

# WASTE AND RECYCLING COLLECTION SERVICES PROCEDURE



## 1 Scope

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

## 2 Purpose

The purpose of this procedure is to detail responsibilities of Council, premises owners and occupiers in relation to waste and recycling collection.

## 3 Related Documents

### 3.1 Primary

Waste and Recycling Collection Services Policy

### 3.2 Secondary

*Body Corporate and Community Management Act 1997*

*Environmental Protection Act 1994*

*Environmental Protection Regulation 2019*

*Local Government Act 2009*

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

*Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011*

*Waste Reduction and Recycling Act 2011*

*Waste Reduction and Recycling Regulation 2011*

Administrative Action Complaint Procedure

Complaints Management Policy

Fees and Charges Schedule

On Premises Bin Collection Terms and Conditions Agreement

Rates and Charges – Refunds and Adjustments Policy

Rates Concession Policy

Revenue Statement

Waste Charges Rebate Form

Waste Collection Area Maps

Waste Strategy 2020-2030

Wheelie Bin Collection Services Form

Wheelie Bin Collection Assisted Services Request Form

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## 4 Definitions

To assist in interpretation, the following definitions apply:

Assisted Service	A service provided to occupiers who, through a medical condition or disability, is unable, and no other persons are available, to place their waste containers out for collection.
CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Collection	One lift from Council's waste collection vehicle (ie one lift is equal to one collection).
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.
Commercial Waste	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , waste, other than green waste, recyclable waste, interceptor waste or waste discharged to a sewer, produced as a result of the ordinary use or occupation of commercial premises.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Designated Waste Collection Area	The Region
Developer	A person or company that makes money from buying land, building new houses, offices, etc, or by changing existing buildings to sell or rent.
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	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , waste, other than domestic clean-up waste, green waste, recyclable waste, interceptor waste or waste discharged to a sewer, produced as a result of the ordinary use or occupation of domestic premises.
Multi-Residential Unit Development	A building or complex consisting of six or more individual attached or semi attached premises or units for which a community title scheme exists, under the <i>Body Corporate and Community Management Act 1997</i> or any other similar development that the CEO or authorised officer deems eligible.
Occupier	The occupier of premises, as defined in <i>Local Law No. 8 (Waste Management) 2018</i> , the person who has the control or management of the premises.

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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.
Recyclable Waste	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> , clean and inoffensive waste that is declared by the local government to be recyclable waste for the area of the local government. Council has declared the following clean and empty household recyclable waste containers (containers holding food, beverage and cleaning products) as recyclable waste: (a) Cans – aluminium and steel including aerosols; (b) Paper and cardboard – for example, newspaper, magazines, phone books, pizza boxes (no food or oil); (c) Cartons – for example milk, juice cartons poppers; (d) Plastics – product containers with a type 1, 2, 3, 4, 5, 6 and 7 plastics recycling symbol; (e) Glass – bottles and jars only; and (f) Aluminium foil, including food trays and disposable pie dishes.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
RRWR	Rockhampton Regional Waste and Recycling
Service	Ongoing lifts from Council's and Council's Contractor's waste collection vehicles throughout the year (that is, 52 waste lifts and 26 recyclable waste lifts equals one service).
Serviced Premises	As defined in <i>Local Law No. 8 (Waste Management) 2018</i> : (a) Premises which are in an area designated by the local government as an area in which the local government may conduct general waste collection under: (i) <i>Waste Reduction and Recycling Regulation 2011</i> , section 7; or (ii) Section 5; and (b) Premises for which the local government has required the owner or occupier of the premises to arrange for removal of general waste from the premises.
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.</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 Council's Responsibilities

Council is responsible for the following:

#### 5.1.1 Provision of Standard General Waste Container

The following are provided to domestic premises within the waste collection areas:

- (a) 240L waste container for general domestic waste; and
- (b) 240L waste container for recyclable domestic waste.

Where Council deems a specialised waste collection service is required for domestic service/s the following waste bins are used in lieu of the standard 240L wheelie bin:

- (a) 140L waste container for assisted service for general domestic waste;
- (b) 660L waste container for bulk general domestic waste; and
- (c) 1100L waste container for bulk general domestic waste.

Waste containers are available for commercial waste within the waste collection areas as per the current Revenue Statement.

#### 5.1.2 New or Changes to Collection Services

Establishment of new services within the waste collection areas are made available within five working days and changes within 10 working days of receiving the application from the premises owner.

The utility charge, as per the current Revenue Statement, is applied on the next rate notice or a supplementary notice is issued.

##### 5.1.2.1 Additional Bin

Where an extra bin is required for an additional collection service, the service may be provided within 10 working days from notification. Bins are serviced on the same day as the normal collection.

An adjustment will be made to the premises owner's rates notice in accordance with Council's Revenue Statement.

#### 5.1.3 Collection of Waste Containers from Properties

Waste containers are collected from the kerb of properties within the waste collection areas based on the following:

- (a) Domestic (through a minimum service of):
  - (i) Weekly collection of domestic waste on the same day every week; and
  - (ii) Fortnightly collection of recyclable waste on the same day as the domestic waste collection day.

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- (b) Commercial (through a minimum service of):
  - (i) Weekly collection for commercial waste;
  - (iii) Fortnightly collection for recyclable waste; and
  - (iv) Additional services as requested or required by Council.

#### **5.1.4 Servicing in Laneways, Narrow Roads and No Through Roads**

To maintain safety and efficiency in the collection of bins from laneways, narrow roads and no through roads, occupiers may be required to place bins on the opposite side of the roadway. For no through roads without turning areas, the waste collection vehicle is reversed in and driven out in the forward gear during which time bins are emptied.

#### **5.1.5 Servicing in Cul-de-Sacs and Courts**

To maintain safety and efficiency in collection of bins from cul-de-sacs and courts, occupiers may be required to place bins along the straight edge of the road before entering or after leaving a cul-de-sac or court.

#### **5.1.6 Waste Collection Service Standards**

Collection standard includes:

- (a) Bins emptied and returned to original position;
- (b) Bins emptied and returned to an appropriate location and stickered for future collection;
- (c) Waste material (excluding grass clippings, leaf matter and dust material) accidentally spilt will be picked up;
- (d) Where possible and subject to kerbside conditions, bins will be left in an upright position; and
- (e) Fallen bins will be removed from the roadway and placed on the kerb.

#### **5.1.7 Entry onto Private Properties**

Wherever possible, waste containers are collected from the kerb of Local Government controlled areas and roads that are accessible by the waste collection vehicle.

Council does not operate waste collection vehicles on private property for the purpose of collecting waste or recycling due to, but not limited to:

- (a) Private roads are not specifically designed for large waste collection vehicles, thereby resulting in a higher potential for damage to vehicles, roads or private property. The safety of waste collection employees and public may be compromised by travelling on private roads.
- (b) Resorts, holiday villages, caravan parks and private estates may be unsuitable due to narrow roads, poor visibility and lack of turn around space, parked vehicles and the number of pedestrians in the vicinity.

In circumstances where there is no other option except for Council to drive onto private property, including where Council was not aware of it being private property until after the fact or after receiving a request to drive on private property, the following applies:

- (a) Council inspects access and all conditions relating to driving a waste collection vehicle on the property, taking into consideration the road condition and safety aspects;
- (b) The developer/premises owner is advised in writing of any decision relating to the request; and
- (c) The On Premises Bin Collection Terms and Conditions Agreement is completed by the developer/premises owner and submitted to Council.

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### 5.1.8 Servicing Missed Collections at the Fault of Council

In the event a waste container is missed at the fault of Council on the scheduled collection day, upon notification Council endeavours to arrange a missed service collection. This is subject to the waste container having been presented in accordance with the conditions outlined in paragraph 5.3.2.

A missed service collection may be provided within two working days from notification, if a waste collection vehicle is within reasonable proximity, provided such notification is within one working day of the scheduled collection day.

### 5.1.9 Non-Presented Bins or Partly Emptied Bins at Fault of Occupier

In the event a waste container is not presented on the scheduled collection day Council does not return to service the waste container unless the customer pays the return service fee.

Every effort is made to fully empty the waste container; however, if the waste container has been packed which prevents the full emptying of the contents the occupier is responsible for the cost of a return service.

### 5.1.10 Provision of Assisted Services for the Collection of Domestic and Recyclable Waste

Council may provide an assisted service for the collection of domestic and recyclable waste for an occupier/s who, through a medical condition or disability, are unable to place their waste containers out for collection and no other person/s are available to place the waste containers out for collection. This service includes the retrieval and return of the waste container from a location determined by Council's representative within the property boundary. In providing the service Council will replace the 240L general waste bin with a 140L bin.

To ensure employee safety a risk assessment will be undertaken by Council's representatives. Assessment criteria relating to the service are:

- (a) Bins are located near or as close as possible to the entry of the property. Where possible the maximum distance should not exceed 20 metres from the entry point or front gate and should be within reach of a pathway or driveway;
- (b) No other occupier or person available to place container out for collection;
- (c) Any entry, pathway and/or driveway does not pose a risk of a slip, trip or fall;
- (d) Driveways are not overly steep;
- (e) Animals are restrained;
- (f) Properties are not overgrown and are litter free;
- (g) Bins are not secured by rope or other means;
- (h) Gates and fences are of sound standard and operational;
- (i) There are no height restrictions, and
- (j) Bins are not excessively heavy. For the avoidance of doubt, a bin will not be serviced if a force of greater than 15 kilograms is required to manoeuvre the bin.

If approved, an assisted service is made available within 10 working days from application by the occupier/s, providing the information detailed in paragraph 5.3.1 is submitted.

Following commencement of an assisted service, should circumstances change and/or a risk is posed to employees undertaking the collection service, the bin will not be serviced. Council will contact the occupier to explain the reason for not providing the service and arrange to re-service the property. Fees may apply for a return to service at fault of the occupier.

Council may cease performing the assisted service upon reasonable enquiry that indicates the service is no longer required.

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### 5.1.11 Repairs and Replacement of Waste Container

If a waste container is either stolen, damaged, vandalised or is damaged by the waste collection vehicle; Council is responsible for repair or replacement within five working days of notification from the premises owner or occupier. Replacements will usually occur on the next service day to ensure the container is empty.

A waste container is not repaired or replaced where deliberate misuse of the waste container by the premises owner or occupier has occurred, until the premises owner or occupier meets the reasonable cost of repairs or replacement.

### 5.1.12 Cancellation of a Collection Service

#### 5.1.12.1 Domestic

A domestic minimum waste and recycling collection service can only be cancelled under the following circumstances:

- (a) When a minimum of 10 working days' notice has been provided and the premises is declared as an uninhabitable dwelling by an authorised officer; or
- (b) Where the premises has been demolished.

Collection charges cease from the date the waste container is removed.

In an event where notification has been received for the cancellation of additional services, collections charges cease from the date the application is received.

Refunds are made in accordance with the Rates and Charges – Refunds and Adjustments Policy.

#### 5.1.12.2 Multi-Residential Unit Developments

The consideration of providing or cancelling a waste and recycling collection service to a multi-residential unit development is prompted by the following circumstances:

- (a) In response to a development assessment application;
- (b) In response to an application for new service; or
- (c) As a result of a change to service delivery methods.

##### 5.1.12.2.1 Impractical to Provide

The Manager RRWR determines what constitutes impractical to provide a waste/recycling collection service to a multi-residential unit development on a case-by-case basis and subsequently where it is appropriate to provide a waste charge remission.

In the event it is determined it is impractical to provide a waste/recycling collection service to a multi-residential unit development, the body corporate (or equivalent) is notified in writing advising:

- (a) The reason Council is not providing the collection service;
- (b) That the body corporate (or equivalent) must engage a private waste collection provider approved by the Manager RRWR to remove domestic waste and/or recyclable waste from the property and provide proof to Council of the engagement of the private waste collection provider to undertake removal of domestic waste and/or recyclable waste at intervals not less than detailed in the notification;
- (c) The regularity and requirements of waste collection services;
- (d) The implications if the body corporate (or equivalent) does not provide the waste collection services;

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- (e) As a consequence of Council not providing the service, the body corporate (or equivalent) may apply for a waste charges remission for the multi-unit development on behalf of its members by submitting a Waste Charges Rebate Form; and
- (f) That if the body corporate (or equivalent) is aggrieved by the decision, that Council has a Complaints Management Policy and an Administrative Action Complaint Procedure and advise where it can be accessed.

#### **5.1.12.2 Request for Waste Charge Remission**

Requests for a waste charge remission must be made in writing on the Waste Charges Rebate Form and are subject to approval by Council's RRWR section in accordance with the Rates Concession Policy.

Where a body corporate (or equivalent) or an owner of a multi-residential unit development elects not to use the waste/recycling collection service available to that premise, they are not automatically entitled to a waste charge remission; the remission is at the discretion of the CEO or an authorised officer.

#### **5.1.12.3 Commercial**

Council reserves the right to cancel commercial collection services to premises owners that have not followed the responsibilities outlined in this procedure.

Commercial collection services may be cancelled by the premises owner upon application in the approved form, Wheelie Bin Collection Services Form.

#### **5.1.13 Collection of Waste and Recycling Utility Charge**

Where Council has arranged for the removal of general waste produced at a serviced premises, however, the associated waste and recycling utility charge has not been levied, charges will commence in accordance with the Rates and Charges – Refunds and Adjustments Policy.

Council may provide waste collection services to all premises within the waste collection area upon request, whether they are lawful or unlawful structures. The provision of a service to an unlawful structure is to mitigate public health implications and is not an approval of the structure(s).

Utility charges for waste and recycling services are levied in accordance with Council's Revenue Statement.

For all additional commercial and domestic services, charges are applied pro rata according to the waste container type and frequency of collection or as provided for in Council's Revenue Statement.

#### **5.1.14 Accepted Recycling Material within Recycling Waste Container**

Council accepts the following clean and empty household recyclable waste containers (containers holding food, beverage and cleaning products):

- (a) Cans – aluminium and steel including aerosols;
- (b) Paper and cardboard – for example, newspaper, magazines, phone books, pizza boxes (no food or oil);
- (c) Cartons – for example milk, juice cartons poppers;
- (d) Plastics – product containers with a type 1, 2, 3, 4, 5, 6 and 7 plastics recycling symbol;
- (e) Glass – bottles and jars only; and
- (f) Aluminium foil, including food trays and disposable pie dishes.

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### 5.1.15 Circumstances when Council Does Not Service Waste Containers

Council does not service a waste container if it is:

- (a) Overfull, with the lid fully open and material protruding out of the bin;
- (b) Not the waste container supplied by Council;
- (c) Not correctly oriented in a position on the kerb of the road to facilitate collection;
- (d) Of a total weight that exceeds 85 kilograms thus being too heavy to be lifted;
- (e) Contaminated with incorrect items or hazardous waste;
- (f) A recyclable waste container contaminated with non-recyclable waste or with bundled or bagged recyclable material; or
- (g) Not presented for collection at the time of the service.

Council endeavours to communicate the reason the waste container has not been serviced by the driver placing a sticker on the waste container indicating the reason for the non-collection. The waste container is serviced in the following week's collection providing the issue has been resolved.

### 5.1.16 Removal of Recycling Waste Container

Council may cease a recycling service and remove the recycling waste container if there is evidence the waste container is not being used for its proper purpose following the issuing of three warning notices within a 12 month period.

If this service is part of a combined waste and recycling service, the combined charge will continue to be levied.

The premises owner/occupier responsible for the removal of the waste container needs to make a satisfactory written request to Council to justify the reinstatement of the recycling service.

## 5.2 Premises Owners Responsibilities

Premise owners are responsible for the following:

### 5.2.1 New Collection Services

To request a general waste and recycling waste container for a new property within a waste collection area, the premises owner must complete the Wheelie Bin Collection Services Form. A new service is provided within five days of the receipt of the application form.

### 5.2.2 Change to Collection Services

To request a change to general waste and recycling service, the premises owner must complete the Wheelie Bin Collection Services Form. A change of service is provided within ten days of the receipt of application form.

### 5.2.3 Cancellation of Collection Services

The premises owner must complete the Wheelie Bin Collection Services Form and submit, with documentation specified in paragraph 5.1.12, to Council allowing a minimum of 10 working days for the cancellation of collection services.

### 5.2.4 On Premises Bin Collection

If it is necessary for waste collection vehicles to enter private property, the developer or premises owner needs to complete an On Premises Bin Collection Terms and Conditions Agreement and submit to Council.

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### 5.3 Occupiers Responsibilities

Occupiers are responsible for the following:

#### 5.3.1 Assisted Services

All occupier/s of a residence must submit the following information to Council to be considered for assisted services:

- (a) A Wheelie Bin Collection Assisted Services Request Form; and
- (b) A current medical certificate/letter from a general practitioner or other relevant medical professional, indicating the occupier/s is unable to place the waste container at the kerb, allowing a minimum of 10 business days' notice for the approval and commencement of any assisted service.

The occupier/s must advise Council if the assisted service is no longer required.

#### 5.3.2 Servicing of Waste Containers

The occupier is responsible for preparing the waste container for servicing by:

- (a) Placing waste or recyclable material in the waste container in a manner that does not prevent its emptying completely without manual intervention;
- (b) Presenting the waste container by 6am on the scheduled collection day;
- (c) Placing waste containers 300mm apart from each other and positioned one metre clear of any obstructions such as cars, power poles and trees;
- (d) Placing their waste container at the kerb of the road directly in front of their property, with the handle and wheels facing the direction of the property, unless alternate arrangements are approved; and
- (e) Where no kerb exists, placing the waste container in a location as close to the roadway as possible to allow for servicing by the 'grab-arm' mechanism and not impacting on the safe use of the roadway.

Waste containers must be returned within the property boundary by 6pm on the day of collection. Occupiers may be required by Council to place bins in a different location to the above requirements, for servicing, where the occupier's residence is in a laneway, on a narrow or no through road or on a cul-de-sac or court.

#### 5.3.3 Filling of Waste Container

Waste containers must be filled ensuring:

- (a) The weight of the waste container does not exceed 85kg;
- (b) The lid is completely closed and all waste contained within the closed waste container;
- (c) Waste is not packed in a manner that prevents it from freely falling out of a bin;
- (d) Waste or other materials are not left adjacent to the waste container;
- (e) Grass clippings, leaf matter, green waste and dusty waste are contained within bags. Where loose material such as grass clippings and leaf matter has not been bagged, any spillage will be deemed at fault of the occupier (with thousands of bins to collect each day it is not practical or efficient for operators to sweep up grass clippings and leaf matter);
- (f) No hazardous or building waste is contained within the waste container; and
- (g) The following are not placed in the waste container:
  - (h) A liquid or semi-liquid substance;
  - (i) Material that is smouldering or aflame; or
  - (j) Matter or a thing that is alive; and

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- (k) If the waste container is set aside for the storage of recyclable waste – waste other than recyclable waste.

A return to service may be provided subject to the customer paying the prescribed fee for a return service provided the issues have been rectified.

### 5.3.4 Disposal of Recycling Material

Occupiers must only dispose of unbundled approved recyclable material as specified in paragraph 5.1.14. The waste container is deemed to be in contravention of its proper purpose if it contains materials other than those specified within this procedure and *Local Law No. 8 (Waste Management) 2018*.

### 5.3.5 Care and Cleaning of Waste Container

It is the responsibility of the occupier (commercial or domestic) to:

- (a) Ensure the waste container is kept in good condition and clean;
- (b) Not remove or disturb the cover of a waste container, except when placing waste in or cleaning the container;
- (c) Not use a waste container for any other purpose or damage a waste container;
- (d) Notify Council if a waste container has been stolen, damaged or vandalised;
- (e) Pay for the repair or replacement of a waste container where deliberate misuse of the container by the occupier has occurred.

## 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.

## 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

## OUR VALUES



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