

**WASTE, RECYCLING &  
FOOD  
AND  
GARDEN WASTE  
GUIDELINES**

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### **Purpose**

The purpose of the Waste, Recycling & Food and Garden Waste Guidelines (the 'Guidelines') is to document the principles and rules by which waste, recycling and food and garden waste services provided by Council are administered. The document also captures, where possible, the general reasoning as to why a particular principle or rule has been developed to address an issue.

The Guidelines complement and guide implementation of Council's Waste Management Strategy — Towards a Sustainable Waste Management System (2019-2029).

The Guidelines were adopted by Council on 26 September 2023. The Guidelines will be reviewed and updated periodically to account for changes to services that may arise.

### **Customer Complaints Policy**

Individuals or groups that wish to dispute particular principles or rules captured in the Guidelines and administered by Council must do so by contacting Council customer service team or via Council's website as per the Customer Feedback – Complaints Management Policy v1 – Pol 211. The Guidelines have been adopted by Council and as such are considered Council policy. For activities outside those documented in the Guideline to be considered a request would need to be submitted via Council's customer service team or via Council's website and would be considered as per the Customer Feedback – Complaints Management Policy v1 – Pol 211.

### **Related documents**

Waste Management Strategy — Towards a Sustainable Waste Management System (July 2019)

Customer Feedback – Complaints Management Policy v1 – Pol 211

## Contents

1. Standard service option - Residential .....	4
2. Small Units, Multi Unit Developments (MUDs) & Retirement Villages .....	5
3. Standard service option - Rural Residential .....	6
4. Standard service option - Farm .....	8
5. Standard service option - Commercial.....	9
6. Infirm service option.....	10
7. Stolen bins .....	10
8. Waste, recycling and food and garden waste services go together .....	11
9. Rural properties regularly withdrawing their waste services .....	12
10. Making a request/application for a service.....	12
11. When will kerbside services be provided/applied.....	13
12. Continual contamination of food and garden waste or recycling bins .....	14
13. Presentation of bins not approved by Council .....	16
14. Issues arising with kerbside bin collection .....	17
15. Residents seeking refunds for services .....	18
16. Properties wishing to withdraw services .....	19
17. Operation of Street litter bins .....	20
18. Waste services for events .....	21
19. Commercial waste disposal at Council resource recovery centres .....	22
20. Provision of subsidised/free disposal at resource recovery centres fire, flood, storm	23
21. Council does not provide a hard waste collection.....	23
22. Community groups disposing of litter and dumped rubbish collected on public land.	25

Issue	Description	Comments
<p>1. <b>Standard service option - Residential</b></p>	<p>The standard service option for residential properties (generally defined as being within the town boundary*) are:</p> <p>140 litre waste bin</p> <p>240 litre recycle bin</p> <p>240 litre food and garden waste bin &amp; a 7L kitchen caddy (*within the defined town boundary)</p> <p>* 'Within the defined town boundary is generally within the 100km/hr speed restriction sign and is set at the discretion of Council's Waste department</p>	<p><b>General</b></p> <p>Aligns with Council's Waste Management Strategy.</p> <p>Represents best practice, has triple bottom line outcomes.</p> <p>Encourages residents to reduce waste volumes, increase recycling and recovers food and garden waste.</p> <p><b>Rules</b></p> <p>All residents are required to have the standard service option.</p> <p>Residents can have as many waste, recycle and/or food and garden waste bins as they like, each additional bin will attract the adopted fee &amp; charge at the time.</p> <p>Only one 7L kitchen caddy will be provided to a residence when a new service is delivered. No replacement caddies will be provided.</p> <p><b>Other</b></p> <p>There will be situations where residents have a lesser requirement for a food and garden waste service. These situations will be where residents do not generate garden waste such as those living in units or apartments, on small blocks where the house takes up most of the block, where they have a gardener, they are not into gardening (do not have a garden) or they can deal with their food waste (compost, pets, chooks). In saying this, all residents within township boundaries must take up the service to divert food and garden</p>

Issue	Description	Comments
		waste, no matter how small, as even small amounts of food and garden waste that end up in landfill create harmful greenhouse gases
<p>2. <b>Small Units, Multi Unit Developments (MUDs) &amp; Retirement Villages</b></p>	<p>The standard service option for residential properties (generally defined as being within the town boundary*) are:</p> <p>140 litre waste bin</p> <p>240 litre recycle bin (optional 140L recycle bin)</p> <p>240 litre food and garden waste bin &amp; a 7L kitchen caddy (*within the defined town boundary)</p> <p>* 'Within the defined town boundary is generally within the 100km/hr speed restriction sign and is set at the discretion of Council's Waste department</p>	<p><b>General</b></p> <p>Residents are encouraged to utilise the standard size service of a 140L waste bin, 240L recycle bin and 240L organics bin. However, Council has previously provided some smaller units or retirement villages with 140L recycle bins due to the height and weight of bins and the limited room for bin storage.</p> <p>In this scenario Council's waste department may provide a smaller 140L recycle and organics bin for elderly, units/flats or residents who have limited ability to manoeuvre a larger 240L bin. Fees and charges will not be discounted due to the cost of the service provided remaining the same.</p> <p>Only one 7L kitchen caddy will be provided to a residence when a new service is delivered. No replacement caddies will be provided.</p> <p><b>Rules</b></p> <ul style="list-style-type: none"> <li>• Residents must be living in a small unit, multi-unit dwelling or retirement village, or</li> <li>• Only residents who are elderly, or have limited capacity to manoeuvre a 240L bin can apply.</li> <li>• Fees and charges will remain the same as the standard service charge.</li> </ul>

Issue	Description	Comments
<p>3. <b>Standard service option - Rural Residential</b></p>	<p>If rural residential properties (generally defined as being outside the town boundary*) would like to have a service, the standard service options are:</p> <p>140 litre waste bin</p> <p>240 litre recycle bin</p> <p>* 'Outside the defined town boundary is generally the 100km/hr speed restriction sign and is set at the discretion of Council's Waste department</p>	<p><b>General</b></p> <p>Rural residential properties are not always on a defined collection route, and it may not be economical to pick up from remote locations. When a collection contract is tendered, the contractor prices the cost of per bin pick up based on the current services which then becomes the service cost. For a service to be approved it must be within a reasonable distance of a current route or collection (generally within 1 kilometre). Otherwise, the contractor must assess the application to ensure it is economically viable for them to incorporate the service into their current collection route.</p> <p>A number of things will be considered in making this determination including the distance, terrain, likely other services that could be picked up, ability to join to another route.</p> <ul style="list-style-type: none"> <li>• These properties have alternatives such as resource recovery centres, animals (chickens, pets, livestock for disposing of food waste) as well as other options for garden waste (mulching, etc).</li> <li>• Rural residential properties are often too far from collection points (usually people take bins to a central point). There are issues around getting the bins to that point for many residents.</li> <li>• This is cost effective for residents and Council.</li> </ul> <p><b>Rules</b></p> <p>Residents can have as many waste and recycle bins as they like, each additional bin will attract another fee.</p>

Issue	Description	Comments
		<p><b>Other</b></p> <p>The food and garden waste service is generally not an option in rural residential areas as residents have many alternative options for food and garden waste. The service would also be costly given the lower expected volumes of food and garden material that could be accessed and greater transport distances.</p> <p>Residents that are in rural residential areas will only have access to the food and garden waste service if they are within a defined town boundary that currently has a food and garden waste service and in areas that are on an existing food and garden waste collection route. A reasonable distance will be determined by the contractor in consultation with Council and will vary depending on the size of the town in question. The service would need to be financially viable for the contractor and be considered in light of the contract rate paid to the contractor for the service at the time.</p> <p>For any food and garden waste service requests outside the defined town boundary, Council's Waste department will consider on merit, review it and refer the decision to the contractor.</p>

Issue	Description	Comments
<p>4. <b>Standard service option - Farm</b></p>	<p>If farms (generally defined as being outside the town boundary*) would like to have a service, the standard service options are:</p> <p>140 litre waste bin</p> <p>240 litre recycle bin</p> <p>* 'Outside the defined town boundary is generally the 100km/hr speed restriction sign and is set at the discretion of Council's Waste department</p>	<p><b>General</b></p> <p>Farms are not always on a defined collection route, and it may not be economical to pick up from remote locations. When a collection contract is tendered, the contractor prices the lift rate based on the current services. For a service to be approved it must be within a reasonable distance of a current route or collection (generally within 1 kilometre). Otherwise, the contractor must assess the application to ensure it is economically viable for them to incorporate the service into their current collection route.</p> <p>Farms are often too far from collection points (usually people take bins to a central point). There are issues around getting the bins to that point for many residents. A number of things will be considered in making this determination including the distance, terrain, likely other services that could be picked up, ability to join to another route.</p> <p>Food and garden waste services are not available in rural areas. It is not economically viable at this stage as it would increase the overall cost to the community for the service. These properties have alternatives such as resource recovery centres, animals (chickens, pets, livestock for disposing of food waste) as well as other options for garden waste (mulching, etc).</p> <p>This is cost effective for residents and Council.</p> <p><b>Rules</b></p> <p>Residents on farms can have as many waste and recycling bins as they like, each additional bin will attract another fee.</p> <p>The food and garden waste service is not available.</p>



Issue	Description	Comments
		<p><b>Other</b></p> <p>The food and garden waste service would also be costly given the lower expected volumes of food and garden material that could be accessed and greater transport distances. The food and garden waste service is not an option in farming areas. Residents on farms have many alternative options for disposing of their food and garden waste.</p>
<p>5. <b>Standard service option - Commercial</b></p>	<p>The standard service options for commercial properties (generally defined as being within or outside the town boundary*) are:</p> <p>240 litre waste bin</p> <p>240 litre recycle bin</p> <p>* 'Outside the defined town boundary is generally the 100km/hr speed restriction sign and is set at the discretion of Council's Waste department</p>	<p><b>General</b></p> <p>Aligns with Council's Waste Management Strategy.</p> <p>Represents best practice, has triple bottom line outcomes.</p> <p>Is cost effective for commercial properties and Council. Waste is the most expensive option.</p> <p><b>Rules</b></p> <p>Commercial properties can have as many waste and recycling bins as they like, each additional bin will attract another fee.</p> <p>Food and garden organics services are not yet available to commercial customers. However, once the residential roll-out is complete Council will investigate and consider providing this service as an option to commercial customers.</p>

Issue	Description	Comments
<p>6. <b>Infirm service option</b></p>	<p>Resident contacts Council because they are not able to wheel their bin out for collection and retrieval.</p>	<p><b>General</b></p> <p>There are situations where a resident is not capable of wheeling their bin to and from the kerb due to a medical condition or disability. Councils' kerbside collection contractor can have their driver, wheel the residents bins out to empty it and wheel it back to a suitable location on the property.</p> <p><b>Rules</b></p> <ul style="list-style-type: none"> <li>• Residents must be living alone and have no one residing with them that is capable of wheeling the bin out and back in for collection.</li> <li>• Residents must produce a medical certificate demonstrating they are unable to place bins out for collection.</li> <li>• An application form must be signed, and a site assessment will be conducted by the waste department and/or a nominated representative from the kerbside collection contractor.</li> <li>• Council will require up to date medical exemptions to continue the service for the period set out in the certificate.</li> <li>• Councils assessor can revoke the service at any time if the service is not deemed necessary or the medical exemption expires.</li> </ul>
<p>7. <b>Stolen bins</b></p>	<p>Resident reports a stolen bin and seeks a replacement</p>	<p><b>General</b></p> <p>A resident approaches Council stating their bin (any or all services) has been stolen and a replacement is required. There are approximately 15,000 bins in service across the Council and there is a significant cost in replacing them. Therefore, a deterrent is required to ensure residents are not using the bins for other purposes and reporting them stolen.</p>

Issue	Description	Comments
		<p><b>Rules</b></p> <p>Residents must report their bin/s as stolen within 24 hours of the event. An Event notification number must be provided from NSW Police along with a statement of the event. Council will send through a service request to the contractor to deliver the bins.</p> <p>Failure to supply an event notification number or report within 24 hours will mean the ratepayer/resident will be required to pay the adopted fee and charge for a replacement bin prior to a service request being submitted to the contractor.</p> <p>Tenants or transferred owners should contact the real estate agents to ensure bins are still present on the property upon settlement for purchasers or handover for tenants.</p> <p>Mobile garbage bins remain the property of Council and should remain at each property. If the previous tenant or owner has removed the bins it is considered the responsibility of the purchaser or Real Estate that bins remain with the property. If this has occurred, the new property owner will be responsible for paying the adopted fee and charge for the delivery of replacement bins.</p>
<p>8. <b>Waste, recycling and food and garden waste services go together</b></p>	<p>Where a service is approved/provided all services must be taken up ie waste, recycling and food and garden waste (within the FOGO eligible area only). They cannot be exclusive services</p>	<p>It is not appropriate for services to be provided exclusively. Aligns with Council's Waste Management Strategy and ensures best practice waste management can be achieved. It is important from an economic and environmental perspective that waste volumes be reduced, and recovery rates increased. This cannot be achieved unless all bins are used within the FOGO eligible area.</p> <p>Outside the FOGO eligible area, waste and recycling services must go together.</p>

Issue	Description	Comments
<p>9. <b>Rural properties regularly withdrawing their waste services</b></p>	<p>A farmhouse is rented for a period of less than 1 year (seasonal workers). The owner applies for waste services, receives the service the property is then vacated, and the owner applies to have the services cancelled.</p>	<p><b>General</b></p> <p>This requires significant resources to process the applications and key the data into the system. It is also costly to physically mobilise the bins to the property and then remove them from the property at a later date.</p> <p><b>Rules</b></p> <p>A rural property cannot access a service for less than 1 year. No part refund will be available.</p> <p>Once a property is issued with the Occupancy Permit and is in a designated collection boundary, waste services are compulsory, bins and charges will apply to the property.</p>
<p>10. <b>Making a request/application for a service</b></p>	<p>Who can make a request/application for a waste service</p>	<p><b>General</b></p> <p>The owner of a property is ultimately responsible for the payment of any fees if a tenant defaults. Any variation to this is not enforceable.</p> <p>It is not uncommon, particularly in commercial agreements, for the tenant to receive the rate notice and be responsible for paying the rates. If they default on payment, then the owner is responsible for paying the outstanding amount. In instances where choices are provided, such as additional services, then the owner must agree with this and be afforded the option to vary any lease agreement they have with the tenant to reflect this.</p> <p><b>Rules</b></p>

Issue	Description	Comments
		<p>Any request for a service or variation to a service can only be made by the property owner or a real estate agent acting on behalf of the owner in a rental situation.</p>
<p><b>11. When will kerbside services be provided/applied</b></p>	<p>Understanding situations where Council will provide a service.</p>	<p><b>General</b></p> <p>For Council to know where a service exists and for Council to be able to charge for that service it must be associated with an occupiable building. For dwellings that have been constructed in recent years an occupancy certificate will exist. For older dwellings there may not be an occupancy certificate.</p> <p>It is important to understand that services are assigned to properties based on their occupancy, this effectively means the property can be occupied by a resident or residents.</p> <p>Commercial properties that have separate occupancies (ie one building split into multiple shops/businesses) must have separate services. Each occupancy is assessed separately and receives separate rate notices and associated charges. This reflects the fact that each can have its own business attached and as such be occupied.</p> <p>There are occasions, mostly relating to rural properties, where a number of parcels are amalgamated into one and more than one dwelling exists. In these situations where there are multiple occupiable dwelling a service may be required for each residence.</p> <p><b>Rules</b></p> <p>For a service to be provided to a new property an occupancy certificate must be provided. The owner must apply for the service.</p>

Issue	Description	Comments
		<p>Council will provide multiple services where a property is amalgamated and more than one dwelling exists subject to meeting the requirements discussed in the “Farm” and “Rural Residential” sections above.</p> <p>Vacant blocks or blocks with sheds or partially constructed dwellings without an occupancy certificate cannot access services.</p>
<p><b>12. Continual contamination of food and garden waste or recycling bins</b></p>	<p>There are situations where residents knowingly or unknowingly contaminate the food and garden waste or recycling bin by placing inappropriate material in the bin</p>	<p><b>General</b></p> <p>There can be many reasons for this:</p> <ul style="list-style-type: none"> <li>▪ Do not believe in recovering recyclables or food and garden waste</li> <li>▪ Do not understand what goes in each bin</li> <li>▪ The other bins are full, and the overflow is placed in the wrong bin causing contamination</li> <li>▪ A 3<sup>rd</sup> party wrongly used the bin</li> </ul> <p><b>Rules</b></p> <p>The kerbside collection vehicle driver identifies the bin is contaminated. The driver is in the best position to identify the contamination upon collection and understands what items and the quantity of those items that cause downstream processing issues.</p> <p>The process is:</p> <ul style="list-style-type: none"> <li>• <b>First instance of contamination</b> - The bin will be emptied but will have a sticker placed on it stating that the bin was contaminated. The sticker will indicate the type</li> </ul>

Issue	Description	Comments
		<p>of contamination and what the resident should do. A letter (letter 1) will be sent to the resident highlighting the issue and what can be done about it.</p> <ul style="list-style-type: none"> <li> <b>Second instance of contamination (within 12 weeks of the first occurrence) -</b> If the bin is contaminated again, the bin will not be emptied, and the issue will be escalated to a waste officer or contractor to contact and discuss with the resident. Education methods are implemented to provide the resident with an opportunity to understand the problems contamination cause and to rectify the situation.         </li> </ul> <p>A letter (letter 2) will be sent to the resident highlighting the issue and what can be done about it.</p> <ul style="list-style-type: none"> <li> <b>Third instance of contamination (within 12 weeks of the previous occurrence) –</b> If the bin is contaminated again, the bin will not be emptied, and the issue will be escalated to a waste officer or contractor to contact and discuss with the resident. Education methods are implemented to provide the resident with an opportunity to understand the problems contamination cause and to rectify the situation.         </li> </ul> <p>A letter (letter 3) will be sent to the resident highlighting the issue and what can be done about it. It will also state that the bin will be removed should it be contaminated for a fourth time.</p> <ul style="list-style-type: none"> <li> <b>Fourth instance of contamination (within 12 weeks of the previous occurrence) –</b> If the bin is contaminated a fourth time the service will be removed. The service charge will remain against the property. If the resident wishes to reinstate the service to the property, a probational period of eight (8) weeks will be         </li> </ul>

Issue	Description	Comments
		<p>implemented once the bin has been reinstated. The bin will not be returned to the property for four (4) weeks at which point, the probational period will begin.</p> <p>A letter will be sent to the resident stating that the bin has been/will be removed and under what circumstances the service will be reinstated, that is in 4 weeks if a statutory declaration is provided.</p> <ul style="list-style-type: none"> <li>• <b>Probational period</b> - the premises will be subject to a probationary period of eight (8) weeks following the reinstatement of services. Further contamination detected within this period will result in the removal of the service for an additional four (4) weeks.</li> </ul> <p>In the event that no contamination is reported during the probationary period, any subsequent occurrences of contamination after this time will be considered a first occurrence.</p> <ul style="list-style-type: none"> <li>• <b>Fifth instance of contamination (within 8 weeks of the probational period)</b> – If the bin is contaminated a fifth time during the probational period, the service will be removed, and the service charge will remain against the property. If the resident wishes to reinstate the service to the property, a signed statutory declaration must be received from the property owner stating that the bin will not be contaminated. The service will not be returned for a period of 4 weeks.</li> </ul>
<p>13. <b>Presentation of bins not approved by Council</b></p>	<p>Residents place out bins that are not Council approved and therefore do not attract a charge</p>	<p><b>General</b></p> <p>There are situations where residents place out bins that they have purchased elsewhere, stolen, or have had historically. Council will not be collecting charges for these bins.</p>



Issue	Description	Comments
		<p><b>Rules</b></p> <p>The bin will not be emptied, and the contractor will sticker the bin advising the resident to contact Council.</p>
<p><b>14. Issues arising with kerbside bin collection</b></p>	<p>There are situations where residents place their bin out incorrectly for collection by the kerbside collection vehicle</p>	<p><b>Too heavy</b></p> <p>Trucks have a limit of up to 70kgs and it is possible that bins can weigh much more than this. If bins are heavier than 70kgs it becomes unsafe to lift them and can cause damage to the lifting mechanism and anything in the surrounding area if the bin were to fall.</p> <p>If a bin is tagged as being too heavy, residents will need to empty some of the contents before the bin can be emptied. Residents can weigh the bin using bathroom scales to get an idea of the weight before collection.</p> <p><b>Overfull</b></p> <p>Residents sometimes overfill their bins so that materials are “mushrooming” and/or sticking out of the top of the bin. This presents a safety issue when the bin is lifted to be emptied and can over balance presenting a risk to people and equipment. This also poses a risk to the environment with vermin and birds likely to enter the bin and remove the contents causing litter issues.</p> <p>If a bin is tagged as being overfull residents will need to remove the offending items so that the bin can be emptied safely.</p> <p><b>Under a tree</b></p> <p>Bins that are placed under trees cannot always be emptied if the lifting arm or bin can come into contact with limbs. It may also be difficult or impossible for the truck to approach</p>

Issue	Description	Comments
		<p>the bin without the cab or body hitting the tree. In these situations, the bins cannot be emptied without damaging the vehicle or its lifting arm.</p> <p>The driver will move the bin to a safe location and empty the content, a sticker will then be placed on the bin indicating where it should be placed or who to contact to understand where the bin should be placed for collection.</p> <p><b>Too close together</b></p> <p>If bins are placed too close together the lifting arm grab cannot get between the bins without knocking bins over. Bins should be placed at least 50cm apart to ensure the grab can reach between bins.</p> <p>If a bin is tagged as being too close together residents will need to move the bins apart at least 50cm so that the bin can be emptied.</p>
<p><b>15. Residents seeking refunds for services</b></p>	<p>Residents do not always check their rate notice and can seek refunds for services across multiple years</p>	<p><b>General</b></p> <p>It is the resident's responsibility to ensure they check their rate notice against the services they are being charged for to ensure they are correct. This includes not receiving a service but being charged for it or the wrong size service attached to the property. Council have approximately 15,000 bins in service. People move, steal and relocate bins. Council has no way of knowing this has occurred unless the resident or kerbside collection contractor informs Council.</p> <p>Refunds in previous years cannot be budgeted for and will impact the current year's budget and as such should not be made.</p> <p><b>Rules</b></p>

Issue	Description	Comments
		Refunds will only be made in the current financial year.
16. <b>Properties wishing to withdraw services</b>	Residential and commercial properties sometimes wish to withdraw their services.	<p><b>General</b></p> <p>The garbage and recycling charges fully fund all costs associated with Council's waste management and recycling operations including resource recovery centre operations, waste environmental compliance obligations, education programs, litter management and general administration as well as collection services.</p> <p>It is Murray River Council's decision, made possible under the Local Government Act (Section 496), to set the charge for all properties; this decision ensures that the cost of the service remains affordable for the entire community. Allowing particular properties to opt out of garbage and recycling services would set a precedent for others that is likely to result in environmental degradation and undermine the affordability of the service to the entire community.</p> <p>All properties generate some unwanted material which needs to be managed. If a service was removed some people would choose to manage this material inappropriately for example dump, bury or burn it. Attaching a service to every property and charging for that service ensures most people use the service.</p> <p>Sometimes residents will argue they do not have anywhere to store bins. They would still generate unwanted materials and should be encouraged to find a solution and use their bins.</p> <p><b>Rules</b></p> <p>All urban residential and commercial properties incur a garbage and recycling charge irrespective of whether these properties utilise the collection service or not.</p>

Issue	Description	Comments
<p><b>17. Operation of Street litter bins</b></p>	<p>Principles by which Council operate, modify, and change street litter bin services</p>	<p><b>General</b></p> <p>From time-to-time residents request changes to the street litter bin fleet. Over time, areas can receive more or less traffic and litter generators can change. This results in some services being overused, some underused and in some cases no services provided at all.</p> <p><b>Principles</b></p> <p><b>In Central Business Districts (CBDs)</b> Enclosures should be installed in CBDs of all towns where bins exist in the street scape.</p> <p><b>Parks and playgrounds</b> Mobile garbage bins should be installed on a lockable post depending on the volumes of waste generated.</p> <p><b>In areas that are prominent and close to or in CBD areas</b> consideration should be given to enclosures.</p> <p><b>Other areas</b> In all other areas mobile garbage bins on a lockable post should be used.</p> <p><b>Request for new services</b> Any new requests for additional street litter bins above the current fleet will be received from time to time and will need to be considered. The following key criteria will be used to determine if a bin is required:</p> <p>Are there other bins in the vicinity? If no, then the likely use and current litter problem in the immediate area should be considered. Discussion should be held with Council's waste contractor to gauge their thoughts on the need for a new service and their ability to service</p>

Issue	Description	Comments
		<p>it. Discussions should also be held with neighbouring properties to better understand the need and the likely acceptance of a street bin in the area.</p> <p>If yes, the distance to the next available option should be considered. Consideration to increasing the size of the current bins should also be given. Discussions should be held with Council's waste contractor regarding the use of the current street litter bins to ascertain if the demand warrants an additional service in the area.</p> <p>Request for changes to services</p> <p>There may be cases where existing services are not meeting needs, too small, or are considered by the public as inappropriate for the location. This might be due to the aesthetics of the bin used or the useability of the bin being used. It is not economically viable for all bins to be enclosures given the expense. Enclosures should only be used in street scapes such as CBD's and heavily used parks such as Moama Playpark.</p> <p>In all cases the bin size to be used (140 or 240 litre type) should be determined in consultation with Council's waste contractor who clears the bins and is in the best position to know the typical use and volume of material generated at each location.</p> <p>In many cases the discretion of the Waste Coordinator and Parks Coordinator and available budget will need to be considered in deciding if a case warrants additional bins.</p>
18. <b>Waste services for events</b>	Access to funding for waste services at events	<p><b>General</b></p> <p>The Waste Division within Council has:</p> <ul style="list-style-type: none"> <li>• Negotiated a price for special event bin supply, removal and emptying through a tender process. This is a contracted rate until 2030.</li> </ul>

Issue	Description	Comments
		<p><b>Rules</b></p> <p>Access to waste services and requests for events is managed by Council's Economic Development &amp; Tourism team. Council's sponsorship of waste and recycling services at events is at the discretion of the Economic Development &amp; Tourism team.</p> <p>Events must comply with the 'minimum requirement', which is equal waste and recycling services to be eligible for services from Council. Council encourages event organisers to implement strategies to meet current best practice waste management and resource recovery at events.</p>
<p>19. <b>Commercial waste disposal at Council resource recovery centres</b></p>	<p>The type and volume of waste that will be accepted by Council at resource recovery centres (excluding Moama Waste Management Facility)</p>	<p><b>General</b></p> <p>Council's resource recovery centres have been built to receive residential and small amounts of construction and demolition waste (renovations). Commercial volumes of waste entering resource recovery centres would fill skip bins quickly and disrupt the function of the facility and reduce the ability of Council to service residents. Private arrangements should be made with commercial waste providers for volumes greater than 3m<sup>3</sup>. Moama Landfill has the capacity to intake any volume of commercial waste.</p> <p><b>Rules</b></p> <p>Council will not accept waste volumes greater than 3m<sup>3</sup> or any volume from a commercial waste operator at facilities, other than Moama.</p> <p>Commercial and/or industrial waste is not accepted at resource recovery centres other than Moama</p>

Issue	Description	Comments
<p>20. <b>Provision of subsidised/free disposal at resource recovery centres fire, flood, storm</b></p>	<p>Fire, flood or storm events impact residents and they seek subsidised or free disposal of materials at resource recovery centres</p>	<p><b>General</b></p> <p>Council requires residents to take responsibility for their waste and as such a user pays system is in place at resource recovery centres. In the event a fire, flood or storm impacts residents and materials require disposal Council may subsidise or remove the charge for that disposal.</p> <p><b>Rules</b></p> <p>In situations where the State Government declares an event an emergency Council may allow the disposal of residential material free of charge.</p> <p>If the event has limited impact in terms of how widespread it is but has a severe impact (eg house fire) Council will allow free disposal if the Manager Waste &amp; Compliance has been engaged by an external agency (ie Police, SES, CFA) and recommends it.</p> <p>All other situations would require the applicant to request subsidised disposal in writing as an exceptional circumstance. This should include the type of event, impact, location, the type, and estimated volume of material to be disposed of and the duration of time estimated to dispose of the material.</p>
<p>21. <b>Council does not provide a hard waste collection</b></p>	<p>A hard waste collection is not available in the Murray River Council due to various reasons including cost, OH&amp;S and management issues</p>	<p>Council does not provide an annual hard waste collection as it presents the following issues</p> <ul style="list-style-type: none"> <li>• OHS – Lifting awkward heavy items presents risk associated with strains, sprains, cuts, and abrasions.</li> <li>• Cost – contractors will charge significantly to compensate for the risk posed, logistical difficulties and disposal costs.</li> </ul>

Issue	Description	Comments
		<ul style="list-style-type: none"> <li>• Hazardous waste – there is no control over what is left out for pick up. If hazardous materials such as asbestos or chemicals are left out how should these be managed? Should they be left behind or removed? Leaving them behind means they are still in the environment where they can have environmental or human health impacts. Removing them will encourage more of it to occur and add significantly to the cost.</li> <li>• No encouragement to recycle/recover – materials are piled on the kerb, no separation of recoverable materials is required, therefore recoverable materials are not captured. Some services do recover the steel.</li> <li>• Management issues – what happens if someone leaves material out or puts it out at the wrong time? Does Council send Compliance around to make them clean it up?</li> <li>• Other people can use it – there is nothing stopping someone from outside the collection area covertly dropping material on someone else’s nature strip.</li> <li>• It’s impossible to police the theft of materials from the kerb by other residences with many of these items posing a risk to the ‘new owner’. There is also a risk to safety when rummaging through the material. Who is liable for faulty electrical equipment, chemical exposure, strains, sprains, lacerations etc?</li> <li>• Hard waste collections can encourage kerbside dumping (residents leave all sorts of waste on the kerb) at times when a hard waste collection service has not been allocated or booked. Council would then be required to collect and dispose of this waste or enforce removal sending mixed messages to residents.</li> <li>• Illegal dumping is not reduced as this problem is not caused by a lack of transport options.</li> <li>• A reduction in items donated to ‘Resale Shops’ and charities is likely.</li> <li>• Revenue taken at resource recovery centres will reduce.</li> </ul>



Issue	Description	Comments
		<ul style="list-style-type: none"> <li>• A reduction in business and revenue for businesses involved in waste collection and home maintenance such as home handy men, lawn mowing contractors, waste, and skip bin contractors.</li> <li>• Has a perverse outcome of educating the public that there is no cost for waste disposal and then a charge is attempted to be levied at the transfer station for the same item that was free for collection from the nature strip the day before. This could increase the incidence of dumping.</li> <li>• Aesthetics, litter, vermin.</li> </ul>
<p><b>22. Community groups disposing of litter and dumped rubbish collected on public land</b></p>	<p>Community groups performing volunteer clean-up activities on public land seek access to resource recovery centres for disposal of collected material (litter and/or dumped rubbish).</p>	<p><b>General</b></p> <p>Various community groups perform clean-up activities on public land across the Council area in a voluntary capacity. The material (litter and dumped rubbish) they collect must be disposed of and it is not reasonable to expect the group to pay for the disposal. They are performing a community service that should be encouraged.</p> <p><b>Rules</b></p> <p>Community group seeking access to waste disposal must be an organised group eg Landcare, incorporated body, friends of group (at Council's discretion).</p> <p>Litter and dumped rubbish must be collected on public land, that is Council owned or managed land or state government land.</p>

