

This document details the changes made to the Waste Services Policy (the Policy) since the last adoption in 2024.

General changes made to the Policy:

- Reformatted into updated Policy template
- Removal of references to this being a 'new' policy
- Replacement of references to previous Waste Strategies (both internal and state) with references to the current Strategies
- Minor amendments to correct or improve spelling, grammar and punctuation

Specific changes made to the Policy are provided in the table below.

<b>Section/ page</b>	<b>Text</b>	<b>Action taken</b>
3 / 3	To assist in reaching these objectives, PMHC is looking to adjust processes in internal operations, and encourage community members to review habits to: <ul style="list-style-type: none"> <li>• Develop innovative solutions to avoid generating waste</li> <li>• Create cost effective methods for recovering resources so that materials can be re-used, recycled or reprocessed into valuable products</li> <li>• Create business opportunities dealing in unwanted materials</li> <li>• Take pride in being a community that is committed to waste reduction and sustainability.</li> </ul>	Remove and replace with a dot point to the preceding list that states: <ul style="list-style-type: none"> <li>• Engage with and educate the community on habits and behaviours that support waste minimisation and resource recovery</li> </ul>
16 / 20	<ul style="list-style-type: none"> <li>• 2024 National Waste Policy Action Plan</li> </ul> Better practice guide for resource recovery in residential developments (EPA, 2019)	Addition of two more reference documents
17 / 20	Better practice guide: Refers to the EPA's Better practice guide for resource recovery in residential developments	Addition of term to Glossary
17 / 20	CSO Community Service Obligation	Removed as not used in document
17 / 20	DCP Development Control Plan	Removed as not used in document
17 / 20	DPE Department of Planning and Environment	Removed as not used in document
17 / 20	DSP Development Servicing Plan	Removed as not used in document
17 / 21	LEP Local Environmental Plan	Removed as not used in document
17 / 21	ORRF Organics Resource Recovery Facility	Removed as not used in document
17 / 21	REP Regional Environmental Plan	Removed as not used in document
17 / 21	SEPP State Environmental Planning Policy	Removed as not used in document

17 / 21	SP Strata Plan	Removed as not used in document
17 / 21	Waste facility A Council designated site used for the collection, disposal, recycling and recovery of waste materials in a safe and environmentally responsible manner.	Addition of term to Glossary
4.2 / 4	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).	Addition of passage indicating that some events may impact on whether these responsibilities can be fulfilled.
4.2 / 4	To assist in reaching these objectives, PMHC is looking to adjust processes in internal operations, and encourage community members to review habits to: <ul style="list-style-type: none"> <li>• Develop innovative solutions to avoid generating waste</li> <li>• Create cost effective methods for recovering resources so that materials can be re-used, recycled or reprocessed into valuable products</li> <li>• Create business opportunities dealing in unwanted materials</li> <li>• Take pride in being a community that is committed to waste reduction and sustainability.</li> </ul>	Remove – this is covered in the Waste & Resource Recovery Strategy
4.2 / 5	As per the Local Government Act 1993, Council approval is required for Management of Waste - this includes, but is not limited to: <ul style="list-style-type: none"> <li>• Placing of waste in a public place</li> </ul> Placing a waste storage container in a public place	Moved from Section 1.2.1, more appropriate for this section
4.3 / 5	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, <i>contractors</i> and the community.	Addition of the word contractors
5.3 / 6	Kerbside Collection Standards	Change words from 'Domestic Bin User Standards' as these standards apply to some commercial services also
5.6 / 7	If a person moves into a property and finds that these are not at the property, <i>they must</i> contact Council as new bins will need to be delivered (note charges do apply as per Council's fees and charges). <i>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,</i>	Addition of detail (in italics) to clarify the ownership of bins and the requirement for them to remain with the property

	<i>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.</i>	
5.6 / 7	Where bins are either stolen or damaged whilst within the property, or for repeated incidents of theft <i>within a 12-month period</i> 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. <i>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.</i>	Addition of detail (in italics) to specify that when a replacement bin has been paid for, these options are available
5.7 / 7	"green (organics), yellow (recycling), and red (general waste), as outlined in section 1.2.3 above."	Replaced " <ul style="list-style-type: none"> <li>• Green (organics) bin - food and garden organics</li> <li>• Yellow (recycling) bin – comingled recycling</li> <li>• Red (general waste) bin - waste that cannot go into the above and will go to landfill"</li> </ul> As this detail is provided in section 1.2.3
5.7 / 7	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.	Added to direct to additional current information as required.
5.8 / 7	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.	Addition to direct to additional current information as required.
5.8 / 7	There are some items that cannot go into bins but can be disposed of at Council waste facilities.	Moved to Section 2.2 Waste Facilities
5.9 / 7	<del>One</del> A single paid service is eligible for up to two (2) cubic metres of accepted waste items, <i>with an option to request a larger/double service which allows for up to four (4) cubic metres of acceptable waste items.</i> <del>For further details on what can be accepted, and to book a collection, visit PMHC's website.</del> <i>Details on the current allowed and prohibited waste items for this service can be found on Council's website or the Waste Info App.</i>	Amended - remove strikethrough and addition of italics
5.10 / 8	Council may offer education and assistance to improve understanding and compliance to bin requirements and accepted waste types.	Addition of section to detail support that can be offered

5.10 / 8	Council requires the <del>written</del> owner's / owner's agent <i>written</i> consent to make any changes to the waste services provided for a property which would result in a change to the Annual Charge(s) <i>or a change to the bin sizes / types onsite.</i>	Clarification of requirements and amend sentence error
5.12 / 8	All units within a strata plan (domestic or commercial) <i>that have a Council waste service</i> must have the same waste service type (i.e. individual or shared). For a strata plan, <del>for</del> any changes to <i>Council waste services requires</i> written approval by the appropriate property managers (e.g. strata management) <del>must be provided.</del> Where MUDs opt for a shared waste collection service, and an uneven number of units exists, the eligible number of waste services <i>provided</i> will be rounded up. For example, five units can obtain three shared services.	Addition words to clarify intent/meaning
5.15 / 8	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.	Addition of passage to ensure requirements for cancellation are met
6.2 / 9	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. <i>No construction or demolition waste can be accepted at any Domestic Waste Transfer Stations, regardless of the source (e.g. whether residential or commercial).</i> The Cairncross Waste Management Facility is intended for all sources i.e. Domestic, Commercial, Industrial and Construction and Demolition. <i>Council may detail further information on its website or on signage at waste facilities.</i>	Addition of passage in italics for clarity
6.2 / 10	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.	Addition of definition used by operators to define commercial contractors
6.3 / 10	PMHC may refuse customers entry to its waste facilities <i>at the time of entry or in future</i> if; <ul style="list-style-type: none"> <li>• The vehicle is not permitted to be inspected for waste assessment</li> <li>• The reasonable direction of PMHC staff is ignored</li> <li>• <i>Waste has been</i> is inappropriately disposed of <i>by the person or vehicle</i></li> </ul>	Amendments to provide clarity

	<ul style="list-style-type: none"> <li>Any other inappropriate behaviour or practice <i>is observed</i>.</li> </ul>	
6.4 / 10	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.	Addition of passage to allow for unplanned closures (e.g. floods, lack of staff)
6.5 / 10	i.e. unapproved removal of waste	Addition of definition
6.7 / 10	<p>Some waste types or quantities require approval and/or booking prior to disposal (e.g. asbestos and contaminated soil) at waste facilities, <i>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.</i></p> <p><i>There may be periods where Council is conducting trials of acceptance of certain waste types. These may be limited to some DWTSS, 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.</i></p>	Additional passages to advise to check prior to attending a DWTS, and to cover trials that may allow temporary receipt or fee changes
7 / 11	<ul style="list-style-type: none"> <li><del>Ensuring access to</del> Making waste facilities available for use by all residents</li> <li>Supplying waste collection services to <del>these properties within current serviceable waste collection service areas who are</del></li> </ul>	Amendments to provide clarity
7 Table 1 / 11	<p><del>Provide waste disposal points/waste transfer stations and maintain suitable waste disposal locations</del></p> <p>Maintain disposal facilities and drop-off locations</p>	Amend as shown to combine 2 linked services into 1 item
9.1 / 12	<p>Annual Waste Charges are applied to the Rates notice of the owner of a property and <del>include charges for the provision of waste facilities (including Access and Availability Charges) and include waste collection services (provision of domestic bins for kerbside collection) where applicable and charges for the provision of waste facilities (including Access and Availability Charges).</del> The description and application of these Charges is detailed in Appendix 1.</p> <p>There are a wide variety of waste service options and associated charges available charges, depending not only on the above, but also</p>	Amend wording to provide a more thorough explanation

	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 ( <i>organics</i> ) bin collection, and alternating fortnightly yellow ( <i>recycling</i> ) and red ( <i>general waste</i> ) bin collections. There are additional service types available for the appropriate charges. <i>Details of all options are provided in Appendix 1.</i>	
10 & 10.1 / 12	3.2 Waste Facility <del>Depot</del> Charges 3.2.1 Waste Disposal Fees ( <del>Waste Depot Charges</del> )	Removal of the term 'Depot' as this is no longer used in any other area or references
10.1 / 13	which is charged for all waste which goes or will go to landfill <del>landfilled</del> .	Wording amended for clarity
10.4 / 13	Waste Vouchers are provided to ratepayers who have an eligible Council waste service which are detailed in <del>Table 1 below</del> <i>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.</i>	Addition of explanation regarding number of vouchers issued
10.4 / 13	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.	Addition of passage to explain issuance of vouchers to new owners if existing properties
12 / 14	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.	Addition of reference material for guidance
12.1 / 14	(ii) <del>Where the services are available, all new residential developments, and in some cases commercial developments,</del> must provide services for general waste, recycling and food and garden organics	Amended due to the EPA's FOGO mandate changes requiring Organic waste services for all serviced properties
12.1 / 14	(iv) If the application does not provide sufficient information, a waste management plan may be required for determination.	Addition of dot point to properly document process & requirements
12.5 / 16	<b>(Images of 3 bin enclosure types)</b> Figure 1 below shows examples of some public place bin enclosures that are used throughout the LGA.	Removal of this figure, as types varies depending on area and development, and more preferable options may be available

	<p><i>(Images of 3 bin enclosure types)</i></p> <p><b>Figure 1: PMHC Typical Bin Enclosures</b></p>	
12.5 / 16	4.1.6 Development Provisions	Removal of heading as the content applies to all public place waste management, not only new developments
13 / 17	<p>4.2 Construction <i>and Demolition</i> Waste Management Provisions</p> <p>(i) Depending on the scale and type of development, Council may direct that <del>e</del><i>Construction and Demolition (C&amp;D)</i> waste be separated to maximise resource recovery. The following waste streams may apply:</p> <ul style="list-style-type: none"> <li>• General waste</li> <li>• Green waste/vegetation/untreated timber (as required)</li> <li>• Scrap metal/<del>aluminium</del></li> <li>• Bricks and concrete</li> <li>• Other as appropriate (e.g. paints, batteries, hazardous waste, etc.)</li> </ul> <p>(ii) If Council directs the separation of <del>construction</del> <i>C&amp;D</i> waste, they may also request that evidence be provided showing that the waste was separated and appropriately disposed of.</p> <p>(iii) Where applicable, all reasonable efforts must be made to reduce waste sent to landfill as a result of the development <del>construction</del>.</p> <p>(iv) <i>Council may request that an applicant provide a Waste Management Plan which demonstrates how C&amp;D waste will be appropriately managed to maximise resource recovery.</i></p>	Amend to add the term 'demolition' and provide clarity on the process
14 / 17	<p>The tables below provide indicative information relating to <i>waste generation rates, and</i> determination of bin sizes and number requirements. <i>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.</i></p> <p><i>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.</i></p>	Addition of passages to indicate that this may not cover all scenarios and provide the reference document which should be used in this circumstance. It also indicates that if the Guideline is updated, these changes may apply
15.1 / 18	(i) Details of proposed waste management must be provided in the event application form. <i>This includes the number of bins (and bin</i>	Additional detail provided for clarity

	<i>types) allocated, waste type categories, service provider and management of waste throughout the event (in particular, events spanning several days).</i>	
15.1 (v) / 19	(v) Public place waste bins within the event boundaries must not be used during the event or for post-event clean up waste. <i>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</i> <del>or for the</del> calculation of event bin numbers <i>for the event.</i>	Amend wording - noting that you cannot stop public from utilizing public place bins, but ensuring that the use of these is not accounted for in event bin calculations
15.1 (v) / 19	(vi) Event organisers must calculate the number and types of bins they require based on the event type and number of attendees. <i>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.</i> A method for calculating the number of general waste and recyclables bins is <i>provided in the Event Waste Management Guidelines below</i> <del>(refer to the Waste Management Guidelines for more details):</del> a. <del>A minimum of one (1) litre per attendee per meal is applicable. Multiply the number of attendees by the number of meals (based on the span of the event) to obtain the expected litres of waste. Divide this number by 240 litres (a standard bin) to determine the number of bins. (this must comprise of 1:1 red bins/yellow bins).</del>	Amended to add Council representative as required, and to remove duplicating requirements as these are detailed in the Waste Management Guidelines
Appendix 1 / 24	Except as relates to Multi-Unit Dwellings (MUDs)	Update to eligibility of MUDs for additional weekly services, as they can add additional weekly services where a full service is not first in place (e.g. for shared services or where some services are provided by a private contractor)
Appendix 1 / 26	Any number of additional bins can be added to commercial properties paying a service or availability charge.	Addition to eligibility information to clarify that multiple additional services can be added