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Authorised by: General Manager Assets and Environment

Waste Services Procedure

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Purpose

The purpose of this Waste Services procedure is to provide a framework for the management of waste services and operations across the East Gippsland Shire Council (EGSC).

Scope

This procedure applies to all waste services managed by the East Gippsland Shire Council, including kerbside waste collection (standard and rural), landfills, waste transfer stations, waste and recycling trailers, 30 m³ transfer and split bins, bin enclosures, street litter and public place recycling.
This procedure relates to all residents and visitors to the East Gippsland Shire.

Policy Context

East Gippsland Shire Council aims to ensure that waste services are delivered in an equitable, effective and fair manner. This document sets out objectives and actions to ensure that EGSC's legislative and strategic requirements are maintained.

Policy Statement

East Gippsland Shire Council (EGSC) currently provides extensive waste collection and disposal services across the municipality, which include;

- two licensed landfills;
- one unlicensed landfill;
- twelve stand-alone waste transfer stations;
- fifteen transfer trailers;
- 3 split bins;
- 500 + street litter and 100 + public place recycling bins;
- 21,000 + residential kerbside services; and
- 200 + rural kerbside collection services.

Council also has 44 known legacy landfills.

EGSC aims to ensure that waste services are delivered in an equitable, effective and fair manner. This document sets out objectives and actions to ensure that EGSC's legislative and strategic requirements are maintained.

The Environment Protection Authority (EPA) requires siting, design, construction and on-going management of landfills to comply with more stringent controls and monitoring to ensure that the site will not impact on the local community and the surrounding environment. Some of the identified changes that have occurred that relate to waste management are: -

Operational

- More stringent landfill operation, design and construction criteria
- More stringent landfill capping and post closure management
- in-house management of landfills

Environmental

- Introduction of new best practice guidelines for unlicensed landfills
- Increased community awareness and concern with environmental impact
- Increased monitoring and compliance reporting requirements

Economic

- Increase in costs for post closure monitoring and maintenance
- Not having an equitable user pays system
- Increased in cost of siting, designing, constructing, operating and capping landfills

Increase in cost of the State Governments waste levy

Procedure

1.1 Kerbside Collection Services

The primary waste collection services provided to dwellings within kerbside collection areas is for either two or three bins. The primary waste collection services will not be separated, and individual bins will not be issued or removed (expecting for opt in green waste services).

The mobile garbage bins (MGBs) supplied to dwellings in kerbside collection areas are owned by EGSC and must remain with the property should the property be sold or occupancy change.

Bins allocated to a domestic dwelling are to remain with the property regardless of use or occupancy of the property. If a domestic dwelling changes use (i.e. commercial) they will no longer be entitled to receive a Council supplied kerbside service and that service shall be removed.

Depending on location, recycling and garden collection bins will be issued to all residential properties (dwellings) within the declared two or three bin collection service areas.

Waste, recycling and where applicable garden waste collections provided to dwellings are strictly for the disposal of domestic waste only. The use of residential services for the disposal of commercial or industrial waste is strictly prohibited.

Where properties are located outside of declared collection areas it is the responsibility of the resident to organise appropriate waste disposal methods in line with the Environmental Protection Act.

General waste is collected weekly, while garden and recyclables are collected fortnightly on alternating weeks. garden

All MGBs must be placed at the kerb at least 12 hours prior to collection in a position accessible to the collection vehicle and to avoid any risk of injury to other pedestrians and damage to vehicles and/or property. The placement of the bins must not impede access to properties.

A minimum distance of 1 metre (where able to do so) should be maintained between two bins for easy pick up of the bins during collection.

MGBs must be removed from the kerbside collection point within 24 hours of being emptied. MGBs reported stolen from the collection point after this period will not be refunded and the owner of the property will be responsible for replacement costs. Replacement costs will be applied at councils discretion.

Missed bin collections reported to Council before 11.00am of the advertised collection day will be collected on the same day (except Mallacoota and Orbost areas). Un-emptied bins reported after 11.00am and bins reported for the Mallacoota and Orbost areas on the collection day will be emptied within 48 hours of notification. Alternative collection details for these notifications will be provided to the customer by the contractor.

Failure to comply with the correct use of the MGB or leaving the MGB out for extended periods of time may result in enforcement action against the property owner (unless property occupier can be positively identified) in accordance with the East Gippsland Shire Council General Local Law 2017.

2.1 Misuse of collection service

EGSC reserves the right to immediately remove an individual MGB or complete service if the service has been used inappropriately (i.e. nondomestic use, inappropriate waste types, overweight (excess of 80kg), contamination (as per tabbed booklet/website etc)).

- If the same MGB receives three contamination notices within a 3-month period, a written warning and education regarding contamination will be provided to the property owner/occupier.
- Council reserves the rights to cease collection if the misuse continues.

3.1 Fees and Charges

In accordance with s.162 Local Government Act 2020, a disposal charge will be applied to all rateable properties (tenements) within the declared collection service areas, regardless of use of the service. disposal charge will be applied to all rateable properties (tenements) within the declared collection service areas, regardless of use of the service.

Properties provided with a new collection service during the financial year will be charged on a pro rata basis for that years' service. Subsequent annual fees will be charged in full and applied to the annual rates notice for that property.

Should a service be removed or cease, a credit of the balance of the applicable fees paid will be processed (calculated on a pro rata basis) up to 6 weeks prior to the end of the financial year. Services ceased during the last 6 weeks of the financial year will not be eligible for a credit.

The Credit of waste charges will be considered for objections lodged within six weeks of the issue date of the annual rates notice. Credits will not be applied to previous years charges where council is not at fault.

In the case that council is at fault for the incorrect allocation of waste charges, credits will be considered for up to three previous years. Note that it is the rate payers responsibility to identify if their charge has been correctly applied.

4.1 Service Provisions for Residential Properties

Residential properties within the declared two bin service collection area will be issued with the following:

- 120 litre MGB for household, collected weekly; and
- 240 litre MGB for recycling, collected fortnightly

Residential properties within the declared three bin service collection area will be issued with the following:

- 120 litre MGB for household waste, collected weekly;
- 240 litre MGB for recycling, collected fortnightly; and
- 240 litre MGB for garden waste, collected fortnightly

All new properties over 90% complete or issued with an occupancy certificate and located within declared collection zones at the end of the financial year will automatically be issued with MGBs and have pro rata charges applied to their annual rates notice.

No waste collection service will be provided to properties which are less than 90% complete or cannot provide an occupancy certificate.

4.1.3 A collection service may be requested to be cancelled and MGBs removed from a property if the residential dwelling;

- is to be demolished; or
- is no longer classed as residential

Council may amend the definition of items accepted into a kerbside collection bin at any time. Advice will be provided to service users via Council's website, social media channels and relevant printed information. This information may not be provided directly to all customers.

Where access to MGB by collection vehicles is deemed dangerous or difficult, an alternative 'collection point' will be arranged between officers, Council's collection contractor and residents

Applications may be made in writing by residents to the waste management unit to request exemptions from collection services.

5.1 Additional Waste Services

Residential properties within a declared service collection area are entitled to apply for an additional collection service at the relevant annual charge. The charge for the second service must be paid in advance (pro rata rates apply) prior to the second service being issued. A maximum of two services is permitted per rateable property.

Additional services may be granted free of charge in the case of excess waste generation due to medical reasons. Applications may be made to the Waste Management Unit and will require an accompanying Medical Certificate.

6.1 Exemptions from Service

Applications for exemption from the kerbside collection service or associated fee should be made in writing to;
Coordinator Waste Operations
East Gippsland Shire Council
PO Box 1618
BAIRNSDALE VIC 3875
Or
Feedback@egipps.vic.gov.au
ATTN: Coordinator Waste Operations

Each case will be reviewed on its merits and compliance with EGSC requirements to achieve targets of diversion in line with the National Waste Policy, Recycling Victoria (A New Economy, Feb 2020)and the Victorian Environment Protection Authority's Waste hierarchy.

No exemptions will be made for the removal of individual MGB's in a primary service.

7.1 Commercial and Industrial Premises

EGSC will not supply a kerbside collection service to commercial or industrial premises (Defined by property use rather than zone)

Premises such as Police, CFA, Ambulance and SES within defined service collection areas in towns where there is no private collection available, may apply to EGSC's waste management unit for a service. If approved all associated annual fees and charges are to be paid. Kindergartens and other organisations which operate from within an EGSC owned building will be eligible for a kerbside collection service if they are located within a declared collection area. They may apply to EGSC's waste management unit for a service. If approved all associated annual fees and charges are to be paid.

Not for profit organisations located within the declared collection service area may apply for an EGSC kerbside collection service in line with this procedure and if approved must pay all associated fees and charges.

Council owned halls and buildings within declared collection service areas may receive a service that is equal to that of a domestic dwelling; with application being made to the department to receive the service. Associated fees for the provision of the service will be charged to the group operating the hall or community building on a pro rata basis for the first financial year and then in full via rates or through arrangements with EGSC's Community Facilities Officer.

8.1 Accommodation Facilities

The residential component of a business or accommodation property (i.e. house attached to a motel) is eligible for a collection service under the conditions of this procedure..

EGSC officers may provide an exemption to receiving a waste collection service if the residential component of an accommodation facility requests to dispose of waste in conjunction with their commercial waste arrangement.

9.1 Multi-Complex / High Density Strata Title Properties

Developments of ten or less units / apartments will be issued with waste collection services per the conditions of this procedure.

Owners of dwellings in developments of over ten units / apartments may be exempt from EGSC's kerbside collection service if they choose to engage a commercial contractor.

Council officers may provide an exemption to 8.1 and 9.1 of this procedure if there are identified occupational health and safety risks for Council's contractors and the general public and the development can prove to Council that they are replacing the Council service with a commercial service that supplies recycling.

10.1 Garden Waste Collections / Exemptions

Residential properties of less than 350 square metres of land within a declared green service area will be initially excluded from the garden service but will have the option to 'opt in' to the garden service.

Dwellings outside declared collection areas that exceed one acre will be excluded from the kerbside garden waste collection. Application may be made to EGSC for inclusion into the collection; applications will be reviewed on the basis of the distance from the current nearest garden waste collection area

11.1 New Services (within existing declared areas)

If the automatic application of fees and annual allocation of MGBs has yet to occur, an application for a new kerbside service may be made by property owners in existing declared collection areas upon the completion of the dwelling or the issuing of an occupancy certificate.

Only the property owner, person responsible for the rates or property manager (upon proof of responsibility) may make the application for a new or second service.

Applications can be made via phone or in person at an EGSC Service Centre along with the payment of the relevant pro rata charge; annual charges will then be included on all subsequent annual rates notices. charges will then be included on all subsequent annual rates notices.

EGSC will not supply collection services to dwellings outside a declared collection area.

12.1 Extension of Declared Collection Areas

Applications for inclusion into the collection service may be made via phone, email or written application to the EGSC waste management unit.

A minimum of two requests must be received from any one area to initiate an assessment of the area to establish its viability.

Individual properties wishing to be included into the collection service may make application to Council officers and will be considered if they:

- directly adjoin the current service area;
- the collection vehicles have no impediment to access;
- are located on an existing collection route.

Farm/Rural land will be considered if the application is in accordance with criteria under this section of the procedures and is deemed a viable service by the waste management unit.

Declared collection area extension requests will be assessed by waste officers in accordance with:

- The service requirements outlined in this procedure.
- Capability of access roads to accommodate collection vehicles, which includes the ability to turn.
- Safety of collection areas (properties located on roads where speed limits exceed 80 kilometres (km) per hour may be excluded due safety of workers and the ability to collect the bins without impacting on traffic flows).
- Viability of the service (ie, if five or more residential properties are proposed to be included, unless the collection location is directly adjacent to a current collection area and/or extensions with under five properties will be considered).
- Location of proposed service in relation to existing collection areas.

If an extension is deemed viable officers will: -

- Identify the new service area boundary.
- Create a list of properties to be included along with owner details.
- Distribute a letter of advice and survey questionnaire detailing the proposal for the collection extension.
- Advertise the proposed extension and survey on Council's website.
- Advise local waste contractors of the intent to survey.
- Owners of vacant residential lots within the proposed collection area will be surveyed and given a vote on the service as they will be affected once a dwelling is constructed.
- Collate responses to the survey. Non-responses will be counted as a 'yes' vote supporting the proposal and no late responses will be accepted; (Refer to the East Gippsland Shire Council Community Engagement Policy and Community Engagement Guidelines).
- Survey results will be provided to affected residents.
- A new service area will be declared if there is a 51% majority support for the proposal.

- Should the survey be unsuccessful the area may be surveyed again after twelve months or following substantial increased residential dwellings (greater than 30%) developments in the area.

13.1 New Collection Areas

New collection areas will be declared within residential zone 1 and low-density residential zone (including new subdivisions) at councils discretion without a survey or community consultation due to the projected population density.

If there are existing residents in these areas, they will be notified in writing at least two weeks prior to the commencement of the service.

14.1 Stolen, Vandalised and Damaged Bins

Stolen bins must be reported to EGSC and will be replaced within five working days on receipt of payment of the replacement fee if applicable.

A “no fault” application may be made in writing to EGSC for consideration of a refund of the replacement fee. The replacement fee must be paid prior to the refund request being submitted. The request must contain the following information;

- circumstances of theft
- day/date of theft
- date of last bin collection
- proof of payment of replacement fee

The Waste Management Unit will assess each request.

Damage of MGBs through normal wear and tear (and unknown acts of vandalism) must be reported to EGSC and will be repaired and/or replaced within 5 working days of notification. The MGB must remain on the property for assessment/repair and there is no replacement fee for this service.

Refunds will not be issued for the following;

- Bins that have gone missing during the sale of a dwelling
- Bins left at the property when untenanted
- Left out for ‘collection’ for over 24 hours after the scheduled collection day

Owner negligence or intentional damage to MGBs will incur a replacement fee for that bin.

No charge will be applied to the replacement of an MGB damaged/destroyed by house fire. Proof of incident is required i.e. CFA attendance / police report.

15.1 Events

Community events that do not charge an admission fee and have applied to EGSC for an event permit will be provided with MGBs free of charge for the event duration.

Events charging an admission fee, on private land or in receipt of sponsorship funding from EGSC, will not be eligible to receive a EGSC provided service for that event.

16.1 Historic Arrangements

Any one-off or specialised “arrangements” made prior to the introduction of the Waste Services Policy and this procedure will be reassessed by the management unit to ensure conformity to the criteria.

17.1 Rural Collection Services – Compounds/Transfer Trailers

A secure common collection point will be provided at designated locations for the use of rate payers who are paying the associated rural waste collection charge.

Waste and recycling services will be provided within these compounds/trailers(where possible) for the segregation of waste streams prior to collection.

The service provided is strictly for the disposal of domestic waste and recycling only. Use of these services for the disposal of hard waste(furniture, Whitegoods etc.), E-waste, commercial, industrial or business waste is strictly prohibited.

The compound/trailer must be securely locked after use.

Fees and charges apply for the use of this service and are applicable to any property within the designated rural collection area with a dwelling on it.

Transfer trailers will be provided for small remote communities of approximately 20 to 30 households. All requests will be considered in line with the strategic direction set be Council.

Requests for community a community transfer trailer may be made to the waste management unit. The use of a transfer trailer will generally be considered where no other waste service facility exists within 60 km (in one direction) of the community, and it is proven to be the most environmentally sustainable, cost effective and socially responsible option.

18.1 Landfills and Transfer Stations

All Council waste sites and facilities will be operated in accordance with relevant state and federal government regulations, guidelines, planning permits and licenses. All waste delivered to these facilities must conform to the ‘acceptable goods’ able to be received as specified within legislation, EPA license or council order. Prohibited wastes will not be accepted at any Council waste facility; these wastes include but are not limited to, hazardous chemicals or liquids, oil filters, flares, ammunition, Gas bottles 10kg or greater.

Prescribed waste, such as asbestos and category c soils, shall only be accepted for disposal at the Bairnsdale Regional Landfill or a site designated and approved by the EPA and

acceptance of prescribed wastes will be in line with the EPA regulatory framework and requirements around domestic and commercial disposals. Documentation and 24 hour notice must be provided to the landfill prior to disposal.

Customers at all Council waste facilities must follow the directions of site staff. Failure to obey may result in expulsion and banning. Behaviour displayed by any individual that places staff or other customers at risk will be investigated, and if appropriate that individual may be banned from the site for a period of time as deemed necessary by the Coordinator Waste Operations, Transfer Station Supervisor or Landfill Supervisor.

Council reserves the right to apply, review or restrict the operating hours of all waste facilities. Requests for amendment to operating hours may be made in writing to the waste management unit and will be reviewed in line with statistical (operating cost, income, use) data from the site and Councils adopted Waste policies and procedures. If data concurs, a report will be presented to Council for consideration.

Council reserves the right to introduce fees and charges for the disposal of waste and/or recyclables at all landfill and transfer station at any time via the annual budget process. Customers will be required to pay all associated fees for disposal as advised by the site staff. Any disputes regarding charges paid should be addressed in writing to the waste management unit.

Transfer stations will only accept up to four cubic metres of waste from any individual, including company or business, per day. Request for increased limits for special disposals can be submitted in writing to the Coordinator Waste Operations.

All vehicles accessing non-public areas of the landfill site must have working UFH radios that can pick up channel 15 (used by landfill for onsite communications). Any vehicle not having a working UHF radio will be refused access to the landfill and tipping face until the UHF is either installed or operational.

Hard waste vouchers must be presented at the time of disposal to be used as a payment method. No refunds shall be given for hard waste vouchers presented at site after the load has been disposed of. Vouchers will not be accepted after their expiry date.

Council has two account types available to customers
Commercial accounts – All commercial account holders will be charged at the commercial and Industrial rate for waste charges applied to their account
Domestic accounts – These accounts are only available to residents in remote areas such as Bonang and Bendoc where accessibility to cash or EFTPOS is limited.
These accounts can be applied for via the applicable form and all conditions listed on the account application are binding. A guarantor must be supplied for the account application to be considered.

All waste generated as a part of business activities and being disposed of by a commercial business will be charged at the commercial and industrial disposal rate regardless of the payment method.

While waste facilities accept payment via account, cash, or EFTPOS. The Sustainability and Waste Minimisation unit prefer that all payments be made via EFTPOS.

Waste generated outside of the municipality will not be accepted at any Council facility. Applications for exception to this rule should be addressed to the Waste Operations.

19.1 Emergency Management

Council may declare free waste disposal in emergency situations to assist ratepayers with clean-up efforts after the event. Limitations of time, goods accepted and volumes will be placed upon these emergency disposals. No prohibited wastes will be accepted.

During emergencies the Waste Management unit may issue 'emergency waste disposal vouchers' for use by residents. Limitations will apply to period of time for use, types of waste accepted and volumes of waste allowed.

In the event of waste generated from an emergency event Council reserves the right to introduce fees specific to that waste type and management requirements.

20.1 Community Groups, Opportunity Shops and Not for Profit Organisations

Application may be made in writing to Council by opportunity shops, Community based organisations who are not for profit organisations for permission to dispose, free of charge, unwanted goods that have been 'donated' to them. The permit allows only for goods 'donated' to the shop/organisation and will not include household/retail store waste, E-waste, tyres, batteries, mattresses or any prohibited items. Fees will apply for disposal of these items (if accepted at site).

Groups/organisations undertaking clean up works on public land or water, are also eligible for free waste disposal of cleaned up waste during the event. Application must be made in writing to the waste management unit 4 weeks prior to the event.

Groups applying for exemption to fees and charges must be registered not for profit organisation. and not currently receiving funding from East Gippsland Shire Council or another funding body for the same works.

Any organisation, group or body receiving free waste disposal must make every effort to separate recyclable items for diversion away from landfill.

Should these services be misused by organisations or groups, Council officers reserve the right to remove the free tipping privileges.

Periodic review of the groups exempted under this section will be undertaken and if they no longer fit the criteria the exemption will be removed.

Council reserves the right to change waste types accepted under the free waste disposal arrangements at their discretion.

21.1 Street Litter and Public Place Recycling Bins

Street litter and public place recycling bins are provided for use by the community for waste, litter and recycling generated within public spaces.

Disposal of domestic household waste or business waste within street litter bins is prohibited. Any waste identified as being domestic or commercial in nature (including camper vans and houseboats) will be classified as 'illegally dumped rubbish' and subject to penalties under relevant legislation.

Waste and recycling generated from day trip boats will be accepted in street litter and public place recycling bins.

Boats upon which people may reside, and therefore generate household waste, must not use street litter or recycling bins for their waste disposal. Houseboats must make their own arrangements for domestic waste and recycling removal and disposal, as a kerbside service will not be provided and street litter and public place recycling bins are not to be used for this purpose.

Requests for additional street litter and public place recycling bins may be made to the waste management unit. All requests will be assessed against the following criteria;

- Existing infrastructure (bins) and services (i.e., toilet blocks)
- Site use (i.e., shopping strip, recreation reserve)
- Health and safety impacts
- Visitation rates of location (i.e., how many people use the location), and
- Number of requests.

Bins will not be placed in locations that will enable or encourage illegal dumping of waste, or which may be considered unsafe, for example behind screened areas.

Final decisions will be at the discretion of the Coordinator Waste Operations, including the type of bin installed and location.

22.1 Over Mass Vehicles at Landfills with Weighbridges

In accordance with the Road Safety Act 1986 (the Act) there are set weight limits on the quantity of material to be transported at any given of time. Council is responsible for overseeing the limits of each vehicle entering and/or leaving a landfill to ensure that there is no breach under the Act.

Council staff must record the mass of the vehicles (including trucks) entering a landfill site to ensure the weight of the load complies with the set load limits under the Act.

Council will maintain a record of trucks and commercial vehicles, including the registration, Tare weight and the company name that use Council landfill sites.

Drivers and vehicles that have been the subject of three serious over mass breaches within three consecutive months will be suspended for six months from using any Council waste disposal facility.

Written notification to the owner of the company/truck that has committed a breach shall be given by Council with regards to the breach..

Roles and Responsibilities

These management positions are responsible for the implementation, communication and compliance monitoring of the policy in their work areas:

Party / Parties	Roles and Responsibilities
General Manager Assets and Environment	To ensure all Managers are aware of their responsibilities and compliance with the Policy and supporting Procedure document.
Manager Sustainability and Waste Minimisation	Senior decision-making role. Responsible for the overseeing of the adherence to this policy and ensuring the relevant supporting procedures are adhered too by all staff.
Coordinator Waste Management and Compliance	Day-to-day decision making and adherence to the policy, review and updating of the Policy and Procedure documents.
Coordinator Waste Operations	Day-to-day decision making and adherence to the policy, review and updating of the Policy and Procedure documents.
Coordinator Waste Planning	Strategic planning for waste management in line with relevant state and federal directives
Supervisor Landfill Operations	Ensuring the implementation and adhering to policy and procedures
Supervisor Transfer Stations	Ensuring the implementation and adhering to policy and procedures
Waste Administration Officer	Perform administrative duties in line with the waste services policy and procedures
Waste Regulatory Officer	To implement and adhere to the Waste Services Policy and these supporting procedures and review and updating of the policy and procedure documents
Waste Logistics Officer	Ensuring the implementation and adhering to policy and procedures
Waste Education Officer	To provide education around the use of facilities and services

References and Supporting Documents

Applicable Policies and Guidelines:

- *Demonstrating Best Practice, EPA* 2017
- *Guide to Best Practice for Resource Recovery Centres* 2019
- *Recycling Victoria – A New Economy*
- *Gippsland Regional Waste Management Plan*
- *National Greenhouse and Energy Reporting Scheme*
- *National Waste Policy Action* 2019

Applicable legislation:

- *Environment Protection Act* 2018
- *Local Government Act* 2020
- *Environment Protection (Industrial Waste Resource) Regulations* 2009
- *Sustainability Victoria Act* 2005
- *Product Stewardship (Television and Computers) Amendment Regulations* 2017

Internal documents:

The *East Gippsland Shire Council Plan 2017-2021* lists the following objective by 2030, East Gippsland will reduce waste to landfills by 20 per cent.

Council has the following internal documents which guide the provision of waste management services:

- *Waste Services Policy;*
- *Waste Facilities and Disposal Strategy;*
- *Community Engagement Policy;*
- *Community Engagement Guidelines;* and
- *East Gippsland Shire Council General Local Law.*

Definitions

Term	Meaning
Acceptable goods able to be received	Municipal solid waste that is non-hazardous; predominantly residential, commercial and industrial.
CBD	Central Business District
CFA	Country Fire Authority
EGSC	East Gippsland Shire Council
EPA	Environment Protection Authority
Collection service	Kerbside Waste Collection Service
MECC	Municipal Emergency Command Centre
MGB	Mobile Garbage Bin
Prohibited waste	Waste not accepted at designated site due to its license conditions and/or Council's local laws
SES	State Emergency Service
Tenement	Dwelling / residence
Community-based organisation	Organisations such as, Uniting Care, opportunity shops etc.
Minor breach	Over mass breach under 1000kg
Serious breach	Over mass breach of and over 1000kg
Commercial vehicle	any vehicle used for business purposes
Acceptable goods able to be received	Municipal solid waste that is non-hazardous; predominantly residential, commercial and industrial.

Revision History and Review

Version Control	Approved Amended Rescinded	Date Effective	Approved By	ECM Document Reference	Summary of Changes
1	Approved	September 2014	Chris Waites-Director Operations	6048509	New waste services policy approved by council 16/12/14 along with these procedures replacing kerbside waste collection guidelines 2007 ECM 5703038
2	Approved	May 2021	General Manger Assets and Environment	8983646	Updated