

# Waste Management Service Standard



Service Standard	Waste Management
Responsible Section	Community and Environmental Health
Responsible Department	Community Development
Date Last Adopted	11 July 2023
Date of Next Review	August 2024

## 1. PURPOSE

The purpose of this document is to describe the City of Port Adelaide Enfield's (PAE) waste management services to support the provision of sustainable and efficient waste management services within the City of PAE.

Our Waste Management Strategy 2018-2023 vision is to provide:

*Affordable and innovative waste management that protects the environment, contributes to the local economy and is valued by its community.*

The City of PAE is committed to delivering sustainable waste management services that meet the community need, comply with legislative requirements, and align with the waste management hierarchy.



(Zero Waste SA, 2016)

Council's waste management services include:

- Weekly residual waste collection
- Fortnightly recyclables collection
- Fortnightly food and garden organics (FOGO) collection
- Food waste services - kitchen caddy and compostable bags
- Hard waste service
- Bulk garden waste drop off

## 2. SERVICE ELIGIBILITY

The eligibility for these services is defined in the table below:

Collection Type	Rateable Residential Premises	Commercial/ Industrial Premises	Community Groups, Churches, Not for Profit, Sport Clubs
Residual waste	Yes	Yes	Yes
Recycling	Yes	Yes	Yes
Food and garden organics	Yes	Yes**	Yes*
Food waste service	Yes*	Yes*	Yes*
Hard waste	Yes	No	Yes* (voucher)
Bulk garden waste drop off	Yes	No	Yes*

\*Opt-in service

\*\* Paid Opt-in service

## 3. KERBSIDE BIN COLLECTION ENTITLEMENTS

Council provides access to a 3 bin Mobile Garbage Bins (MGB's) kerbside waste collection service for residential, commercial, and industrial premises.

Each rateable residential premises are entitled to collection and supply of:

- 1 x 140L residual waste bin
- 1 x 240L recycling bin
- 1 x 240L food and garden organics bin

Each commercial and industrial premises is entitled to collection and supply of:

- 1 x 140L residual waste bin
- 1 x 240L recycling bin
- 1 x 240L food and garden organics bins (opt-in)

## 4. MULTI-UNIT AND APARTMENT BUILDINGS

Acknowledging space limitations, Council may supply shared MGB's for multiple tenancies or bulk bins for residual, recycling and FOGO collection at its discretion. Requests for shared and bulk bins will be assessed by Council staff on a case by case basis.

## 5. COMMUNITY GROUPS, CHURCHES, NOT FOR PROFIT ORGANISATIONS AND SPORTING CLUBS, INCLUDING LESSEES OF COUNCIL FACILITIES

Community groups, not for profit organisations and sporting clubs, including lessees of Council facilities can request collection and supply of up to:

- 2 x 140L residual waste bin
- 2 x 240L recycling bin
- 4 x 240L food and garden organics bins upon request

Community groups, not for profit organisations and sporting clubs that lease Council buildings may be supplied with bulk bins for residual, recycling and FOGO collection at its discretion. Requests for bulk bins will be assessed by Council staff on a case by case basis.

## **6. SCHOOLS AND EDUCATION PROVIDERS**

The South Australian Department for Education and private education providers (including not for profit organisations) will be responsible for all waste collection services to all South Australian schools which includes universities, TAFE SA, secondary, primary, preschool, kindergarten and early education centres.

## **7. MOBILE GARBAGE BIN (MGB) COLLECTION AND SERVICE**

Council retains ownership of all MGB's (including any additional MGBs leased from Council), with ongoing repair and replacement carried out by Council.

Residents must not take MGB's with them if they move properties and must not move bins between properties without prior written approval from Council.

Kerbside collection services are provided between the hours of 7:00am and 7:00pm. Service times may vary outside of these hours in events such as extreme heat, waste collection vehicle breakdowns and in areas including main roads to minimise safety risk.

Kerbside collection services are completed on a scheduled day of collection, as published on the Council website. Council may adjust the collection schedules to ensure the provision of efficient collection services. Changes to collection schedules will be communicated to those affected.

MGB's must be placed out for collection and removed in accordance with Council's Waste Management By-law No. 7.

MGB's should be spaced one (1) metre apart from other bins and free from obstructions such as power poles, letter boxes, trees and parked cars.

Any MGB provided by Council that is lost, stolen or vandalised by unknown persons will be replaced or repaired by Council at the discretion of Council.

Any damage to the MGB through the collection process conducted by the Council will be repaired or replaced by Council.

Any MGB that is damaged or lost through negligence or through inappropriate use is to be repaired or replaced at cost of the resident.

## **8. PROVISION OF ADDITIONAL BINS**

No additional residual waste MGB's will be provided, except upon request from a resident living in a rateable residential property with a medical condition who may generate additional residual waste due to their medical condition. Evidence must be supplied to support the medical condition and is subject to annual review.

Up to one (1) additional recyclable and/or FOGO MGB may be supplied per rateable residential property upon request. Additional fees and charges may apply (in accordance with Council's Fees and Charges Schedule available on Council's website [www.cityofpae.sa.gov.au](http://www.cityofpae.sa.gov.au)).

No additional recyclable or FOGO MGB will be provided for commercial, community groups, churches, not for profits or sporting clubs above the kerbside bin collection entitlements.

Before receiving an additional bin, residents must agree to the Terms of Service and make full payment for the financial year prior to the bin being delivered. Renewal invoices for the service will be issued at the beginning of each new financial year and the annual fee must be paid by 31 July.

In the event that the annual fee is not paid, additional MGBs on the property may be removed by Council or Council's contractor.

The minimum term to access an additional bin is one (1) year. In the event that the Agreement is terminated for any reason, no refund will be issued by Council.

The presence of an additional outbuilding such as granny flat, rumpus room, separate unit where additional rates are not paid for that outbuilding is not sufficient grounds for the provision of an additional MGB.

## 9. REFUSAL TO SERVICE BINS

Council will endeavour to implement an educational approach in the first instance. However, the following may constitute grounds for refusal to service an MGB:

- Contamination with incorrect contents and/or prohibited substances
- Maximum weight exceeded
- Material is caught in the bin and is unable to be moved by lifting
- Over-full (ie. lid open and risks damage to operating equipment or substantial material spill)
- The MGB is inappropriately presented for collection at the kerbside
- The MGB is placed out late for collection

Where an MGB has not been serviced due to any of the above reasons, a notice will be left on the MGB advising of the reason. The MGB will be collected on the next scheduled collection day, subject to remedial action being taken.

Subject to its legal obligations, Council reserves the right to cease a collection service where there is repeated service misuse.

## 10. HARD WASTE SERVICE

Council provides each rateable residential property with up to 3 x hard waste services total per calendar year to assist with the disposal of items that are too heavy and/or too large to be placed in an MGB.

Residents are entitled up to 3 hard waste services per calendar year, which can include up to a maximum of 2 hard waste vouchers.

Collection Type	Residential	Community Groups, Churches, Not for Profit, Sporting Clubs
Hard waste collection	Up to 3	No
Hard waste voucher	Up to 2 (as part of the 3 collection entitlement)	Up to 2

Business, industrial, and commercial premises are not entitled to the hard waste service.

Residents must follow the guidelines for hard waste collection published on Council's website. Failure to comply with the guidelines may result in items not being collected or not being permitted to offload.

Hard waste items placed out for kerbside collection that are not collected in accordance with the guidelines are the resident's responsibility to retrieve from the kerbside.

## 11. HARD WASTE VOUCHER

For the purpose of accessing a hard waste voucher, only sedans, hatch backs, station wagons, SUV's, utes, trailers and vans are permitted.

Community groups, churches, not for profit organisations and sporting clubs are eligible to access up to 2 hard waste vouchers per calendar year.

The resident is required to be present at the point of using a hard waste voucher and provide proof of address to be permitted access to offload.

A hard waste voucher cannot be transferred, sold or used by a company or commercial service provider.

## 12. RESIDENTIAL BULK GARDEN WASTE DROP OFF

Residents can drop off bulk garden waste at an approved location as identified on the City of PAE website at no charge in accordance with the following:

- Sedans, hatch backs, station wagons, SUV's, utes, trailers and vans only
- The resident is required to be present at point of delivery and must provide proof of address to be permitted to dispose of bulk garden waste
- Where a resident is unable to be present, authorisation to access the residential bulk garden waste drop off service must be obtained in advance from Council
- This bulk garden drop-off service is not available to commercial gardening service providers
- The conditions of service are published on the City of PAE website

## 13. FOOD WASTE SERVICE

Council will supply each rateable residential property with access to a kitchen caddy and compostable bags for the purpose of assisting with the disposal of food waste into a FOGO MGB.

Compostable bags and/or a kitchen caddy will be delivered to a residential property upon request and be available for residents to collect from a Council library or the Civic Centre.

Residents may request additional bags from Council as required.

Businesses, community groups, churches, not for profit organisations and sporting clubs can be provided with a kitchen caddy and roll of compostable bags upon request. Additional bags and caddies are available upon request.

## 14. DEFINITIONS

### ***Additional bins***

Bins leased by residents or property owners in additional to typical set of bins provided by Council as outlined in section 3.

### ***Bulk bin***

The container used for temporary storage of waste, recycling or organics. Size range includes 660L, 1100L, 1500L, 3000L and 4500L.

**Compostable bags**

Are bags that can be used to collect kitchen scraps and other organic material as they meet Australian Standard AS 4736-2006 to compost appropriately. These bags may be disposed of in a FOGO bin. Residents may use other compostable bags that meet this Australian Standard and place them in the Green Organics bins. The bags provided by Council are an appropriate size to be used in conjunction with kitchen caddy.

**Council**

Means the City of Port Adelaide Enfield

**Rateable property**

Rateable land or rateable property means land that is rateable under Chapter 10 of the Local Government Act 1999;

**Hard Waste**

Hard waste are items that are too heavy or large to be disposed of in an MGB. Items must be able to be safely lifted by 2 people. Items can include bikes, broken toys, carpet, electrical items, furniture, and mattresses. Items that cannot be disposed of as hard waste can include building materials, car parts, dirt and liquid waste.

**Service entitled premises**

Means a premises that councils kerbside collection can be made available to upon request (excludes carparks and vacant land). For the purposes of waste collection, service entitlement is based on rateable properties not on allotments or titles of land. Vacant allotments are not service entitled premises and cannot access kerbside waste collection, hard waste or bulk garden waste drop off services.

**MGB**

Is a 2 wheeled container used for temporary storage of waste, recycling or organic. Size range includes 140L, 240L and 360L.