



DATE ADOPTED: 27 OCTOBER 2020

VERSION: 1.0

POLICY OBJECTIVES

The objectives of this policy are to provide guidelines for

- applying the Domestic Waste Management Charge
- applying other bin charges
- providing, maintaining and servicing waste bins

POLICY SCOPE

This policy applies to the

- Application of annual charges for waste, recycling and/or organics bins
- Provision and servicing of waste bins
- Maintenance of waste bins

POLICY STATEMENT

1. DOMESTIC WASTE MANAGEMENT CHARGE

- Section 496 (1) of the Local Government Act, 1993 requires that “A council must make and levy an annual charge for the provision of domestic waste management services for each parcel of rateable land for which the service is available”.
- Accordingly, the Domestic Waste Management Charge (DWMC) will be levied against each property rated residential with a domestic dwelling and where the waste collection service is available.
- The waste collection service is available if the waste collection vehicle travels past the driveway or private road on which the property is located.
- For multi-residential developments that are subject to strata titles, the DWMC will be applied to each strata unit/townhouse where the service is available.
- For multi-residential developments that are not subject to strata titles, the DWMC will be applied once against the parent property where the service is available. Upon request by the owner or managing agent, additional DWMCs can be levied and the commensurate number of waste, recycling and organics bins provided.
- Owners or managing agents of mixed development with a residential component may request a domestic service. The requested number of DWMCs will then be levied and the commensurate number of waste, recycling and organics bins provided.
- For new domestic premises, the DWMC will be levied on a pro-rata basis from the date the waste bin is being delivered.
- For properties with a display home, the DWMC will be levied on a pro-rata basis from the date the waste bin is being delivered.



2. OTHER BIN CHARGES

2.1. Additional Domestic Waste, Recycling and/or Organics Bins

- Upon request by the domestic property owner or managing agent, additional domestic waste, domestic recycling and/or domestic organics bins can be supplied, providing a DWMC is levied against the property. Charges will be levied for each additional waste, recycling and/or organics bin provided.
- The charges for additional bins will be levied on a pro-rata basis from the date the requested number and types bins are delivered.

2.2. Commercial Waste, Recycling and/or Organics Bins

- Upon request by the commercial property owner or managing agent, waste, recycling and/or organics bins can be provided. Charges will be levied for each commercial waste, recycling and/or organics bin provided.
- The charges for commercial bins will be levied on a pro-rata basis from the date the requested number and types of bins are delivered.

2.3. Waste Base Charge

- Where a property is rated residential without a domestic dwelling (vacant land), a Waste Base Charge will be levied in accordance with S.501 of the Local Government Act, if the service is available. The Waste Base Charge is a small contribution to ensuring the continued availability of waste management services.

3. PROVISION AND SERVICING OF WASTE BINS

3.1. Provision and servicing of waste bins

- Waste bins are provided by Council and will remain the property of Council.
- The applicable connection fee will be charged prior to the delivery of new or additional bins
- Domestic or commercial 240 litre waste bins are serviced weekly at the kerb, providing they do not exceed a weight of 80 kg. If a bin is exceeding 80 kg, the resident is required to remove waste, before the truck will return to service the bin.
- Only Council issued bins will be serviced by Council's waste collection fleet. Privately purchased bins will not be serviced by Council's waste collection fleet
- Waste bins must be presented at the kerb by 5.00 am on the service day, with the bin lid closed

3.2. Missed Services

- If a waste bin was presented at the kerb at the time the waste collection truck is passing the property, but was missed by the collection truck, the truck will return within three working days to service the bin.
- If a waste bins was not presented at the kerb at the time the truck is passing the property, it is not deemed to have been missed. The collection truck may not return to service the bin until the next service day.
- Video footage recorded by collection truck cameras will be used to determine if a bin was presented at the time the truck passed the property. If video footage unequivocally shows that the bin was not presented at the kerb on time, the bin is not deemed to have been missed.

4. MAINTENANCE OF WASTE BINS

4.1. Bin repair

- Upon notification of a broken waste bin or damaged bin parts by a resident, Customer Service will raise a Service Request. The resident must leave the bin at the kerb to enable the required repair.
- The waste team will attend at the resident's property and undertake the repair of the waste bin within three working days of receiving the Service Request.



- If a waste bin cannot be repaired, it will be replaced with a new waste bin. The old waste bin will be removed by the waste team.

4.2. Stolen Bins

- If a waste bin has been stolen, the resident is required to report the stolen bin to the Police Assistance Line and obtain an event number.
- Upon notification of a stolen bin together with the event number, Customer Service will raise a Service Request.
- The waste team will replace the waste bin within three working days of receiving the Service Request.



POLICY ADMINISTRATION

BUSINESS GROUP:	Waste Services
RESPONSIBLE OFFICER:	Waste Services Coordinator
COUNCIL REFERENCE:	Ordinary Council Meeting insert date – Item 11.1
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	Insert file number
RELEVANT LEGISLATION	<ul style="list-style-type: none">Local Government Act 1993 (NSW)
RELATED POLICIES / PROCEDURES / PROTOCOLS	

POLICY HISTORY

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	27 October 2020	New policy adopted

