

# Waste Service and Charge Policy 2017-21

2017 Version v2.0

# 1 Purpose

This policy relates to the levels of municipal waste service provided by Council and the fees and charges that apply.

The objective is to ensure that the waste charge is applied by Council in an equitable and transparent manner.

This policy should be read in conjunction with Council's Community Local Law, its Waste Management Financial Reserve Policy and any relevant future municipal waste service policies.

# 2 Background

## The Waste Service

Council's municipal waste service consists of a 120 litre garbage bin collected weekly, a 240 litre recycling bin collected fortnightly and an optional 120 or 240 litre garden waste bin collected fortnightly and an "at call" hard waste service available once per financial year to a property.

Bins provided by Council are Council's property and must be left at the property it was issued to. Council replaces lost or stolen bins and undertakes bin repairs that were provided by Council. Private garden waste bins are the responsibility of the owner/occupier and Council will not repair or replace these private garden waste bins. Council's Community Local Law and Waste Service publications establish the requirements for the use of Council's municipal waste service.

Additional services are available upon request and consists of extra garbage, recycling or garden waste bins at an additional annual fee. Additional hard waste collections are not available.

The service introduced in 2004, is primarily for residential properties and is often not appropriate to all multiunit/high density developments or non-residential property owners' or occupiers' needs.

There has been an increase in multiunit/high density developments within the municipality of predominantly residential type but often mixed use purposes. Council encourages the use of Council's waste service and has input into the design and operation during the planning application stage. Often Council cannot service multiunit/high density developments with its standard service due lack of storage, limited access for the collection vehicle, limited kerbside collection space for a large number of bins and restricted collection frequencies. In these cases developers most often propose private services.

Council aims to accommodate requests for municipal waste services from ratepayers of commercial and industrial properties where the type and quantity of waste is similar to residential waste. A private service may be more appropriate to these types of properties.

Other non-residential properties, such as churches, community centres, kindergartens, aged and child care centres, sporting clubs, recreational facilities and schools, who used the service prior to 2004 continue to have a need or have requested a service since this time. The first policy adopted in 2013 provides the basis for establishing waste services and charges to these types of properties.

This policy identifies how the Waste Charge is calculated and applied to types of properties and the level of service to each type of property.

### 3 Scope

#### The Waste Charge

Municipal waste services are charged for in the annual Rates Assessment as a “Waste Charge”. There are four variations to the base municipal waste service as follows:

- Waste Charge (A) - A 120 litre weekly garbage, 240 litre fortnightly recycling and 240 litre fortnightly garden waste service
- Waste Charge (B) - A 120 litre weekly garbage, 240 litre fortnightly recycling and 120 litre fortnightly garden waste service
- Waste Charge (C) - A 120 litre weekly garbage, 240 litre fortnightly recycling and fortnightly garden waste service from a private garden waste bin
- Waste Charge (D) - A 120 litre weekly garbage and 240 litre fortnightly recycling service only

Hard waste services are available to properties that pay Waste Charges A, B, C and D.

Garden waste services are by application from the property owner and Waste Charges are declared on these forms. Property owners may request a change of garden waste bin or cancel a garden waste service throughout the year and adjustments are made accordingly in the Rates Assessment.

Additional waste services are available upon application and subject to additional fees (Additional Service fees). These services are as follows:

- Additional Garbage (E) – an extra weekly garbage collection service from a 120 litre bin
- Additional Recycle (F) - an extra fortnightly recycling collection service from a 240 litre bin
- Additional Green Waste (G) - an extra fortnightly garden waste collection service from a 240 litre bin
- Additional Green Waste (H) - an extra fortnightly garden waste collection service from a privately owned garden waste bin

Property owners may apply for an additional municipal waste service. Property owners may also apply to cancel an additional waste service throughout the year and adjustments are made accordingly in the Rates Assessment.

Exemptions to Additional Service fees are available for residents with medical conditions that generate additional waste and/or recyclables. Concessions are based on advice from a medical practitioner or hospital that alternative disposal or recycling facilities are not available and where the type of waste being disposed of in Council’s waste service is considered appropriate by Council.

The Waste Charge is set each financial year having consideration for the direct management, organisational overheads and direct service costs and Council’s Waste and Litter Management Plan and initiatives and waste and litter behavioural change projects.

### 4 Definitions

Council’s municipal waste service consists of a 120 litre garbage bin collected weekly, a 240 litre recycling bin collected fortnightly and an optional 120 or 240 litre garden waste bin collected fortnightly and an “at call” hard waste service available once per financial year to a property.

Multiunit/high density developments are typically flats, apartments or units of three storey or more compared to separate houses or medium density houses that are single or double storey (Australian Bureau of Statistics classification).

Non-residential properties include churches, community centres, kindergartens, aged and child care centres, sporting clubs, recreational facilities, schools and commercial and industrial type properties.

## 5 Policy

- a) The Waste Charge is a charge for the collection and disposal or processing of municipal garbage, recycling, garden waste and hard waste and Waste and Litter Management Strategy projects including waste and litter related behavioural change programs. The Waste Charge applies to all rateable properties that use the Waste Service. The Waste Charge applies to non rateable properties that are permitted to use the Waste Service. Allowances for rateable and non-rateable properties are described below:

Property type	Rates Status	Garbage service allowances	Recycling service allowances	Garden waste service allowances	Hard waste service allowances	Waste Charge	Additional Service fees
Residential	Rateable	1	1	By application	1	Yes	By application
Commercial and industrial	Rateable	1	1	By application	1	Yes	By application
Other rateable properties such as private childcare, kindergartens, aged and health care centres	Rateable	1	1	By application	1	Yes	By application
School	Non-rateable	0	3	1	0	No	Yes if a school uses the municipal waste service and exceeds the allowance
Community Centre	Non-rateable - Council	2	2	1	1	No	A lease agreement will determine the waste service allowances before charges apply
Community Centre (not for profit)	Non-Rateable	2	2	1	1	No	Yes if a community centre uses the municipal waste service and exceeds the allowance
Church	Non-rateable	1	1	By application	1	Yes if a church uses the Council's	By application

Property type	Rates Status	Garbage service allowances	Recycling service allowances	Garden waste service allowances	Hard waste service allowances	Waste Charge	Additional Service fees
						waste service	
Sporting Club, recreational reserve or facility	Non-rateable - Council	0	2	0	1	No	Hire or lease agreements will determine the waste service allowances before charges apply
Kindergarten	Non-rateable	2	2	1	1	No	Yes if a kindergarten uses the municipal waste service and exceeds the allowance
Kindergarten	Non-rateable - Council	2	2	1	1	No	A lease agreement will determine the waste service allowances before charges apply
Child care centres	Non-rateable - Council	2	2	1	1	No	A lease agreement will determine the waste service allowances before charges apply
Child care centres	Non-rateable	2	2	1	1	No	Yes if a centre uses the municipal waste service and exceeds the allowance
Other non-rateable properties	Non-rateable	1	1	By application	1	Yes if a non-rateable property uses the Council's waste service	By application

- b) Council's Finance department will establish the Waste Charge each financial year using the Waste Charge Calculator. Annual expenditure budgets will be determined by the Strategy and Advocacy department. The Waste Charge will be determined by applying the following:
- household garbage: 100 per cent of annual budget
  - recycling collection: 100 per cent of annual budget
  - garden waste collection: 100 per cent of annual budget
  - hard waste collection: 100 per cent of annual budget
  - Waste and Litter Management Strategy and projects: 100 per cent of annual budget
  - Clean Up Australia Day activities: 100 per cent of annual budget
  - Waste Wise Events: 100 per cent of annual budget
  - direct management: 100 per cent of Waste and Environmental Services salaries and unit administration annual budget, 20 per cent of the Manager Strategy and Advocacy annual budgeted salary and 5.26 per cent of the Director Strategic Development annual budgeted salary
  - organisational overheads: 10 per cent of the Rates Department's annual budget and 16 per cent of Customer Service expenses
- c) When revenue from the Waste Charge in any one financial year is accumulated that is more than required to cover the cost of the municipal waste service, the Waste and Litter Management Strategy activities and waste and litter related behavioural change programs in that same year, these funds will be deposited into the Waste Management Financial Reserve
- d) Council will not apply the Waste Charge to multiunit/high density developments or non-residential properties where there is evidence that they are not provided any level of municipal waste services by Council. Evidence will be a planning permit, Council's bin audit records or inspection by Council or its representative. Where evidence is not available a Waste Charge or Additional Service fees will apply. Where there is a mix of uses of private and Council's waste collection services within one development the body corporate will be charged for the number and types of service provided for through the Additional Service Fee. For example where there are no garbage services but six recycling services, six Additional Bin Fees will apply to the body corporate. Council's Environmental Management department will advise the Rates department where this is the case
- e) Council will regularly review waste services that are provided to non-residential properties through an annual review program and feedback from its waste service providers and apply the Waste Charge accordingly. Council will also continue to monitor applications for waste services and report monthly to the Rates department any increase or decrease in Waste Charges. Hire and lease agreements will also be reviewed
- f) Exemptions to Additional Service fees are given subject to there being an application in writing, support from a medical practitioner or hospital that alternative disposal or recycling facilities are not available and the application approved by the Manager Strategy and Advocacy or his/her nominee. Where approved, the entire Additional Service fee is waived
- g) Additional garbage, recycling and garden waste services will be through application to Council from the property owner. Property owners may cancel an additional waste service throughout the year and adjustments are made accordingly in the Rates Assessment. This will be via completion of Council's Waste Collection Service Order Form
- h) Garden Waste services will be through application from the property owner. Property owners may apply to alter the size of garden waste bins or cancel a garden waste service throughout the year and adjustments are made accordingly in the Rates Assessment. This will be via completion of Council's Waste Collection Service Order Form
- i) Council will review this policy in four years or if new legislation is introduced

## 6 Related Documents

Waste Management Financial Reserve Policy

## 7 Related Legislation

*Local Government Act 1989*

## 8 Further Information

For further information concerning this Policy please contact Council on 9932 1000 or email [customerservice@hobsonsabay.vic.gov.au](mailto:customerservice@hobsonsabay.vic.gov.au)

## 9 Document Control

<b>Policy Name</b>	<b>Waste Service and Charge Policy 2017-21</b>
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## Version History

<b>Version Number</b>	<b>Date</b>	<b>Authorised by</b>
<b>1.0</b>	<b>16 April 2013</b>	<b>Council</b>
<b>2.0</b>	<b>14 November 2017</b>	<b>Council</b>