

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 residents 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 2008

Local Government Act 2009

Waste Reduction and Recycling Act 2011

Waste Reduction and Recycling Regulation 2011

Administrative Action Complaint Procedure

Complaint Management Policy

Waste Collection Area Maps

Fees and Charges Schedule

On Premises Bin Collection Terms and Conditions Agreement

Rates Concession Policy

Revenue Statement

Temporary Wheelie Bin Collection Service Form

Waste Charges Rebate Form

Wheelie Bin Collection Services Form

Wheelie Bin Collection Assisted Services Request Form

4 Definitions

To assist in interpretation, the following definitions apply:

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Assisted Service	A service provided to a resident who, through a medical condition or disability, is unable to place their standard general waste container out for collection, or no other occupiers are regularly available to place the waste container 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 Schedule 12 of the <i>Environmental Protection Regulation 2008</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 Schedule 12 of the <i>Environmental Protection Regulation 2008</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.
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 Schedule 12 of the <i>Environmental Protection Regulation 2008</i> : Any of the following types of premises: (a) A single unit private dwelling; (b) Premises containing 2 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 Schedule 12 of the <i>Environmental Protection Regulation 2008</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.
Occupied Premises	Occupied land or structure with a potential to generate waste.

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Premises Owner	Individual or entity in possession of title for land, building or other item and the owner of a property in accordance with the Council's rating system.
Recyclable Waste	As defined in Schedule 12 of the <i>Environmental Protection Regulation 2008</i> : Clean and inoffensive waste that is declared by the local government to be recyclable waste for the area.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Resident	Occupier of a rateable property within a waste collection area.
RRWR	Rockhampton Regional Waste and Recycling
Service	Ongoing lifts from Council's waste collection vehicle throughout the year (that is, 52 lifts equals one service).
Standard General Waste Container	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.
Waste Collection Areas	Areas within the designated waste collection area where domestic and commercial waste and recycling collection services are provided. 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.

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.

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

5.1.2 Establishment of, Amendment of or Temporary Collection Services

Establishment of, amendment of or temporary collection services within the waste collection areas are made available within four working days of receiving the application from the premises owner.

Establishment of a new or additional service incurs an establishment fee to be charged on the commencement of the service, which is incorporated into the annual utility charge as per the current Revenue Statement.

Temporary waste container collections require upfront payment of the fees as per the Fees and Charges Schedule for once-off or temporary waste container collections.

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5.1.3 Collection of Waste Containers from Properties

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

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

5.1.4 Entry onto Private Properties

Wherever possible, collection of waste containers is carried out along the kerb of public roads.

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.

5.1.5 Servicing Missed Collections

In the event a waste container is missed 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, provided such notification is within one working day of the scheduled collection day.

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 resident is responsible for the cost of an additional service.

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5.1.6 Provision of Temporary Services

Temporary services are available on application for those premises already receiving a collection service.

Temporary services are available for a minimum period of two weeks and a maximum period of three months.

5.1.7 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 residents who, through a medical condition or disability, are unable to place their waste containers out for collection or no other occupiers are regularly available to place the waste container out for collection. This service includes the retrieval and return of the waste container from/to an agreed location within the property boundary.

An assisted service is made available within 10 working days from application by the resident, providing the following documentation is provided:

- (a) A Wheelie Bin Collection Assisted Services Request Form;
- (b) A current medical certificate/letter from a general practitioner or other relevant medical professional, indicating the resident is unable to place the waste container at the kerb; and
- (c) An updated medical certificate/letter every two years for residents requesting an ongoing service.

5.1.8 Repairs and Replacement of Waste Container

If a waste container is either stolen, removed, damaged, vandalised or is damaged by the collection vehicle; Council is responsible for repair or replacement within four working days of notification from the premises owner or resident.

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

5.1.9 Cancellation of a Collection Service

5.1.9.1 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 which are not currently rendered, the resident must provide evidence from the date the service(s) have not been performed.

If Council determines there is a case for refunding charges for services not rendered, Council may credit the resident either back to the date services ceased; or back to the effective date of the current rates notice; whichever is more recent.

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5.1.9.2 Multi-Residential Unit Developments

The consideration of a 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.

5.1.9.2.1 Impractical to Provide

Council delegates to the CEO or an authorised officer the power to determine 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 the CEO or authorised officer deems it impractical to provide a waste/recycling collection service to a multi-residential unit development, Council notifies the body corporate (or equivalent) in writing:

- (a) Why 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 general waste and/or recyclable waste from the property;
- (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;
- (e) That the body corporate (or equivalent) must provide Council with proof of engagement of a private waste collection provider, approved by the Manager RRWR, to undertake removal of domestic general waste and/or recyclable waste at intervals not less than that established in the notification;
- (f) As a consequence of not providing the service, the body corporate (or equivalent) can apply for a waste charges remission for the multi-unit development on behalf of its members by submitting a Waste Charges Rebate Form; and
- (g) That if the body corporate (or equivalent) is aggrieved by the decision, that Council has a Complaint Management Policy and an Administrative Action Complaint Procedure and advise where it can be accessed.

5.1.9.2.2 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.

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.

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5.1.9.3 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 at a premise owners request given a minimum of 10 working days' notice, where Council receives a written request with proof that a private waste collection provider approved by the Manager RRWR has been engaged for collection services.

If recommencement of a service is requested, an establishment fee is charged.

5.1.10 Collection of Waste Utility Fees and Charge

Where Council identifies an occupied premise within the waste collection area without a waste and recycling utility charge, charges will commence from the date the waste container is provided.

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).

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

For all commercial and additional 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 or Schedule of Fees and Charges.

5.1.11 Accepted Recycling Material within Recycling Waste Container

Council accepts the following clean recyclable material within recycling waste containers:

- (a) Cans – aluminium, steel and empty aerosols;
- (b) Paper and cardboard – newspaper, magazines, phone books, pizza boxes (no food or oil);
- (c) Cartons – empty milk, juice cartons, poppers;
- (d) Plastics – all bottles, container trays and tubs check for the recycling symbol;
- (e) Glass – bottles and jars only; and
- (f) Aluminium foil, including food trays, disposable pie dishes.

5.1.12 Circumstances when Council does not collect Waste Containers

Council does not collect a waste container if it is:

- (a) Overfull, for example the waste is not contained wholly within the waste container or the lid of the waste container is not fully closed;
- (b) Not the waste container supplied by Council;
- (c) Not correctly oriented in a position to facilitate collection;
- (d) Exceeds a total weight of 85 kilograms thus being too heavy to be lifted;
- (e) Contaminated with incorrect items or hazardous waste;
- (f) Deemed the recyclable waste container is contaminated with non-recyclable waste; or
- (g) Not presented for collection at the time of the service.

Council endeavours to communicate the reason the waste container has not been collected by the driver placing a high visibility orange 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 problem has been rectified.

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5.1.13 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.

If the waste container is a stand-alone or additional recycling waste container or service, the charge is discontinued following removal of the waste container.

The premises owner/resident 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 and Additional Collection Services

To request a domestic waste and recycling waste container for a new property within a waste collection area or additional services for an existing serviced property, the premises owner must complete the Wheelie Bin Collection Services Form and provide a minimum of four working days for the notice of the commencement of services.

Council delivers the waste container and adjusts the levied amount on the next rate notice.

5.2.2 Temporary Collection Services

To request a temporary waste container collection, the premises owner must complete the Temporary Wheelie Bin Collection Services Form and submit, with payment, to Council. Temporary collections must be paid up front and are only available on the same day as the current service.

Premise owners must provide a minimum of four working days for the notice of the amendment to collection services.

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 5.1.9, 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 indemnity and submit to Council.

5.3 Residents Responsibilities

Residents are responsible for the following.

5.3.1 Assisted Services

The resident must submit to Council documentation as specified in paragraph 5.1.7 and allow a minimum of 10 business days' notice for the commencement of any assisted services to collection services.

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5.3.2 Servicing of Waste Containers

The resident is responsible for the 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 day of scheduled collection services;
- (c) Placing waste containers 300mm apart from each other and positioned 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 have been made; and
- (e) Where no kerb exists, placing the waste container in a location as close to the road reserve as possible to allow for servicing by the 'grab-arm' mechanism and not impacting on the safe use of the road reserve.

Waste containers must be returned within the property boundary by 6pm on the day of collection.

For missed collections waste containers must remain on the kerb following notification to Council for collection. Refer to paragraph 5.1.5.

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 or other materials are not be left adjacent to the waste container;
- (d) Grass clippings and dusty waste are contained within bags; and
- (e) No hazardous or building waste is contained within the waste container.

5.3.4 Disposal of Recycling Material

Residents must only dispose of unbundled approved recyclable material as specified in paragraph 5.1.11. The waste container is deemed to be in contravention of its proper purpose if it contains materials other than those specified within this procedure.

5.3.5 Care and Cleaning of Waste Container

It is the responsibility of the resident (commercial or domestic) to ensure the waste container is kept in good condition and clean.

6 Review Timelines

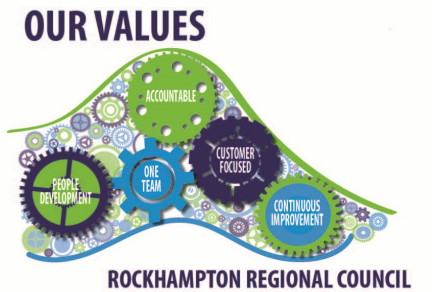
This procedure is reviewed when any of the following occur:

- (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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