



# DOMESTIC WASTE MANAGEMENT POLICY

Adopted: 30 November 2016

TRIM 298914.2016



## **1. LEGISLATIVE REQUIREMENTS**

*Disability Inclusion Act (NSW) 2014*

*Local Government Act 1993*

*NSW Waste Avoidance and Resource Recovery Strategy 2014-2021*

*Waste Avoidance and Resource Recovery Act 2001*

*Western Sydney Regional Waste Avoidance and Resource Recovery Strategy 2014-2017*

*Work Health and Safety Act 2011*

## **2. PURPOSE/OBJECTIVES**

The purpose of this policy is to:

- a) To provide a regular and efficient household waste collection and disposal service to meet the needs of the community of Liverpool in a cost-effective manner.
- b) To provide regular dissemination of educational material to maintain maximum participation and optimum use of the waste collection and disposal service.
- c) To achieve a reduction of waste to landfill by maximising resident participation in the recycling, garden waste, mattress and metal collections and ensuring highest possible recovery of resources from waste.
- d) To achieve a reduction of waste to landfill by treating all waste to recover maximum resources.

## **3. DEFINITIONS**

*“Local Government Area (LGA)”* is the geographical area governed by a Council. For the purpose of this document it is the geographical area covered by Liverpool City Council.

*“Mobile Bins (MB)”* refers to light, plastic receptacles with wheels that are used for the temporary storage of waste between collection times

*“Multi Unit Dwellings (MUD)”* refers to a dwelling in a group of more than one dwelling on a lot where any part of a dwelling is vertically above part of any other.

*“Single Lot Dwellings (SLD)”* refers to a dwelling standing wholly on its own title lot. For the purpose of this document this includes townhouses and villas.

*“Garbage”* refers to any matter that is no longer wanted or needed and cannot be recycled within Liverpool Council’s Domestic Waste Service. This can include food scraps, plastic bags and wrapping, broken crockery and ceramics.

*“Recycling”* refers to the processing of used materials into new products to prevent waste of potentially useful materials. This can include glass, paper and liquid paperboard.

*“Garden Waste”* refers to biodegradable waste that can include grass clippings, flower cuttings and leaves.

*“Household Clean-Up Service”* refers to a service that is provided by Liverpool Council to dispose of bulky waste that otherwise would not fit in a normal MB. This can include furniture, mattresses, carpet, whitegoods and metal.

*“Infirm Service”* refers to a service that is provided by Liverpool Council to single lot dwellings (houses) where Council’s current contractor wheels bins to and from the kerbside for collection.

*“Contamination”* refers to the presence of unwanted material in a MB. This can include paints and chemicals in the garbage MB and plastic bags in the recycling and garden waste MBs.

## **4. POLICY STATEMENT**

### **4.1 Single Lot Dwellings**

Residents in single lot dwellings (houses) in urban areas of the LGA will be provided with the following:

- a) One 140 litre red-lid garbage bin collected weekly
- b) One 240 litre yellow-lid recycling bin collected fortnightly
- c) One 240 litre green-lid garden waste bin collected fortnightly
- d) Two bulky waste, two mattresses and unlimited metal waste collections in each calendar year, available through booking with Council.

Residents in single lot dwellings (houses) in rural areas of the LGA that are greater than one hectare in size will be provided with the following:

- a) One 240 litre red-lid garbage bin collected weekly
- b) One 240 litre yellow-lid recycling bin collected fortnightly
- c) Two bulky waste, two mattresses and unlimited metal waste collections in each calendar year, available through booking with Council.

Garden waste MBs are not provided as additional capacity is available in the garbage bin for the disposal of green waste. In addition these properties are considered to have enough space to sustainably manage their garden waste on site.

Residents in townhouses and villas will be provided with:

- a) One 140 litre red-lid garbage bin collected weekly
- b) One 240 litre yellow-lid recycling bin collected fortnightly
- c) One 240 litre green-lid garden waste bin collected fortnightly (provided on request only at no additional charge to the resident)
- d) Two bulky waste, two mattresses and unlimited metal waste collections in each calendar year, available through booking with Council.

#### **4.2 Multi Unit Dwellings**

Residents in multi unit dwellings (flats and units) of the LGA will be provided with:

- a) The equivalent capacity of one 240 litre red-lid garbage bin shared between two units, collected weekly
- b) The equivalent capacity of one 240 litre yellow-lid recycling bin shared between two units, collected weekly
- c) 240 litre green-lid garden waste bins, on request for use in common areas, collected fortnightly on day specified by Council
- d) Two bulky waste, two mattresses and unlimited metal waste collections in each calendar year, available through booking with Council.

Unit blocks that have limited space for bin storage, are located within the CBD of Liverpool and/or are positioned in an operationally challenging location for collection of waste may receive additional collection services and subsequently a reduction in bin numbers. This will be in proportion to the above allocation.

In addition, provision of bulk bins and on site collection will be made available to large and high density residential developments. Buildings must meet certain specifications as outlined in the *Waste Management Services for Residential Flat Buildings and Multi Dwelling Housing Fact Sheet*.

A *Wheel Out Wheel Back Service* is provided to a selected number of unit blocks in the LGA whereby Council's waste contractor wheels the MBs from within the private property to be emptied and then returns the bins to the property after emptying. This service is provided for a fee and is only provided once a satisfactory Workplace Health and Safety (WHS) assessment is completed.

The waste contractor is not committed to returning the bins at the time of collection. Bins can be returned any time during the day after collection; however the contractor will endeavor to return bins on the day of collection (especially within the CBD) and before normal day to day pedestrian and traffic movement begins.

This service was made available for an annual charge to each individual unit as prescribed in the "Fees and Charges" when Council introduced its three bin system in 2009 however; this service is only available to the existing MUDs on the Wheel Out Wheel Back Scheme. No new MUDs will be added to the system. This is mainly due to the WHS issues experienced by Council's waste contractor.

#### **4.3 Charges for Waste Services**

Each rateable residential property in the LGA is levied an annual domestic waste charge under Section 496 the *Local Government Act 1993*. This charge is prescribed as per the "Fees and Charges Schedule" and is for the provision of domestic waste and recycling services. The "Fees and Charges Schedule" also stipulates a lower annual domestic waste charge for residential vacant blocks. When homes are demolished to rebuild, the full domestic waste service is suspended when the owner notifies Council to cancel the Domestic Waste Service. The Vacant Blocks Domestic Waste Charge as prescribed in the "Fees and Charges" is applied. All MBs will be retrieved until such time that the owner notifies Council to recommence the service once the property is rebuilt and the dwelling/s are re-occupied.

Any cancelation of waste charges will be made from the day when the owner notifies Council and any refunds for incorrect waste services will only be backdated to a maximum of 12 months from the day of notification by the owner.

#### **4.4 Collection and Storage of MBs**

Council will provide a regular service to collect domestic waste contained in the relevant mobile garbage bin supplied by Council. The MB provided by Council will be easily identifiable with Council's name and/or logo. No other receptacle will be acceptable.

The MBs allocated to each property are owned by Council's collection contractor and therefore under the terms of the current contractor responsibility for the replacement (where necessary) lies with Council. The bins are assigned to the property and are not to be removed from the property upon sale of a house or changes in tenancy.

All MB's will be placed out for collection on the scheduled day directly in front of the property to which the bins are allocated. This will be on the Council owned nature strip unless otherwise instructed by Council, as in the case of private roads and driveways. Collection from a private road can take place only when a signed indemnity is received by Council from the owner or person responsible for the Community Title/Neighborhood Association for the private road.

The MB is to be placed at the kerb for collection no earlier than the evening prior to the scheduled collection day and no later than 5.00am on the day of collection. The lid of each bin must be closed shut and no material is to be placed on top or around the bin as it may not be collected. Any excess waste should not be placed in other residents bins or street litter and park bins. The wheels of each MB should be facing the property

and, where possible, MBs should be kept one metre apart from each other and presented away from parked cars, trees and poles to increase collection efficiency.

Each MB must be removed from the public place by the property owner or occupier as soon as possible after collection, and no later than 24 hours after collection. MBs should be stored within the property boundary in a secure place, out of reach of the general public so as to avoid vandalism, theft and incorrect use.

A service is available upon request and at no charge for residents of single lot dwellings (houses) who are not able or have difficulty wheeling their bins to and from the kerbside for collection. This difficulty may be because the resident is aged and frail and living alone or may have physical impairment or a medical condition. This service will be provided once evidence from a registered service provider, case manager or medical specialist, as to the physical or medical condition that prevents a resident from being able to maneuver a MB, is received and the property to which the service is requested, is inspected and approved by Council. This service is known as an *Infirm Service*.

#### **4.5 Contamination of MBs**

Council will not empty MBs found to contain contaminated material. Contaminated material is any material that is not listed on the current, approved Council collection schedule. It is noted that the collection schedule may be amended from time to time. Contaminated material will be identified by either the collection crew or any Council Officer empowered for that purpose.

MBs identified as contaminated will be left in place and distinguished by the collection crew or relevant Council officer placing an approved "rejected" sticker onto the bin. The MB will not be emptied by Council until such time as the resident has removed the incorrect material.

If a recycling or garden waste MB is found to be contaminated on three occasions, and attempts at educating the property occupants have failed, owners will be charged the disposal of contaminated bin fee as per the "Fees and Charges Schedule". Further to this, a MB may be confiscated from the property until such time as a written commitment is received from the property owner that a management strategy has been put in place to resolve the problem.

Should no action be taken by the owner to resolve the problem, then there may be need for additional MBs. Additional MBs will be supplied by Council at the prescribed fee as per the "Fees and Charges" and be payable by the owner of the property.

Should a contaminated recycling or garden waste MB be emptied into the collection truck, it will be noted and a letter sent to the occupant giving notice of the contamination. Should this occur on three occasions, for either the recycling or garden waste MBs, the same process as above will be applied.

MBs that weigh in excess of thirty (30) kilograms will not be collected, and will be identified by either the collection crew or any Council Officer empowered for that purpose. A MB will not be collected until such time as the item/s causing the excess weight has been removed from that MB.

#### **4.6 Replacement of MBs**

Replacement or repair of 140 litre or 240 litre MBs will be made for the following reasons:

- a) Loss
- b) Theft
- c) Fire Damage
- d) Structural Damage

The replacement and repair will be carried out at no charge to the residents provided the reasons conform to the above and are genuine and can be substantiated.

#### **4.7 Additional MB Services**

##### 4.7.1 Full Services

The following properties are obliged to pay a full second domestic waste service:

- a) Granny flats
- b) Dual occupancy
- c) Multiple dwellings on one parcel of land

This service can be provided for an annual charge as prescribed in the "Fees and Charges".

##### 4.7.2 Garbage Bins

###### *Medical Condition*

An additional 140 litre garbage bin or upgrade of a 140 litre to a 240 litre garbage bin for houses is available upon request at no charge to residents with medical conditions or physical impairments. The bin will be provided once evidence from a service provider, case manager or medical specialist as to the physical impairment or medical condition that results in the production of additional waste has been received.

###### *Large Families*

An additional 140 litre garbage bin or upgrade of a 140 litre to a 240 litre garbage bin for houses is available upon request at no charge to residents with six (6) or more family members in the one household. The bin will be provided once evidence has been received of the number of adults and dependent children living in the one household.

Such evidence will be, but not limited to a *Medicare* card with all family members listed upon it.

#### *Other*

Council recognises that some families require additional or upgraded garbage waste bins. For SLDs, either additional 140 litre MBs or upgrade of a 140 litre to a 240 litre MB are available upon request and completion of an application form that is signed by the owner or the managing agent. This incurs the prescribed additional annual garbage charges as per the "Fees and Charges".

Any additional bins or upgrades to bins, requested by property owners, have a mandatory minimum 12 month charge from delivery date. Additional or upgraded bins may be cancelled prior to 12 months by the property owners however no refund is available for the costs incurred as prescribed in the "Fees and Charges" during the first 12 months.

#### 4.7.3 Recycling and Garden Waste Bins

Council recognises that some families require additional recycling and garden waste bins and encourages this as a means of further reducing waste to landfill. This can be provided for an additional annual charge as prescribed in the "Fees and Charges". The cost of an additional recycling bin can be waived at request to residents with physical impairments or medical conditions. The additional bin will be provided once evidence from a service provider, case manager or medical specialist as to the physical impairment or medical condition that results in the production of additional recycling has been received.

#### 4.7.4 Special Event Bins

Council provides temporary Special Event Bins for occasions where additional waste is generated in households. This may be due to parties or celebrations that generate waste and recycling over and above the usual level of household waste.

This service includes the delivery and collection of an additional 1 x 240L garbage and 1 x 240L recycling bin and can be provided for a one-off fee as prescribed in the "Fees and Charges". Such bins are available for weekend events only and requests have to be made by the Tuesday prior to ensure bins are delivered in time.

### **4.8 Composting and Worm Farming Rebate**

Council offers a rebate as per Council's Waste Service Brochure for any compost bin or worm farm purchased by residents who live in the Local Government Area. This is provided to encourage resource recovery and assistance in starting a worm farm or compost system at home.



There is a limit of two rebates per household, per calendar year and evidence of purchase must be provided.

Council provides free composting and worm farming educational workshops to residents once a year. These workshops demonstrate the benefits of composting and worm farming, and give troubleshooting tips. Workshops are advertised and residents must register to attend.

#### **4.9 Collection of Household Problem Waste**

Council provides a drop off collection centre at Rose Street Operational Centre as well as days scheduled throughout the year to encourage residents to dispose of problem wastes, unwanted household chemicals and electronic waste. This service is provided free of charge to residents of the LGA and can include but not limited to the collection of items such as old paints, gas bottles, fluorescent tubes, batteries, motor oils, household cleaners, computers and televisions. All items collected will be recycled and diverted from landfill to protect our environment. This initiative will help ensure safer homes and a cleaner environment, significantly reducing problem waste to landfill and increasing recycling.

#### **4.10 Collection Requirements of Household Clean-Up Service**

Council provides a household clean-up service to all residential properties for the removal of certain bulky waste that would not fit into a MB. The service has three (3) collection categories; general, metal/white goods and mattresses.

Residents must contact Council to book a household clean-up service and will be given the next available collection date and will be sent out information about the Household Clean-Up Service including requirements and "Authorised Collection" sticker. Bookings for the Household Clean-up Service can be made by the caretakers / cleaners /strata managers of MUDs on behalf of the residents residing in a unit block.

All material for collection must be placed neatly outside the property, close to the gutter with no obstruction to pedestrians. Material is to be placed out for collection no earlier than the evening prior to the collection day and no later than 5.00am on the day of collection. Waste stored within the property boundary will not be collected.

Separate bookings must be made for each of the three categories available: general, metal/white goods and mattresses. There is a limit of no more than 2 cubic meters (one box trailer load) for each collection of bulky and metal/white goods, and a maximum of 4 mattresses collected under one booking. Metal/white goods collections are unlimited while general and mattresses collections are limited to two per year per household. All green waste must be no longer than one metre in length and tied securely into bundles. General waste, metal waste and mattresses are to be placed in separate distinct piles.

Residents are responsible for placing the booking number on the “Authorised Collection” sticker that will be sent to them upon making the booking. “Authorised Collection” stickers are to be displayed on the material facing the kerb.

Any clean-up identified as non-complying, exceeding size requirements, or as having incorrect or inappropriate items, will not be collected. An approved note will be left in the resident's mail box to inform them of the reason why the material was not collected. The material will not be collected until such time as the resident re-books the service and places the approved amount or material type for collection. If the required standards are not met, then the resident will need to make alternative arrangements to remove and dispose of the material.

Waste presented for collection prior to the collection date given by Council or presented without a booking is considered illegal dumping and the property owner may be subject to penalties.

#### **4.11 Additional Household Clean-Up Services Over and Above the Two Bookings per Calendar Year**

Council can provide additional Household Clean-Up services to residents who have utilised their two allocated clean-ups and require additional collections. Additional clean-ups are charged as prescribed in the “Fees and Charges”. Each clean-up must follow the same requirements as outlined above.

**AUTHORISED BY**  
Council Resolution

**EFFECTIVE FROM**  
23 November 2016

**DEPARTMENT RESPONSIBLE**  
City Presentation (Waste Policy and Planning)

**REVIEW DATE**  
Every two years or as necessary

**THIS POLICY HAS BEEN DEVELOPED AFTER CONSULTATION WITH**  
Governance, Legal Services and Procurement  
Community and Culture  
NSW Environment Protection Authority

**VERSIONS**

<b>Version</b>	<b>Amended By</b>	<b>Date</b>	<b>TRIM Number</b>
1	Council Resolution	19 December 2011	201761.2011
2	Council Resolution	26 November 2014	292539.2014
3	Council Resolution	23 November 2016	298214.2016

**REFERENCES**

NSW Government: Better Practice Guide for Waste Management in Multi-Unit Dwellings, June 2008  
NSW Government: Preferred Resource Recovery Practices by Local Councils Guide, August 2012  
Marrickville Council: Waste Policies