable bags from retail outlets provided the bags meet Australian Standard AS 4736-2006.

In recognition of the importance of waste education and good waste practices, primary and secondary schools will be supplied (at no charge) one (1) Kitchen Organics Basket per classroom and an annual provision of one roll (75) compostable bags per classroom, subject to the requirements below:

- Confirmation that all collected organics are commercially composted; and
- Demonstration of regular school –hosted events and communications encouraging waste minimisation.

HARD WASTE SERVICE FOR RESIDENTIAL PROPERTIES AND NOT-FOR-PROFIT ORGANISATIONS

Separately Rated Residential Properties and Not-for-Profit organisations are entitled to book two (2) free At Call Hard Waste Collections (of up to 2 cubic metres) per financial year. Separately Rated Residential Properties and Not-for-Profit organisations can also purchase two (2) additional At Call Hard Waste Collection per financial year, with the same volume restrictions as above. Additional collection charges are set out in Council's Fees and Charges Schedule (as amended from time-to-time).

Residents and Not-for-Profit organisations must follow the guidelines for Hard Waste that are published on the Council's website and any operational directions provided by East Waste from time-to-time. Failure to comply with these guidelines and directions may result in the Hard Waste not being collected.

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.

Items placed out for collection in excess of the maximum amount, and nonacceptable items, will not be collected and will be the requester's responsibility for removal.

The Council or East Waste may engage a contractor to remove reusable or recyclable items from hard waste to reduce the waste of useful resources.

MISSED SERVICES AND COMPLAINT RESOLUTION

The Council will provide customer service and complaint resolution in conjunction with East Waste, including complaints where bins have not been emptied as a result of a missed or refused service.

STOLEN VANDALISED OR DAMAGED BINS

The Council will replace lost and stolen MGBs where it can be established that the loss of the bin was beyond the control of the property owner or occupier. The property owner or occupier must complete and sign a Missing/ Vandalised Bin Form, available from East Waste, online or from the Council Customer Service Centres.

The Council, or its service provider, will repair or replace bins at its cost where damage has occurred due to:

- Reasonable wear and tear;
- Manufacturing defect;
- Vandalism (outside the control of, and not due to the negligence of the property owner); or
- Collection by a waste collection vehicle.

In all other cases, the property owner or occupier will need to pay for the repair or replacement of the bin. The property owner or tenant will be responsible for keeping bins clean and in a good state of repair.

The property owner or occupier is responsible for keeping their allocated MGBs in a clean and sanitary condition and maintained in good order and repair at all times. In addition, the property owner or occupier must ensure each MGB is kept securely covered or sealed on their property, except when waste is being deposited in or removed from the container.

ENFORCEMENT AND WITHDRAWAL OF SERVICE

The Council reserves the right to withdraw waste collection services from any commercial or industrial premises or to take other enforcement action at any time, due to non-compliance with the requirements of this Policy or the Council's *Waste Management By-Law 2018*.

The Collection of MGBs may be refused to properties that:

- fail to use the approved MGB;
- are late in placing a MGB out for collection or removing a MGB from the road within 24 hours of collection;
- place insanitary or prohibited waste out for collection (see below);
- place a MGB out for collection that weighs more than 60 kg;
- overfill a MGB so that the lid does not close / material protrudes from the MGB;
- place a MGB in a location that can't be reached by the collection vehicle;
- place a MGB incorrectly with the handles towards the kerb; or
- fail to use MGBs correctly, leading to contamination of recyclables or organics.

When the contents of a bin has not been emptied, a sticker will be placed on it by East Waste, indicating the reasons for refusal. East Waste has the discretion to accept MGBs that could be refused under this Policy, subject to stickers being placed on these MGBs to advise that future collections may not be made unless remedial action is taken.

The Council reserves the right to cease a collection service for any commercial or industrial premises when there is repeated misuse of bins, including continually leaving bins on the kerbside after collection or continually placing bins so they are inaccessible to East Waste's collection vehicles.

The Council reserves the right to temporarily withdraw waste collection services from any residential premises or to take other enforcement action under relevant legislation, due to non-compliance with the requirements of this Policy (including for the reasons set out above) or the Council's *Waste Management By-law 2018*.

PROHIBITED WASTE

The following substances are **prohibited** from being placed within MGBs:

- Hot ashes; liquids; dust and fine loose material unless it is securely wrapped in paper; pool chemicals; paints, varnishes and solvents; listed waste (refer to Schedule 1 of the *Environment Protection Act 1993*) as amended from time-to-time; car batteries; acids and alkalis; soil, sand, gravel, rocks; building materials including concrete, bricks, masonry, tiles; asbestos; bitumen; vehicle bodies, engines and parts; tyres; explosives and ammunition; gas bottles; medical waste (includes prescribed waste from dental and veterinary practices); wastes resulting from medical or veterinary research; radioactive waste; and
- Any other item or substance that could constitute a hazard to the waste collectors, to the mechanism of the collection vehicle and/or to the environment as determined by the Council or East Waste from time-to-time.

REVIEW PROCESS

The Council will review this Policy within three (3) years of the adoption date of the Policy.

INFORMATION

The contact officer for further information at the City of Norwood Payneham & St Peters is the Council's Manager, City Services, telephone 8360 9007.

ADOPTION OF THE POLICY

This Policy (Integrated Waste Services Policy) was adopted by Performance Review Committee on 27 September 1999.

This Policy (Integrated Waste Services Policy) was reviewed by the Strategy & Policy Committee on 1 November 2004.

This Policy (Integrated Waste Services Policy) was reviewed by the Council on 6 September 2010.

This Policy (Waste Management Policy) was adopted by the Council on 5 October 2021.

TO BE REVIEWED

October 2024