



Kerbside Bin Services Policy

Policy – CP055

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Manager Waste Services	Manager Waste Services	Council	December 2023	2023/0179
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1. The purpose of this policy is

To set out Council's policy for the provision, servicing and maintenance of mobile bins provided to properties as part of Council's kerbside landfill, recycling and organics service.

2. Policy Statement

Mildura Rural City Council is committed to delivering a safe, effective and sustainable kerbside collection service that aims to maximise environmental and economic outcomes.

3. Principles

3.1 Landfill, recycling, organics and glass collection will be undertaken on the designated collection day. Within the Mildura Collection Area, Ouyen to Murrayville Collection Area and Nangiloc/ Colignan Collection Area, the landfill and recycling collection service shall be undertaken fortnightly, the organics collection service will be undertaken weekly and the glass collection service will be undertaken monthly.

3.2 Where collection is scheduled on a public holiday, the service will proceed as normal or alternatively Council will endeavour to notify all affected residents through media channels.

3.3 A Waste Management Charge is applied to all properties where a kerbside waste collection or street sweeping service is available, including vacant land.. This charge pays for all waste services including kerbside services, the operation of landfills and transfer stations across the region, public litter bins, street sweeping, illegal dumping clean up, waste education and for the future rehabilitation and aftercare of our landfill sites.

3.4 Properties rated as business will be able to opt into a kerbside glass collection service.

3.5 Business properties can purchase additional bins.

Residential properties can purchase additional bins if they meet the following criteria:

- Medical needs that produce additional waste

- Six or more permanent residents living in one residential dwelling
- Two or more permanent residents in nappies in one residential dwelling.
- All of the above criteria are conditional on justification of what additional waste is produced. Applicants will need to describe what additional waste is being produced to justify the need for additional bins.

Sporting clubs will be able to purchase additional kerbside bins for the buildings on the site.

The cost of additional bins will be paid through the properties' rates at the current year's Waste Management Charge.

3.6 Bins recorded as having collection issues will be managed according to related contracts and Council's processes and guidelines and Council and their designated contractor/s reserve the right to remove or not to empty these bins.

3.7 Property owners are required to pay for a replacement bin when the bin is:

- Misplaced
- Stolen
- Damaged (through no fault of Council or not from general wear and tear)
- Lost through transfer of ownership or occupancy

3.8 Council and owners/ tenants will adhere to kerbside bin responsibilities as per the Kerbside Bin Service Guidelines 2023.

4. Who is responsible for implementing this policy?

Manager Waste Services:

- Ensure customer requests regarding bin collections are responded to promptly and professionally.
- Management of any contract/s in relation to kerbside bin collections and processing.
- Ensure additional bin requests are processed and review any objections to the outcome

Waste Regulatory and Contracts Management Officer:

- Management of any contract/s in relation to kerbside bin collections and processing.

Team Leader Weighbridge & Reporting:

- Ensure additional bin applications are processed each year or as submitted to Council.
- Will determine if additional bin application meets criteria for approval.

Team Leader Waste Operations:

- Assist in responding to customer requests regarding bin collections.

- Assist in the management of contract requirements for contracted bin collection services

5. Definitions

<i>Kerbside Bins</i>	120L landfill bin, 240L recycle bin, 120L glass bin and 240L organics bin
<i>Property Owner</i>	Shall mean the owner of a habitable residential or business property.
<i>Tenant</i>	Shall mean any resident that is not the property owner
<i>Bin Collection Issues</i>	Non-compliant bins as per Council's guidelines and includes bin placement, unauthorised, foreign, overfull and knocked over bins, bins that are too heavy, bins not out for collection and bins that are contaminated.
<i>Damaged</i>	A bin that has been damaged by the owner/ occupier or through an act of vandalism

6. Legislation and other references

6.1 Legislation

Community Local Law No 2, Part 3 Environment, 3.1 Recycling and Waste Collection System

6.2 Documents

This Policy is implemented in conjunction with the following documents:

- Rating Strategy 2019-2023
- The current Kerbside Recycling, Glass and Rubbish Collection Contract
- The current Kerbside Organics Collection Contract
- Additional Bin Application Form
- Kerbside Bin Guidelines 2023
- Changes to Service Collection Notification Process

6.3 Risk Assessment Reference

Risk Category	✓	Risk Category	✓
Asset Management	✓	Financial Sustainability	✓
Committees	✓	Human Resource Management	✓
Compliance – Legal & Regulatory	✓	Leadership & Organisational Culture	✓
Contract Management	✓	Occupational Health & Safety	✓
Contract Tendering & Procurement	✓	Organisational Risk Management	✓
Corporate Governance	✓	Project Management	✓
Environmental Sustainability	✓	Public Image and Reputation	✓