

# WASTE AND RECYCLING COLLECTION ROUTE EXPANSION PROCEDURE



## 1 Scope

This procedure applies to domestic and commercial waste and recycling collection services within the Rockhampton Regional Council Region.

## 2 Purpose

The purpose of this procedure is to detail the process for:

- (a) Inclusion of collections in; and
- (b) Expansion of services outside, the waste collection areas.

## 3 Related Documents

### 3.1 Primary

Waste and Recycling Collection Services Policy

### 3.2 Secondary

*Environmental Protection Act 1994*

*Environmental Protection Regulation 2008*

*Local Government Act 2009*

*Local Law No. 8 (Waste Management) 2018*

*Waste Reduction and Recycling Act 2011*

*Waste Reduction and Recycling Regulation 2011*

Waste and Recycle Bin Day Stickers

Waste and Recycling Collection Services Procedure

Waste Collection Area Maps

Waste Strategy 2020-2030

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## 4 Definitions

To assist in interpretation, the following definitions apply:

Commercial Premises	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , any of the following types of premises: (a) A hotel, motel, caravan park, café, food store or canteen; (b) An assembly building, institutional building, kindergarten, child minding centre, school or other building used for education; (c) Premises where a sport or game is ordinarily played in public; (d) An exhibition ground, show ground or racecourse; and (e) An office, shop or other premises where business or work, other than a manufacturing process, is carried out.
Council	Rockhampton Regional Council
Designated Waste Collection Area	The Region
Domestic Premises	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , any of the following types of premises: (a) A single unit private dwelling; (b) Premises containing two or more separate flats, apartments or other dwelling units; or (c) A boarding house, hostel, lodging house or guest house.
Domestic Waste Collection Service	Provision of a weekly domestic waste and fortnightly recyclable waste collection service.
Premises Owner	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , the owner of premises, the person for the time being entitled to receive the rent for the premises or would be entitled to receive the rent for it if it were let to a tenant at a rent.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
RRWR	Rockhampton Regional Waste and Recycling
Standard General Waste Container	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , a container of a type approved by the local government for storing domestic waste, commercial waste or recyclable waste at premises in the local government's area; and for the avoidance of doubt, includes one or more containers each of which is approved by the local government for storing, at premises in the local government's area: (a) One or more or multiple types of commercial waste; or (b) One or more or multiple types of recyclable waste. Also referred to as a waste container, wheelie bin, mobile bin or mobile garbage bin. Council has approved the following standard general waste containers: (a) 240 litre waste container for general domestic and recyclable waste, (b) 140 litre waste container for assisted service for general domestic waste, (c) 660 litre waste container for bulk general domestic waste, and (d) 1,100 litre waste container for bulk general domestic waste.

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Waste Collection Areas	<p>Areas within the designated waste collection area where domestic and commercial waste and recycling collection services are provided.</p> <p>Areas are as marked on the Designated Waste Collection Area maps and are subject to change by Council as a result of future land development or planning requirements and are updated in accordance with this procedure.</p> <p>For rural properties, accepting services on an elective basis, these properties are identified on waste collection area maps by geo-fencing the land parcel and are deemed as located within the waste collection area.</p>
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## 5 Procedure

### 5.1 Waste and Recycling Collection Services within a Waste Collection Area

Requests for a waste and recycling collection service to premises within a waste collection area are processed as follows.

#### 5.1.1 Domestic Premises

Requests for a domestic waste and recycling collection service to occupied domestic premises within a waste collection area are incorporated, as far as practicable, into current waste collection runs. Consideration of the waste service assessment criteria in paragraph 5.2 determines if the service is provided.

#### 5.1.2 Commercial Premises

Requests for a commercial waste and recycling service within a waste collection area are considered in accordance with the waste service assessment criteria in paragraph 5.2, to determine if the service is provided.

If the service is approved, applicants are supplied with a coloured sticker indicating the week day the waste bin is emptied. Only commercial bins with an approved sticker are serviced.

Upon request, serviced commercial premises may be supplied with, and pay for each, additional bins for waste and/or recycling services.

### 5.2 Waste Service Assessment Criteria

The viability of providing a waste collection service to premises are determined by the following criteria:

- (a) Cost of the service including the relevance of uniform delivered pricing;
- (b) Income potential;
- (c) Demand for the service;
- (d) Public health benefit including protection of environment;
- (e) Time required to provide the service; and
- (f) Suitability and safety of roads.

Prior to the provision of a collection service to premises the following assessment criteria are considered:

#### 5.2.1 Service Costs

Costs considered include the following:

- (a) Plant costs; and
- (b) Labour costs.

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### 5.2.2 Service Demand

The demand for the service is determined by:

- (a) Number of potential services in the proposed area;
- (b) Commercial and domestic demand;
- (c) Accessibility to the proposed service location;
- (d) Survey – community consultation and benefit; and
- (e) Existing service runs.

### 5.2.3 Time

Time required to provide the service is determined by:

- (a) Travelling time to and from service area;
- (b) Collection time within the service area; and
- (c) Estimated time for service area to reach potential income and economies of scale.

### 5.2.4 Roads

The suitability of roads is determined by:

- (a) Safe and adequate turnaround areas in cul-de-sacs and no-through roads;
- (b) Width of roads;
- (c) General condition of roads;
- (d) Intrusion of vegetation and other obstacles at the side and over the road/s;
- (e) Safe and adequate space to present standard general waste container for collection;
- (f) Likelihood of frequent flooding;
- (g) Non trafficable due to weather conditions; and
- (h) Other safety factors.

The service of emptying a standard general waste container must be capable of being carried out in a safe manner. Factors such as the speed limit in the area, the distance a truck is able to pull off the road to service the waste container, the width and condition of the road shoulder, visibility of traffic in both directions and steepness of terrain need to be considered.

Council may occasionally review the suitability of existing waste collection service routes in rural areas. Following a review the level of service may be amended to suit current conditions. Amendments may include the termination of the service or change in the location of the waste collection point at Council's request.

## 5.3 Provision of New Waste Collection Services Outside a Waste Collection Area

Requests for a waste and recycling collection service to premises outside a waste collection area are processed as follows. There is no obligation on Council to extend the service area beyond the current waste collection areas unless economically and/or responsibly viable to do so.

### 5.3.1 Domestic Premises – Individual Requests

Where a request is made by a domestic premise owner for a waste and recycling collection service which is outside of the waste collection area an assessment is undertaken by an RRWR officer using the criteria in paragraph 5.2. Where the property is close to a waste collection area and the officer considers it economically and/or responsibly viable to provide a service the property is included in the domestic waste collection service. Council's Waste Collection Area Map is updated to include the property. The annual utility charge will apply.

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### 5.3.2 Multiple Domestic Premises

As a result of Council operational changes, future land development or planning requirements whole areas may be considered for the provision of a domestic waste collection service.

All or part of an area may be serviced depending upon the assessment criteria in paragraph 5.2 and the survey outcome of premises owners in the proposed area.

A report will be provided to Council for consideration of the survey responses and assessment criteria with a recommendation to either proceed or not proceed with implementation of the service. Paragraph 5.2.2 Service Demand Criteria is used to determine when the service is introduced.

A new service may be incorporated into a waste and recycling collection run where:

- (a) It can be demonstrated that an expanded service will be cost effective including the relevance of uniform delivered pricing for the service;
- (b) Due to public health, equity and responsibility in waste collection and disposal practices;
- (c) Factors in the Waste and Recycling Collection Services Procedure and waste service assessment criteria are met;
- (d) Premises have frontage or are located within proximity to major haul routes between waste collection areas; and
- (e) It promotes responsible waste management practices.

Where a service is introduced into a new area or part of a new area, then the annual utility charge applies to all premises in the waste collection area. Charges will be applied on a pro-rata basis from the date the service is commenced after giving sufficient notice to enable all premises in the expanded area to utilise the service. If Council determines it is not economically or responsibly viable to provide a service the annual utility charge will not be applied.

Where an expansion is undertaken the relevant waste collection area map is amended.

### 5.3.3 Commercial Premises

Commercial collections may be provided outside the waste collection area, if they can be incorporated into an existing run. Commercial collections are:

- (a) At the complete discretion of the Manager RRWR or delegated officer;
- (b) Provided by agreement between the client and Council; and
- (c) Subject to the waste service assessment criteria detailed in paragraph 5.2.

## 6 Review Timelines

This procedure is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the General Manager Regional Services.

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## 7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Rockhampton Regional Waste and Recycling
Policy Quality Control	Legal and Governance



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