



Waste Services Policy

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1 Purpose

The purpose of the Waste Service Policy is to provide information and outline Council's position relating to the provision of waste services and the management of waste streams across Port Macquarie-Hastings. The Policy provides waste specific information but does not take precedence over Port Macquarie-Hastings Council's (PMHC's) Development Control Plan or development conditions, or any other superior Legislation or Regulation.

2 Statement

In 2021, Port Macquarie-Hastings Council (PMHC) adopted the vision to create the most liveable, sustainable and innovative place in Australia. Council adopted the Waste and Resource Recovery Strategy (Strategy) 2024 - 2034 in 2024 to provide a framework for all of Council's waste and resource management activities over a ten (10) year period. This Strategy aligns with the NSW Waste and Sustainable Materials Strategy 2041. This Policy is intended to assist in working towards this PMHC's vision and aligning with the Strategy.

3 Scope

The primary objective of this Policy is to create clarity around waste management requirements and obligations and foster a relationship with an engaged community working together for sustainable waste management.

Other objectives of the Waste Services Policy are to:

- Reduce waste to landfill
- Maximise source separation of general waste, recycling and food and garden organics
- Ensure new properties and developments are designed with adequate storage, access and management of waste
- Embed sustainable and effective waste management practices at public places and at public events
- Provide clarity on the waste services offered by PMHC
- Provide clarity on the use of PMHC's waste facilities
- Engage with and educate the community on habits and behaviours that support waste minimisation and resource recovery

Council adopted the Waste and Resource Recovery Strategy (Strategy) 2024 - 2034 in 2024 to provide a framework for all of Council's waste and resource management activities over a ten (10) year period. This Strategy aligns with the NSW Waste and Sustainable Materials Strategy 2041.

All PMHC's policies must comply with the requirements of relevant Acts and Regulations and to be consistent with the principles of ecologically sustainable development.

Where a local policy is inconsistent with the Local Government Act 1993 or the Regulations, then to the extent to which it is inconsistent, it is void. In addition, a local policy cannot be more onerous than the Local Government Act 1993 or the Regulations. This Policy does not override any requirements as specified in the Building Code of Australia.

The Waste Services Policy is applicable to all persons and properties within the Local Government Area who use or access the waste network and/or services.

4 PMHC's Waste Services

4.1. Introduction

PMHC manages and maintains a Waste Management Facility at Cairncross, and Domestic Waste Transfer Stations (DWTS) at Port Macquarie, Comboyne, Wauchope and Kew. Through contracts, Council manages the collection of domestic and commercial wastes and processing of recyclables and organic materials. The Waste Management Facility and Domestic Waste Transfer Stations also facilitate the collection of Community Recycling Centre (CRC) items and other materials to be collected by independent contractors for appropriate processing.

There are multiple aspects to the management of waste, including:

- Waste collection (domestic, commercial, industrial and public place)
- Waste minimisation (redirection from landfill, resource recovery)
- Disposal and processing of waste (including management of waste facilities)
- Management and minimisation of environmental impacts of waste
- Administration of waste services and completion of related regulatory monitoring and reporting
- Other waste related services e.g. litter, illegal dumping

4.2. Responsibilities

Council provides a number of waste services to residents and visitors within the LGA (Local Government Area).

In doing so, there are various responsibilities which Council bears as the provider of the services, and those within the LGA who utilise these services. These are as applicable and may vary at times (e.g. during flooding kerbside bins won't be put out by residents or collected by Council). The specific responsibilities for each are detailed below.

Responsibilities of Council (or contractors engaged by Council) include:

- Collecting domestic and commercial waste from Council/Approved Contractor provided waste bins
- Supplying and delivering bins to eligible properties
- Repairing or replacing Council provided bins
- Conducting bulky kerbside collection (performed for a fee with prior booking)
- Provision of and collection of waste from public place waste bins
- Collection of dead animals on Council owned roads and public places (e.g. roads, footpaths, parks, reserves and Council facilities)
- Provision of benchtop bins ('kitchen tidies') and approved compostable kitchen bags to properties with a Council approved domestic or commercial organic waste collection service
- Providing periodic waste collections to approved rural areas (at Council's discretion)
- Ensuring appropriate disposal of all waste types collected
- Compliance with EPA (Environmental Protection Authority) and other regulatory requirements
- Providing customer support relating to the provided services and waste related issues
- Ensuring services have capacity to service the community and future projected growth
- Educating the community on Council's services, waste minimisation and optimum waste management practices

Responsibilities of the person or company utilising Council waste services include:

- Meeting Council required kerbside collection standards (detailed in Section 5.3)
- Notifying Council if their provided bin is damaged, vandalised, stolen or broken
- Notifying Council if bins were not collected as scheduled (if collection standards were met)
- Ensuring Council supplied bins are kept clean and free of pests
- Not placing bulky waste kerbside or on the Council verge (unless a bulky goods kerbside collection has been booked)
- Not defacing Council provided bins
- Using only Council provided compostable kitchen tidy bags for disposal of approved kitchen food organics

- Ensuring that only approved waste materials are disposed of in bins and public place bins as directed by Council
- Only accessing waste disposal facilities during operating hours
- Only disposing of accepted waste items as per Council processes (this can be done by checking facility will accept)
- Ensuring that the waste facility being attended accepts your vehicle type (at DWTS vehicles must be less than 4.5 GVM (Gross Vehicle Mass) and require only Class C drivers licence)
- Adhering to all signage and directions given by Council staff and being courteous when at waste facilities
- Checking what waste services are on their rates notice compared to what bins they have at their property

As per the Local Government Act 1993, Council approval is required for Management of Waste - this includes, but is not limited to:

- Placing of waste in a public place
- Placing a waste storage container in a public place

4.3. Types of Waste

Waste requiring collection and/or management with the LGA is comprised of a variety of waste streams. The collection, disposal, processing and storage required is dependent on the waste type.

Port Macquarie-Hastings Council operates a 3-bin domestic waste system as outlined below:

- Green (organics) bin accepts food and garden organics for processing and composting
- Yellow (recycling) bin accepts recyclable plastics, glass, aluminium, paper and cardboard
- Red (general waste) bin accepts all (non-prohibited) items which are not accepted in the green or yellow bins.

There are a number of waste types (e.g. batteries) which are prohibited from going into bins provided by Council, and in some instances, waste transfer stations or the landfill (e.g. syringes, clinical waste). Details on the current allowed and prohibited waste items, and what is acceptable in each bin type can be found on Council's website or the Waste Info App.

It is important to understand that these waste types are independent, and that the processing and disposal of these waste types are completely different, and correct disposal of each type is required to maintain this. Contamination of a waste stream has a significant impact on the operating facility, processing equipment, appropriate reuse or disposal and the resultant environmental impact. There can also be implications for the health and safety of workers where this is occurring.

There are separate processes and requirements for certain waste types. This ensures that there is appropriate processing, transportation, and storage of these for protection of the environment and the health and safety of waste services staff, contractors and the community.

5 Waste Collection

The information provided below gives key points and general information relating to waste collection. There is some information that changes regularly, so for more details or up-to-date information, including accepted waste types and collection maps and schedules, please visit Council's website or use the PMHC Waste Info App.

5.1. Waste Collection Service Areas

PMHC provides waste collection services to a range of properties within the LGA. Properties within an already serviced area or newly constructed residential subdivision will generally be considered to be serviceable. Serviceability for properties will be determined upon application, with considerations for eligibility including but not limited to development consent conditions, road ownership, property location, safe area for bins to be placed kerbside for collection, turning access for collection vehicles and safety considerations for collection personnel.

The current list of streets serviced (and collection days) is available on Council's website ([Bin collection Port Macquarie Hastings Council \(nsw.gov.au\)](https://www.portmacquariehastings.nsw.gov.au)).

5.2. Waste Collection Schedule

For PMHC's domestic waste collection service, kerbside bins are collected on a scheduled day and week. PMHC may change the scheduled collection day from time to time to meet operational needs. If this occurs, PMHC will communicate any change to those impacted with an appropriate notice period where possible.

5.3. Kerbside Collection Standards

Various options for bin sizes and pick up frequencies are available. More information on the available options can be found in Appendix 1 where explanations of each charge type outlines the service options. There are several conditions to be followed to ensure successful collection of Council kerbside bins for PMHC's waste collection services:

- Bins must be kerbside by 6am on the morning of the scheduled collection day
- Only acceptable materials are to be placed in each bin
- Bins must not weight more than 75kg
- Bins must have lids completely closed when they are out for collection
- Bins must be placed on the kerbside facing the road and be spaced 1 metre apart
- Remove bins from kerbside within 24 hours of collection
- Avoid placing bins near trees or parked cars.

Bins may not be collected if the above standards are not adhered to.

5.4. Missed Collections

If bins are not presented kerbside for collection due to extenuating circumstances, the user / ratepayer may contact PMHC to have their bin collected for the appropriate fee. While all efforts will be made to collect the bin on the next working day following the request, there will be instances where this is not possible due to availability of collection vehicles and location of the property.

There may be instances where bins are not collected due to being missed by drivers or unavoidable access issues. If collection standards are adhered to and bins are not collected, the user / ratepayer needs to advise Council's contractor and bins will be collected on the next working day or as soon as possible.

5.5. Public Place Bins

Council owns and maintains public place bins across the LGA. Each of these are regularly emptied and cleaned. The frequency of servicing varies depending on location and usage.

Council may install or remove public place bins as required depending on location, usage, contamination and serviceability.

Public place bins are intended for passers-by to dispose of incidental rubbish. Domestic or commercial wastes are not to be disposed of in public bins - penalties may apply.

5.6. Management of Council Issued Bins

Mobile garbage bins and kitchen tidies provided by Council remain the property of Council and are assigned to the property that they are delivered to. Upon change of ownership or tenants, these are to be left for the next resident/owner. If a person moves into a property and finds that these are not at the property, they must contact Council as new bins will need to be delivered (note charges may apply as per Council's fees and charges).

Mobile garbage bins are provided as part of the kerbside collection service but remain the property of PMHC. However, the property owner remains responsible for ensuring the bins are secure, maintained and placed out for collection when required. When bin types or sizes are changed, the bin must be returned for a new bin to be provided.

Bins are not to be defaced, intentionally damaged or misused in any way, as this could compromise their function, quality and/or hinder the collection.

Where Council provided bins are stolen or damaged **whilst placed out for collection**, replacement bins will be provided by Council at no cost to the resident. This will be limited to one replacement per bin per property per 12-month period.

Where bins are either stolen or damaged whilst within the property, or for repeated incidents of theft within a 12-month period when out for collection, the property owner will be required to meet the cost of replacement in accordance with Council's current Fees and Charges. When bins are being replaced and the appropriate fee has been paid for a replacement, the option to downsize the general waste (red) bin, or upsize the comingled recycling (yellow) bin can be requested for no additional charge.

5.7. Items Accepted in Bins

Port Macquarie-Hastings Council operates a three-bin collection system for the domestic waste collection service, where residents take responsibility for separating into three waste streams, green (organics), yellow (recycling), and red (general waste).

Contamination of these bins causes collection, health and operational problems and extra costs to our community. Details on the current allowed and prohibited waste items, and what is acceptable in each bin type can be found on Council's website or the Waste Info App.

Only Council provided compostable corn starch bags certified to AS4736 are accepted in organics bins.

5.8. What Council Does Not Allow

It is important to ensure that all waste types are disposed of in the appropriate manner, and that only accepted items are placed into each bin, ensuring prohibited items aren't disposed of in bins provided at any time. Details on the current allowed and prohibited waste items, and what is acceptable in each bin type can be found on Council's website or the Waste Info App.

5.9. Bulky Goods Kerbside Collection

Council provides a bulky goods kerbside collection service for a fee, for certain waste types and volumes that generally can't be placed into domestic kerbside bins due to their size, such as household furniture items and small whitegoods.

The service is available for any residential property within in a serviceable area with sufficient kerbside space. This service is not available for businesses.

A single paid service is eligible for up to two (2) cubic metres of accepted waste items, with an option to request a larger/double service which allows for up to four (4) cubic metres of acceptable waste items. Details on the current allowed and prohibited waste items for this service can be found on Council's website or the Waste Info App.

If a bulky goods kerbside collection service is cancelled, a refund will only be considered if the collection vehicle has not attended the property to provide the service.

5.10. Contamination

Council may monitor bins for contamination, to ensure only the accepted waste items are in each bin type.

Council may offer education and assistance to improve understanding and compliance to bin requirements and accepted waste types.

Regarding domestic waste collection services, Council operates a three-strike system for contamination found within kerbside bins within a 12-month period. Letters will be issued for each instance informing the resident of contamination. On the third instance, the contaminated bin will be removed. In order to resume services, a replacement bin fee must be paid.

Similarly, where incidents of excess, hazardous or ongoing contamination issues, Council may consider removing bins from the premises, or collect all bins as general waste until an agreement or resolution is reached.

5.11. New Waste Services and Changes to Existing Waste Services

Where new waste services are being provided to a newly built property, bins will not be provided until the occupation certificate has been issued.

Council requires the owner's / owner's agent written consent to make any changes to the waste services provided for a property which would result in a change to the Annual Charge(s) or a change to the bin sizes / types onsite.

5.12. Special Conditions for Multi-Unit Dwellings (MUDs)

All units within a strata plan (domestic or commercial) that have a Council waste service must have the same waste service type (i.e. individual or shared).

For a strata plan, any changes to Council waste services requires written approval by the appropriate property managers (e.g. strata management).

Where MUDs opt for a shared waste collection service, and an uneven number of units exists, the eligible number of waste services provided will be rounded up. For example, five units can obtain three shared services.

5.13. Collection by Council-owned Vehicles

Council uses its own vehicles to collect most public place general waste bins across the LGA which is the primary purpose of these vehicles. These vehicles are also used to provide a general waste collection service to some commercial customers. This service is limited in where it can be provided and is subject to an account being set up as detailed in Section 11.1.

5.14. Request to Extend Domestic Waste Collection Routes

There are a number of areas in the LGA that do not have a domestic waste collection service which may be for various reasons but is generally due to the property being located in a rural area. Upon receiving a request from a resident to extend the waste collection service into an unserviced road or area, Council will undertake an investigation to determine whether or not the area can be serviced. If service provision is feasible, Council will ascertain the interest, generally by a mailout, of the impacted residents to take up the proposed service. If at least 80% of impacted properties agree to take up the proposed service, the service will be implemented, and all impacted properties will be charged for a waste collection service, or the equivalent minimum charge as listed in PMHC's current Fees and Charges. If no response is received from a property owner, it will be assumed that they are not in agreement of taking up the proposed service.

5.15. Cancellation of Services

Where cancellation of a service is requested on the basis that a property is uninhabitable, supporting evidence must be provided for Council to determine whether service cancellation is appropriate.

If a service at a residential property within a serviceable area is cancelled, a charge for domestic waste management will apply (see Section 9.1 for additional information).

5.16. Collection of Illegal Dumping and Litter

Council is responsible for collecting illegally dumped waste in public places and Council-owned or managed roads. This does not include private land, state forests or national parks.

Council does not undertake ad-hoc or on-demand litter collections. Council may schedule litter collections along selected roadsides as required.

6 Waste Facilities

PMHC operates five waste facilities across the LGA. Different facilities accept different types of waste and allow entry to different vehicle types, so it is important to check before attending that the facility you are attending will accept your vehicle and waste.

Our facilities include Cairncross Waste Management Facility, and DWTS at Comboyne, Kew, Port Macquarie and Wauchope.

Requirements for disposal of waste include:

- Following signage and directions of Council staff
- Loads are to be covered or contained when coming onto site
- It is encouraged to sort waste into types prior to attending site to dispose of waste
- Waste loads will be assessed by Council facility staff to determine applicable fees for disposal (this is at the discretion of Council staff). Covered loads will need to be uncovered to enable this assessment
- Fees apply for disposal of certain waste types and volumes, and these are applicable as per Council current fees and charges.
- Any additional requirements as given by Council staff
- All customers must vacate the site prior to closing time

There may be additional health and safety requirements for certain areas on these sites, and it is a condition of entry that any instructions or directions provided by Council staff must be followed. There are some items that cannot go into bins but can be disposed of at Council waste facilities.

6.1. Inspection of Waste Loads and Application of Waste Disposal Fees

Customers entering waste facilities are required to have their vehicle inspected by PMHC staff to assess the waste quantity and/or types.

PMHC staff may be required to use their discretion when applying the most suitable disposal fee from Council's Fees and Charges. This is particularly of note at waste facilities that do not have a weighbridge where a visual assessment of volume is required.

6.2. Limitations for Commercial Use and Vehicle Types at Waste Facilities

Council's Domestic Waste Transfer Stations (Comboyne, Kew, Port Macquarie and Wauchope) are intended for use by domestic sources i.e. waste generated and transported from and by residential properties. No construction or demolition waste can be accepted at any Domestic Waste Transfer Stations, regardless of the source (e.g. whether residential or commercial). The Cairncross Waste Management Facility is intended for all sources i.e. Domestic, Commercial, Industrial and Construction and Demolition. Council may detail further information on its website or on signage at waste facilities. PMHC allows Small Commercial Contractors to use DWTSs. Small Commercial Contractors are defined as those dropping off waste in a vehicle no greater than a:

- passenger van; or
- utility; or
- station-wagon or sedan; or
- a trailer no greater than a single axle, 8' x 5' (2.4m x 1.5m) trailer without side extensions.

Only one of the above loads will be accepted per transaction.

A customer may also be defined as a small commercial contractor if they use the DWTs more than once per day or six times per week.

Any commercial loads greater than a Small Commercial Contractor must attend the Cairncross Waste Management Facility.

Only vehicles with a Gross Vehicle Mass less than 4.5 tonnes are permitted to use DWTs. Any larger vehicles must attend the Cairncross Waste Management Facility.

6.3. Refusal of Entry

PMHC may refuse customers entry to its waste facilities at the time of entry or in future if;

- The vehicle is not permitted to be inspected for waste assessment
- The reasonable direction of PMHC staff is ignored
- Waste has been inappropriately disposed of by the person or vehicle
- Any other inappropriate behaviour or practice is observed.

6.4. Hours of Operation

Details of current opening hours and locations of each of the facilities can be found on Council's website. These vary across each facility, and all facilities are closed on Christmas Day. Council may, on a temporary basis, vary the hours of operation (within development consent and other approval limits) for waste facilities from time to time to meet operational requirements.

It is requested that customers arrive no later than 10 minutes before closing time at any facility to ensure that all waste can be unloaded and the site vacated prior to closing time.

6.5. No Scavenging

Scavenging (i.e. unapproved removal of waste) is not permitted at any Council Waste Management Facilities. This includes all members of the public, contractors and Council and Waste staff.

There may be some instances where loads arrive at the facilities where articles are easily salvaged prior to disposal or the articles are readily obtainable after disposal without any Work Place safety issues. In these instances, these articles may be retrieved by Council staff and put aside, and with the approval of the Group Manager Community Utilities Operations, may be given to a charitable or not-for-profit organisation.

6.6. Acceptance of Waste Generated Outside of the LGA

Council will not accept waste generated outside the Port Macquarie-Hastings LGA. Should there be a situation that requires acceptance of waste generated outside the LGA, approval under the appropriate delegation is required.

6.7. Waste Acceptance and Approvals

Not all waste types can be disposed of at Council's waste facilities due to Environment Protection Licence conditions or other regulatory conditions.

Some waste types or quantities require approval and/or booking prior to disposal (e.g. asbestos and contaminated soil) at waste facilities, Council may detail further information on its website or on signage at waste facilities, so please contact Council or check the website prior to attending to confirm that your waste can be accepted at the facility you are planning to attend.

There may be periods where Council is conducting trials of acceptance of certain waste types. These may be limited to some DWTs, and may start and stop with limited notice. During trial periods, some of these waste types may not have a charge for disposal. At the cessation, or throughout the trial, fees and charges may be applied to these items to ensure that cost for disposal is recovered. Any changes to costs will go through the process to be formally adopted under Council's fees and charges before they can be applied.

Council may reasonably refuse the disposal of any waste type at its waste facilities.

7 Levels of Service

Many of the service levels required for waste management are set by regulatory or legislative requirements, with many of the others outlined within service contracts between Council and its engaged collection and processing contractors.

Council's target functional level of service is to continue to provide the community with waste management services that encourage waste minimisation and improve the recovery and re-use of resources through sustainable actions directed at:

- Optimising use of existing waste assets
- Making waste facilities available for use by all residents
- Supplying waste collection services to properties within serviceable waste collection service areas
- Anticipating future requirements for waste assets and infrastructure

The target levels of service for waste management services are summarised in Table 1 below. These levels of service are targets that Council aim to achieve under normal operational conditions from the time the concern or issue is reported, and as such are not considered a formal customer contract.

Table 1: Levels of service

Description	Level of service
Provide bins for commencement of a new service	3 working days
Provide replacement for damaged or stolen bins, or additional bins	3 working days
Provide kitchen tidy bags	7 days
Remove bins from a disconnected service	3 working days
Collection of missed services (compliant to collection standards)	Within 24 hours
Provide and maintain suitable waste disposal locations	Sufficient to service the population and geographical location of residents
Provide areas and facilities to safely dispose of specific waste streams	Ensure segregated areas available for disposal of each waste type (e.g. recyclables, hazardous waste)
Provide education to the Community and residents around waste minimisation and management	<ul style="list-style-type: none"> • Ensure that educational material is available on the website • Run 2 focused campaigns per calendar year • Provide at least 20 visits/excursion opportunities to local education facilities or community members
Action illegal dumping reports received by Council	Ensure 100% of reports received are investigated and actioned as required
Collect and maintain public place bins	<ul style="list-style-type: none"> • Clean public bins monthly • Empty public place bins at appropriate frequencies to avoid waste overflows • Respond to reports of overflowing bins within 2 working days
* Note: during peak tourist season or similar, public place bin collection frequencies may be increased	

8 Regulatory Requirements

Council's Waste Facilities and activities may be subject to additional regulatory requirements and approvals. Compliance with these is required, and there are various reporting and activities that Council complete to prove adherence with the requirements.

These include:

- Solid Waste Landfill Guidelines (NSW EPA, 2016)
- Requirements of Environmental Protection Licences
- Development Consent conditions
- Requirements of operational sites, including allowed times of operation
- Other requirements under legislation

Note that this list is not exhaustive, and that not all requirements apply to all sites.

9 Service Charges

Council charges ratepayers and waste facility users for waste services and waste disposal in line with the Adopted Fees and Charges for the relevant financial year and the *Local Government Act 1993*.

9.1. Annual Waste Service Charges

Annual Waste Charges are applied to the Rates notice of the owner of a property and include charges for the provision of waste facilities (including Access and Availability Charges) and waste collection services (provision of bins for kerbside collection) where applicable. The description and application of these Charges is detailed in Appendix 1.

There are a variety of waste service options and associated charges available, depending on the service provided, and on the property and building type. The most common annual charge is for a 3-bin domestic general service, which provides weekly green (organics) bin collection, and alternating fortnightly yellow (recycling) and red (general waste) bin collections. There are additional service types available for the appropriate charges. Details of all options are provided in Appendix 1. The service type for a property also dictates eligibility for annual waste vouchers for disposal at waste facilities. A property rates notice and description should detail the waste related charges that are applicable for the property/land parcel.

Under the *Local Government Act, 1993*, PMHC has an obligation to charge for domestic waste management services for rateable land parcels where that service can be provided. This means that there may be vacant property parcels or similar for which a charge of this nature is applicable.

9.2. Other Services

Council charges per service or per unit for other waste services such as bin replacements or bulky goods kerbside collections. The description and application of these Charges are detailed in Appendix 1.

10 Waste Facility Charges

10.1. Waste Disposal Fees

Council charges for the disposal of waste according to the waste type, quantity and source. Methods for calculating quantity are by weighing (at the facility weighbridges), visual assessment of load size (facilities without weighbridges) and per unit prices (e.g. mattresses). Waste types are assessed by Council staff from a visual inspection as detailed in Section 6.1. Council may charge differing disposal fees depending on the source of the waste (e.g. domestic vs. commercial at DWTS).

Some waste types are very specific, and as such, are not explicitly detailed on the Fees and Charges (e.g. chemicals). These waste types may require Council to determine special charges that apply depending on disposal requirements.

There are multiple aspects considered in the setting of Council's disposal fees, including the actual cost of processing and transport (where applicable), and the applicable EPA Waste Levy, which is charged for all waste landfilled.

10.2. Charitable and Not-for-profit Organisations

Charitable organisations and not for profit organisations who hold and maintain a current NSW EPA Waste Levy Exemption can dispose of waste free of charge at designated Council Waste Facilities, as appropriate. This does not apply to waste generated by 'normal' course of business (as per exemption requirements).

10.3. Natural Disaster Waste

The Federal Government may issue declarations of natural disasters including floods and bushfires which have an Australian Government Reference Number (AGRN) assigned to them and LGAs where applicable. If an AGRN is issued for a natural disaster, the NSW EPA may issue a Waste Levy Exemption for waste generated as a result of that disaster.

Council may, at its discretion, decide to waive all or some waste disposal fees and charges for a natural disaster subject to a NSW EPA Waste Levy Exemption being issued for the Port Macquarie-Hastings LGA.

10.4. Waste Vouchers

Waste Vouchers are provided to ratepayers who have an eligible Council waste service which are detailed in Appendix 1. Vouchers are assigned to a property assessment number, so the type or number of services at the property will not impact the number of vouchers provided.

Waste vouchers can be used as a method of payment at all Waste Facilities. These are subject to terms and conditions detailed on the vouchers.

Council encourages non-occupying owners and owner's agents to pass these on to occupants.

When a property has been sold, new owners may request waste vouchers from Council. If the vouchers for the property have not been used in that financial year, Council will issue vouchers to the new owner.

If the previous owner still has possession of the waste vouchers, these will no longer be valid for the previous owner to use. If the vouchers for the property have been used in that financial year, and the property settlement date occurs prior to 1st June, Council will issue vouchers to the new owners.

A resident (at their discretion) can provide vouchers to commercial contractors to dispose of appropriate waste on behalf of a resident if the waste is generated from an eligible property. In this circumstance, contractors may only use 2 waste vouchers at any one time at any Waste Facility.

There are restrictions on what waste types and quantities can be disposed of using waste vouchers, with terms and conditions detailed on the voucher. Any amount larger than what is detailed on the waste vouchers, or ineligible materials, will incur a fee as per approved Council's Fees and Charges.

11 Waste Accounts

11.1. Waste Accounts

There are two types of Waste Accounts that can be held with Council. Approval for both are subject to the applicant meeting eligibility requirements. The two account types are detailed below. Council may put accounts for either service on hold or cancel due to non-payment, misuse of service or breach of Policy requirements.

1. Disposal fees at Cairncross Waste Facilities:

This will set up a credit account for waste disposal at the Cairncross Waste Management Facility. To apply for such an account, contact Council Waste Services to obtain an application form. Completed forms are to be submitted for review by Council to make a determination for approval or otherwise.

2. Commercial waste collection by Council owned collection vehicle:

This will set up a credit account for Council-owned waste collection vehicles to collect general waste bins from properties. To apply for this service, contact Council Waste Services to obtain an application form. Completed forms are to be submitted for review by Council to make a determination for approval or otherwise.

11.2. Overdue Accounts

PMHC charges interest on overdue accounts at a rate set each year by the Department of Local Government in accordance with the *Local Government Act 1993*. The interest accrues on a daily basis. PMHC will take action to recover overdue accounts, including using external debt collection agencies and legal action.

12 New Developments

This section applies to all development applications made under the *Environmental Planning and Assessment Act (1979)* (EP&A Act). Depending on the scale and type of development, Council will advise which aspects will be valid for an application.

During review of applications, Council may refer applicants to the EPA's Better Practice Guide to inform the outcomes of the development's waste management.

12.1. Waste Minimisation, Separation & Management Provisions

- (i) Building designs must have regard, early-on, to the minimisation and management of waste by addressing source separation, space, storage, amenity and collection.
- (ii) Where the services are available, all new developments must provide services for general waste, recycling and food and garden organics.
- (iii) Council may require development applications to clearly demonstrate:
 - a. the expected volume and type of all waste based on maximum occupancy (i.e. general waste, recycling, food and garden organics) to be generated by the development (refer to indicative bin sizes and waste generation rates shown in Section 14 to calculate size).
 - b. that on-site waste storage and collection services provides for maximised source separation and recovery of materials i.e. an allocation must be made for an area for the storage and collection of general waste, recycling and food and garden organics.
 - c. that ease of use, movement and handling of waste for the development is provided.
 - d. that operational procedures for ongoing waste management when the development is complete are detailed.
- (iv) If the application does not provide sufficient information, a waste management plan may be required for determination.
- (v) All developments that involve the installation of public place waste bins must adhere to Section 12.5 of this Policy.

12.2. Waste Storage Provisions

- (i) The development must have a designated waste bin storage area(s) and show if they are communal or individual.
- (ii) The waste bin storage area(s) must be of sufficient size to accommodate waste bins of a capacity to cater for the development. As a guide, refer to indicative bin sizes and waste generation rates shown in Section 114 to calculate size. Council will accept other waste generation rates from reputable sources.
- (iii) The waste bin storage area location(s) shall clearly be shown on the development plans.

- (iv) The waste bin storage area(s) must be located and designed in a manner which reduces adverse impacts upon neighbouring properties and upon the appearance of the premises when viewed from the public domain.
- (v) For mixed-use development, separate waste storage areas must be provided separating residential and commercial and industrial waste.
- (vi) Where communal waste storage for properties or developments is provided, there must be adequate space allowed for all waste bins.
- (vii) Where communal waste storage areas are proposed for developments, additional space for the storage of bulky waste items should also be provided. Signage (e.g. wall posters, bin stickers) must be displayed in waste storage areas indicating the appropriate use of each waste stream which is consistent with waste processing facility requirements.
- (viii) Waste bin storage areas in MUDs must be located close enough to residential dwellings so as to not require residents unreasonable distances to dispose of their waste.

12.3. Waste Collection Provisions

- (i) Where relevant, collection point(s) for the collection of waste bins must be provided for the development and be clearly shown on the development plans.
- (ii) Where site characteristics (e.g. trees, access, housing density on street, proximity to cul-de-sac), number of bins and length of street frontage allow, waste bins may be collected from a kerbside location in accordance with the following:
 - A kerbside collection for up to a maximum of six (6) units
 - Developments exceeding six (6) units must provide private onsite waste collection.
- (iii) Where kerbside bin collection is not appropriate due to site characteristics (even if there are 6 or less units), onsite collection must be arranged. Waste bins that are collected onsite are to be collected from a designated storage point(s) or from an onsite temporary holding area located immediately inside the property boundary and close to a property entrance.
- (iv) Where onsite collection is determined necessary, the development must be designed to allow for onsite access by waste collection vehicles in accordance with the following:
 - The site must be designed to allow waste collection vehicles to enter and exit the site in a forward direction only;
 - Waste collection vehicles must not impede general access to or from the site;
- (v) For developments with private roads, a private waste collection service must be provided for all relevant waste types.
- (vi) For developments that use or require a private service, where site characteristics allow (see ii above), no more than 12 bins must be placed on the council verge/kerbside at any one time for collection. Alternate collection days may be required to reduce vehicle access issues (e.g. collection not undertaken on the same day as the Council domestic service collection).

12.4. High-Density Residential (including mixed-use) Provisions

This sub-section applies to developments classed as high-density residential.

- (i) Developments must be provided with a suitable system for the transportation of waste from each floor to onsite waste storage and collection areas.
- (ii) Waste chutes must be clearly labelled to encourage proper use.
- (iii) An easily accessible and unobstructed path of travel must be provided from communal waste storage area(s) or room(s) to:
 - the entry to any unit/tenancy
 - the principal entrance to each residential building
 - the point at which waste bins are collected

- the onsite path of travel for waste collection vehicles (if collection is to occur onsite), taking into account accessibility, width, height and grade
- (iv) The development must include a communal waste storage area(s) designed and constructed to allow sufficient space for all waste bins and bulky waste storage.
- (v) Nominated waste bin collection points must ensure adequate traffic and pedestrian safety.
- (vi) The travel path(s) for moving waste bins from the storage area to the identified collection point (if collection is to occur away from the storage area) are to be clearly shown on development plans.

12.5. Public Place Waste Management

This section applies to development applications made under the *EP&A Act 1979*, such as when a public reserve is being constructed in conjunction with a subdivision.

In addition, this section applies to upgrades to existing streets, parks and other Council managed land.

- (i) The type and number of public place waste bins are appropriate for the anticipated level of usage.
- (ii) Determination of the location of public place waste bins must consider neighbouring development and adjacent infrastructure including seats, lights, light poles, footpaths etc. to ensure ease of use and accessibility by the community.
- (iii) Public place waste bins must be shown on the application plans accompanying the development or submitted using Council's request form.
- (iv) The location of public place waste bins must minimise impacts on neighbouring properties, the potential for illegal dumping and vandalism of bins.
- (v) Public place waste bins for new developments must have a bin enclosure.
- (vi) The size and type of public place waste bin enclosures shall accommodate either 140 litre or 240 waste bins.
- (vii) Bin enclosures should be lockable and constructed to prevent unauthorised access. The key for bin enclosures must be Council standard waste bin keys - see Figure 1 below.



Figure 1: Example of standard waste bin enclosure keys

- (viii) Bin enclosure styles are subject to Council approval.
- (ix) Bin enclosures must incorporate red colour on the hoods for general waste and yellow colour on the hoods for recycling.

- (x) All public place waste bins must be located to ensure easy access for waste collection. All public place waste bins must be:
 - a. located adjacent to a trafficable path, access way, road or street to allow ease of collection by a waste vehicle
 - b. located so that waste collection vehicles do not travel on grassed areas
 - c. located so that the bin enclosure door can safely open 180 degrees
- (xi) All bin enclosures must be installed to provide a minimum 50mm gap between the bottom of the bin enclosure and the finished ground surface to ensure internal bins are accessible.
- (xii) Any information signage placed on bin enclosures showing the waste types accepted in each bin must be consistent with council messaging.

13 Construction and Demolition Waste Management Provisions

- (i) Depending on the scale and type of development, Council may direct that Construction and Demolition (C&D) waste be separated to maximise resource recovery. The following waste streams may apply:
 - General waste
 - Green waste/vegetation/untreated timber (as required)
 - Scrap metal
 - Bricks and concrete
 - Other as appropriate (e.g. paints, batteries, hazardous waste, etc.)
- (ii) If Council directs the separation of C&D waste, they may also request that evidence be provided showing that the waste was separated and appropriately disposed of.
- (iii) Where applicable, all reasonable efforts must be made to reduce waste sent to landfill as a result of the development.
- (iv) Council may request that an applicant provide a Waste Management Plan which demonstrates how C&D waste will be appropriately managed to maximise resource recovery.

14 Waste Generation Rates

The tables below provide indicative information relating to waste generation rates, and determination of bin sizes and number requirements. Table 2 provides an excerpt of the more common commercial premise types that apply, for a full list and additional information refer to the EPA's Better Practice Guide. Note that these are based on the EPA's Better Practice Guide, and updates to this guideline may override this information, but at the time of finalising this document FOGO rates have not been added to this Guideline so these have been determined using other references.

Table 2: Commercial/Industrial waste generation rates

Premises type	Generation Rates (Litres per 100 m ² gross floor area ⁽¹⁾ per day)		
	General Waste (Red bin)	Recycling (Yellow bin)	Food & garden organics (Green bin)
Café	100 L	120 L	200 L
Office	10 L	15 L	10 L
Restaurant	200 L	280 L	300 L
Retail (non-food)	50 L	100 L	N/A
Supermarket	240 L	300 L	300 L
Take-away (with sit-down area) (per 80m ² GFA)	250 L	240 L	300 L
Take-away (food preparation only) (per 80m ² GFA)	100 L	60 L	75 L
Tourist accommodation / Motel	10 L	5 L	10 L

Note: - Gross Floor Area (GFA) as defined in the EP&A Act.

Table 3: Multi-Unit Dwelling waste generation rates/minimum storage requirement

Dwelling size	General waste	Co-mingled recycled	Organics
1 bedroom	80 L	80 L	25 L
2 bedrooms	100 L	100 L	25 L
3+ bedrooms	120 L	120 L	50 L

Note that organics generation rates are not inclusive of maintenance of communal gardens, pot plants, etc.

Table 4: Typical Bin sizes

Bin size (capacity)	Height (mm)	Width (mm)	Depth (mm)	Footprint (m ² /bin)
140 L	920mm	540mm	620mm	0.34m ²
240 L	1040mm	580mm	730mm	0.43m ²
360 L	1100mm	650mm	920mm	0.60m ²
660 L	1200mm	1360mm	780mm	1.07m ²
1100 L	1390mm	1360mm	1070mm	1.46m ²

15 Event Waste Management

This section applies to events held on public reserves and roads that require approval under the *Local Government Act 1993* and/or development applications under the *EP&A Act 1979*.

PMHC does not provide waste services for events. Event organisers must arrange waste services with private waste collection contractors.

15.1. All Events

- (i) Details of proposed waste management must be provided in the event application form. This includes the number of bins (and bin types) allocated, waste type categories, service provider and management of waste throughout the event (in particular, events spanning several days).
- (ii) Waste streams are separated so that:

- a. general waste generation is minimised
 - b. recycling recovery is maximised
 - c. food and garden organics recovery (as appropriate) is maximised
 - d. contamination of waste streams is minimised.
- (iii) Events must have waste systems and locations that encourage and make it easy for attendees and vendors to recycle and dispose of waste materials responsibly.
 - (iv) Waste bins and waste bin station areas must have clear and consistent signage (with information on the type and list of waste that can go in each bin) and colouring (i.e. red, yellow and green) to encourage proper waste disposal. Use of bin hoods is encouraged to assist event attendees with use of correct bins.
 - (v) Public place waste bins within the event boundaries must not be used during the event or for post-event clean up waste. While there may not be a way to stop attendees using public place bins, the use of these bins must not be assumed or considered as part of your event planning and cannot be considered as part of the calculation of event bin numbers for the event.
 - (vi) Event organisers must calculate the number and types of bins they require based on the event type and number of attendees. As all events are different and hosted at different locations, where required, a Council representative from the Waste team will work with the event organiser to ensure waste management is appropriate. A method for calculating the number of general waste and recyclables bins is provided in the Event Waste Management Guidelines
 - (vii) Whilst this policy does not stipulate a requirement for events to provide Food Organics and Garden Organics (FOGO) collection bins it is strongly encouraged that event organisers consider separating this waste stream. Calculations have been provided in the Event Waste Management Guidelines.

15.2. Large Events (1000 people or more)

For large events the following additional requirements apply:

- (i) Event organisers, stallholders, vendors and caterers must attempt to use reusable and recyclable materials without compromising public health and safe food handling regulations.
- (ii) Large events are encouraged to have staff providing advice to attendees at waste bin stations to minimise cross contamination between general waste, recycling, and food and garden organics. A recommended ratio is one (1) staff member to two (2) waste bin stations.
- (iii) A detailed Event Waste Management Plan must be prepared, submitted and approved by Council as it may impact event approval (Council will provide a standard template which is required to be completed).

15.3. Monitoring and Compliance

To assure that the requirements set above are effectively implemented the following applies:

- (i) Event organisers are requested to take photos showing the bin station set ups and any other initiatives (e.g. signage) in the event Council requests these.
- (ii) Should non-conformances to any requirements of this Policy or an approved Event Waste Management Plan be found during the event by attendees, stallholders or others and communicated to Council, event organisers will be contacted by Council's Waste Services to present corrective actions to the non-conformances raised. The inclusion of these corrective actions may be required in the EWMP to be presented prior to the next event.

Council officers may inspect events and raise non-conformances that would then be treated as per point ii) above.

16 References and Related Documents

The Waste Services Policy is a local policy made under the *Local Government Act 1993* (Chapter 7, part 3).

PMHC provides waste collection, processing and disposal services appropriate to the current and future needs of local communities in accordance with the relevant Acts, Regulations, Guidelines, Policies and Standards. Some of the relevant Acts, Regulations and Standards are listed below:

- Local Government Act 1993
- Local Government (General) Regulation 2021
- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (General) Regulation 2022
- Protection of the Environment Operations (Waste) Regulation 2014
- Waste Avoidance and Resource Recovery Act 2001
- State Environmental Planning Policies
- North Coast Regional Environmental Plan
- Environmental Planning & Assessment Act 1979 (EP&A Act)
- Environmental Planning and Assessment Regulation 2021
- Port Macquarie-Hastings Local Environmental Plan 2011
- Port Macquarie-Hastings Council Operational Plan
- Port Macquarie-Hastings Council Development Control Plan 2013
- Port Macquarie-Hastings Council Waste and Resource Recovery Strategy 2024 - 2034
- National Waste Policy, Less Waste More Resources, 2018
- 2024 National Waste Policy Action Plan
- Better practice guide for resource recovery in residential developments (EPA, 2019)

Refer to PMHC's website for more information.

17 Definitions

AS	Australian Standard
Better practice guide	Refers to the EPA's Better practice guide for resource recovery in residential developments
Bin	This can refer to any container that stores waste for disposal or transportation to processing/disposal facility
Bin enclosure	Structure that surrounds and hides the view of a mobile garbage bin.
Circular Economy	At the broadest level, a circular economy aims to change the patterns of natural resource use in the economy in order to achieve sustainable growth by slowing, narrowing or closing material loops.
CRC	Community Recycling Centres - drop off centres for common household waste items not allowed in kerbside waste, organics and recycling bins
DWTS	Domestic Waste Transfer Station
EPA	Environment Protection Authority
EWMP	Event Waste Management Plan
FOGO	Food and Organics and Garden Organics: Waste that can be composted at Council's Organics Resource Recovery Facility or another approved facility. Materials may include all food wastes excluding oyster shells, grass clippings and prunings
General waste	Waste that is sent to landfill for disposal.
Gross floor area	As defined in the EP&A Act
GVM	Gross vehicle mass

High-density residential developments	Developments that contain four (4) or more levels
Illegal dumping	Illegal dumping is the disposal of waste larger than litter on land or in water without the correct approvals
Kitchen tudies	Benchtop organics bins supplied for domestic or Council provided commercial organic waste collection services
Large event	An event that expects 1000 or more attendees
Litter	Any unwanted item that has been thrown away or left in the wrong place
LGA	Local Government Area
Mixed-use	Development which comprises two (2) or more different land uses, either within a single building or multiple buildings of different uses within a distinct development site
MRF	Materials Recovery Facility
MUD	(Multi-unit Dwelling) Any development that contains multiple dwellings (i.e., >1) and is not covered under another classification (e.g. dual occupancy)
NSW	New South Wales
Onsite waste collection	When a collection vehicle enters the property and collects waste within the property boundary
PMHC	Port Macquarie-Hastings Council
Private roads	Roads that are privately owned and may not allow general public access
Private waste collection service	A waste collection service provided by someone other than Council or Council's waste collection contractor.
Public place waste bin	A permanent or temporary bin, that may include a bin enclosure, that is located in a public place such as a park or road reserve for use by the general public.
Recyclable	Material that can be recycled at Council's Material Recovery Facility (MRF) or another approved facility.
Recycling	Processing of waste into new materials or resources
Waste bin	Portable garbage bin that may or may not have a bin enclosure and can either be general waste, recycling or food and garden organics
Waste bin station	A designated area at an event at which more than one (1) waste bin is located
Waste bin storage area	An area or areas within the development or property where waste bins are stored and may not necessarily be the collection point
Waste facility	A Council designated site used for the collection, disposal, recycling and recovery of waste materials in a safe and environmentally responsible manner.
Waste hierarchy	An order of preference for the management of waste, with avoidance being the most preferred option, followed by reduction, followed by reuse, followed by recycling, followed by recovery and with disposal being the least preferred option
Waste storage area	An area or areas within the development where bulky waste is stored (this may or may not be the same location as the waste bin storage area)

18 Responsible Officer

For more information on the Waste Services Policy and its associated documents please contact the Group Manager Utilities Planning & Design.

19 Appendix 1 - Waste Charges descriptions and details

Annual Charge Description	What this charge funds	Charge eligibility and details
Domestic Waste Management Services		
Minimiser service - 140 Litre fortnightly general waste	1 x 140L general waste bin collected fortnightly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Eligible for waste vouchers
Standard service - 240 Litre fortnightly general waste	1 x 240L general waste bin collected fortnightly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Eligible for waste vouchers
Excess service - 240 Litre weekly general waste	1 x 240L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Eligible for waste vouchers
Half minimiser service - 140 Litre fortnightly general waste (Shared)	Shared between two units: 1 x 140L general waste bin collected fortnightly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Multi-unit dwellings only Eligible for waste vouchers
Half standard service - 240 Litre fortnightly general waste (Shared)	Shared between two units: 1 x 240L general waste bin collected fortnightly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Multi-unit dwellings only Eligible for waste vouchers
Half excess service - 240 Litre weekly general waste (Shared)	Shared between two units: 1 x 240L general waste bin collected weekly 1 x 240L organics bin collected weekly	Residential properties within a serviceable area Multi-unit dwellings only Eligible for waste vouchers

	1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	
On application only special weekly service - 140 Litre weekly general waste	1 x 140L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area This service is provided for extenuating circumstances such as medical reasons and is subject to council approval. Eligible for waste vouchers
Half special weekly service (Shared) - 140 Litre weekly general waste	Shared between two units: 1 x 140L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area Multi-unit dwellings only Eligible for waste vouchers
Additional weekly garbage service - 240 Litre general waste	1 x 240L general waste bin collected weekly	Residential properties within a serviceable area A full waste service (i.e. Minimiser, Standard or Excess) must be in place before this service can be obtained, except in the case of MUDs.
Additional weekly garbage service - 140 Litre general waste	1 x 140L general waste bin collected weekly	Residential properties within a serviceable area Multi-unit dwellings only A full waste service (i.e. Minimiser, Standard or Excess) must be in place before this service can be obtained unless the property is non-rateable or is a MUD.
Additional organics service - 240 Litre weekly	1 x 240L organics bin collected weekly Free provision of kitchen tidy and council compostable bags for food waste.	Residential properties within a serviceable area A full waste service (i.e. Minimiser, Standard or Excess) must be in place before this service can be obtained unless the property is non-rateable or is a MUD.
Additional recycling service - 240 Litre fortnightly	1 x 240/360L recycling bin collected fortnightly	Residential properties within a serviceable area A full waste service (i.e. Minimiser, Standard or Excess) must be in place before this service can be obtained unless the property is non-rateable or is a MUD.

Minimum Waste Charge - Single Dwelling	No bins are provided for this charge. Residents who pay for this service are eligible for the Minimiser Service.	This is applied to residential properties in a serviceable area who elect not to have council supplied bins. Eligible for waste vouchers
Availability charge on vacant land	Helps fund the operation of council's waste facilities.	Vacant land on residential properties
Availability charge on land not receiving full charge	1 x 240/360L recycling bin collected fortnightly; or, 1 x 240L organics bin collected weekly Free provision of kitchen tidy & compostable bags. A component of charge helps to fund the operation of council's waste facilities.	Residential properties within a serviceable area Multi-unit dwellings only Eligible for waste vouchers
Waste Collection Services		
Commercial Premises - 240 Litre General Waste Mobile Bin - per bin	1 x 240L general waste bin collected upon request by council owned collection vehicles	Business or residential properties within a serviceable area. Subject to application. .
Commercial Premises - 660 Litre General Waste Mobile Bin - per bin	1 x 660L general waste bin collected upon request by council owned collection vehicles	Business or residential properties within a serviceable area. Subject to application.
Other Waste Management Services		
Waste Management Access Charge	This charge helps to fund the operation of council's waste facilities.	Residential properties outside a serviceable area, or; Residential properties within a serviceable area that council has determined to be unserviceable due to reasons such as safety, access, DA consent conditions.
Commercial weekly service - 140 Litre general waste	1 x 140L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of council compostable bags for food waste.	Business properties within a serviceable area
Commercial excess service - 240 Litre weekly general waste	1 x 240L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Business properties within a serviceable area

Commercial half weekly service - 140 Litre general waste (Shared)	Shared between two businesses within one complex: 1 x 140L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Business properties within a serviceable area The businesses must be located within the same complex under the same Deposited or Strata Plan.
Commercial half excess service - 240 Litre weekly general waste (Shared)	Shared between two businesses within one complex: 1 x 240L general waste bin collected weekly 1 x 240L organics bin collected weekly 1 x 240/360L recycling bin collected fortnightly Free provision of kitchen tidy and council compostable bags for food waste.	Business properties within a serviceable area
Commercial additional weekly garbage service - 240 Litre general waste	1 x 240L general waste bin collected weekly	Business properties within a serviceable area. Any number of additional bins can be added to commercial properties paying a service or availability charge.
Commercial additional weekly garbage service - 140 Litre general waste	1 x 140L general waste bin collected weekly	Business properties within a serviceable area Any number of additional bins can be added to commercial properties paying a service or availability charge.
Commercial additional organics service - 240 Litre weekly	1 x 240L organics bin collected weekly Free provision of kitchen tidy and council compostable bags for food waste.	Business properties within a serviceable area Any number of additional bins can be added to commercial properties paying a service or availability charge.
Commercial additional recycling service - 240/360 Litre fortnightly	1 x 240/360L recycling bin collected fortnightly	Business properties within a serviceable area Any number of additional bins can be added to commercial properties paying a service or availability charge.
Commercial availability charge on land not receiving full charge	This charge helps to fund the operation of council's waste facilities.	Business properties within a serviceable area

		This charge will be applied for properties who have not elected to have a full three bin council waste service.
Availability charge on vacant land	This charge helps to fund the operation of council's waste facilities.	Business properties within a serviceable area that are classified as vacant land
Other Services		
On Request Kerbside Collection	Collection of two cubic metres of acceptable bulky waste	This service must be booked prior to placing bulky waste items on kerbside.
Replacement Bin	Supply and delivery of replacing bin to property	This replaces a bin that was stolen from within the property where the service is being provided or damaged outside of normal wear and tear.
Stolen Bin - First Replacement Only	Supply and delivery of replacing a bin to property	This replaces a bin that was stolen while out for collection. The first instance within a 12-month period is free of charge.
Stolen Bin - Subsequent Replacements	Supply and delivery of replacing a bin to property	This replaces a bin that was stolen while out for collection. This charge applies to subsequent replacements within a 12-month period
Bin Size Adjustment Fee	Supply and delivery of a different size bin to property	As council offers different bin sizes depending on the service provided, this charge is to cover the bin change over. For example, changing 240L recycling bin to a 360L recycling.
Bin Reinstatement Fee	Supply and delivery of replacing a bin to property	This replaces a bin that was removed from a property due to contamination.
Collection of Missed Service	Non collection of bin	When bin was not placed kerbside for collection due to extenuating circumstances
Weighbridge Ticket	Weighing of vehicle or trailer and provision of weighbridge docket for registration purposes.	Only available at the Cairncross Waste Management Facility.