

1. PURPOSE

The aim of this policy is to document the arrangements for kerbside collection to service properties, primarily residences, across the Horsham Rural City Council (Council) municipality.

Council is committed to reducing waste to landfill by ensuring that kerbside collection services which facilitate the segregation of waste at the source are available to as many residences within the municipality as is feasible.

This policy will assist in defining services, supporting service contracts, maximising landfill diversion, and reducing contamination of the waste streams.

2. INTRODUCTION

The Victorian Government released its new Recycling Policy in 2020, requiring that Councils introduce a four-stream waste collection system. This includes separate streams for glass, food organics and garden organics (FOGO), mixed recyclables and household rubbish.

This policy is required to support the development of collection service contracts and the rollout of the kerbside collection service, planned to commence from 3 April 2023.

3. SCOPE

The Policy applies to all properties in the Horsham Rural City municipality with a residence eligible for a service (Service Eligible Properties) on the principle of equity to all residents.

4. PRINCIPLES

Urban and Rural Waste Service Provision

Council sets Rates and Charges for the collection and disposal of refuse under the provisions of the Local Government Act 2020 and the Circular Economy (Waste Reduction and Recycling) Act 2021, and applies charges to all Service Eligible Properties. From 3 April 2023 and in accordance with this Policy, Council will provide a mandatory Standard Kerbside Collection Service as detailed below.

4.1 Standard Kerbside Collection Service

The Standard Kerbside Collection Service provided is as shown in the table below:

Table 1 – Standard Kerbside Collection Service

AREA	SERVICE	BIN SIZE	COLLECTION FREQUENCY
Urban	General Waste (Landfill)	1 x 240 litre	Fortnightly
	Commingled (Recycling)	1 x 240 litre	Fortnightly
	Organics (FOGO)	1 x 240 litre	Fortnightly
	Glass	1 x 120 litre	Monthly
Rural	General Waste (Landfill)	1 x 240 litre	Fortnightly

	Commingled (Recycling)	1 x 240 litre	Fortnightly
	Organics (FOGO)	NA	Composted on property
	Glass	NA	Glass can be deposited at transfer stations or designated collection points

Annual charges for the service will be set each year in the budget. Note that the charge for the first year will be pro-rata for the three months from the commencement of provision of the service, planned for 3 April 2023. Separate charges will also be set where additional bins are required.

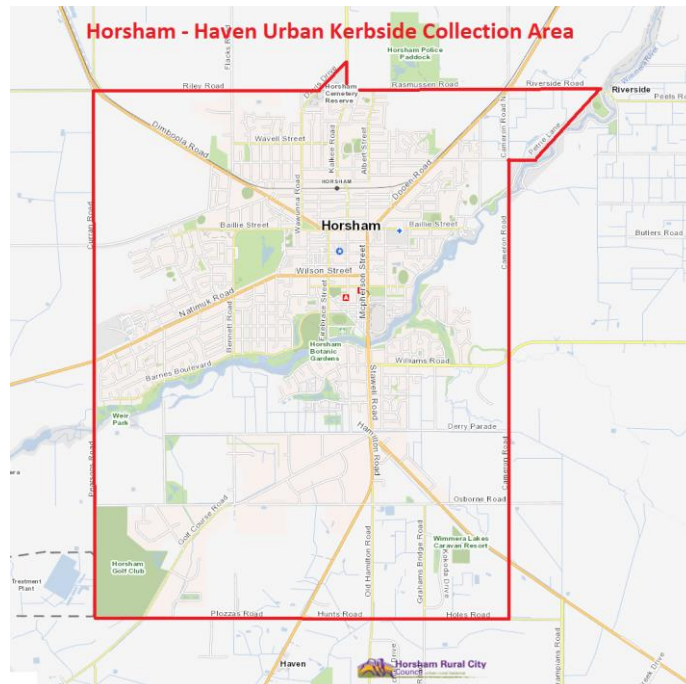
4.1.1 Urban Service Areas

The urban kerbside service areas are the townships of Horsham, Natimuk, Haven, Jung and Pimpinio.

The Horsham / Haven urban boundary for this purpose is defined as:

- West boundary - Curran Road, Pearsons Road and a straight line being the continuation of Pearsons Rd through to Golf Course Road.
- South boundary - Plozzas Road, Hunts Road, and Holes Road,
- East boundary – Cameron Rd North, Cameron Rd, Kokoda Drive, and a straight line being the continuation of Cameron Rd through to the Western Highway, and Petrie Lane.
- North boundary – Riley Rd, Davis Drive, Rasmussen Rd and the west section of Riverside Road through to the Wimmera River.
- Residences fronting both sides of these boundary roads are also included in the defined urban service area where rated as a residential property.

A map delineating this area is shown below. These boundaries may be varied from time to time, reflecting residential expansion.



Households within the Urban Service Areas will be provided with the four bins outlined in Table 1 above, i.e.:

- 1 x 240 L General Waste
- 1 x 240 L Commingled Recyclables
- 1 x 240 L Food Organics and Garden Organics (FOGO)

- 1 x 120 L Glass.

Households will also receive a caddy for use within the household and biodegradable caddy liners for the organics service. Ongoing supply of liners will be free of charge, these will be distributed annually.

Households may opt to retain their 120 L General Waste bin. The Standard Kerbside Collection Service Charge will apply for customers choosing to retain their 120 L bin, as the new charges reflect the costs of collection and processing of the waste material.

4.1.2 Rural Service Areas

The rural Standard Kerbside Collection Service is a mandatory service to properties along designated rural collection routes. The aim of the new service is to extend waste and commingled recycling collection services to the maximum extent practicable across the municipality.

Organics and glass kerbside collection services are not offered outside the urban service areas. Glass can be deposited at Council Transfer Stations and the following designated collection points.

- Brimpaen
- Dadswells Bridge
- Jung
- Laharum
- Natimuk
- Pimpinio

Collection points may be added to or reduced from time to time depending on demands.

Prior to the start date, households within Rural Service Areas without a recycling bin will receive a standard 240 L Recycling bin.

Unserviced rural properties wishing to receive the Standard Kerbside Collection Service must submit an application to Council requesting an extension to the designated collection area or route. Council will consider whether or not it is feasible to support a collection service to the property.

4.2 Conditions of provision of the Standard Kerbside Collection Service

4.2.1 The Standard Kerbside Collection Service will be provided to all designated properties on a mandatory basis, with the exception of vacant allotments.

4.2.2 Bins larger than 240 litres will not be available due to weight limits on collection trucks.

4.2.3 The standard 240 litre bins may be downsized to 120 litre bins on request, however the Standard Kerbside Collection Service Charge will not be reduced, as the charges have been determined based on a cost recovery basis. Residents may subsequently opt back to the standard bin size.

4.2.4 Bins will be provided to every dwelling where there are multiple dwellings such as strata complexes and multi-unit properties. To address the issue of insufficient room for physical storage of bins, residents may share bins by mutual agreement or downsize their bins as per 4.2.3. No reduction in charge is associated with this sharing of bins. Issues arising from the sharing of bins will need to be resolved by the residents themselves.

4.2.5 Additional bins (each type) may be provided, on request, subject to the additional charge as determined annually in the Council budget. This charge will apply pro-rata for the part year in which the application is made.

- Where a household has a person living at the premise with a medical condition with treatment resulting in the generation of waste quantities exceeding those which can be reasonably accommodated by a standard kerbside waste collection service (e.g. dialysis) and the waste is non-hazardous, Council may waive the extra charge, subject to application and assessment.

4.3 Commercial kerbside collection services

No change is proposed through this policy for the provision of commercial kerbside collection services, i.e. to all non-residential properties. Standard charges for waste and recycling services will be as determined annually in the Council budget.

4.4 Ownership of Bins

Bins are supplied and owned by Council. Council or its contractors will only empty bins stamped with Council's logo. Council will arrange for ongoing repair and replacement of bins if required.

4.5 Refusal of Service and Contamination Control

4.5.1 Kerbside Collection Service may be refused for:

- failing to use the approved bin supplied by Council;
- placement of a bin which is overflowing (the lid of the bin should close properly);
- placing prohibited waste out for collection;
- part of a load is jammed within the bin and will not release
- placing a bin that weighs more than 80 kg out for collection;
- failing to place the bin in a location that can be reached by the collection vehicle; and
- failing to use the bins correctly, leading to contamination

4.5.2 Council reserves the right to cease a collection service where there is repeated misuse of the waste collection service.

4.5.3 At the introduction of the four-stream waste collection system, Council will monitor the level of contamination in bins. As part of an educative process, a contaminated bin may be “stickered” and a letter sent to inform the resident that the incorrect material was placed in the bin.

4.5.4 If contamination of bins continue to occur Council may suspend or remove the bin at any time.

4.5.5 Council staff will support households to change behaviours to use the bins correctly as far as practical to avoid escalation of the problem.

4.5.6 Council reserves the right to pass on costs associated with contamination of a bin back to the property owner. As an example, where a highly contaminated bin causes rejection by the organics processor, associated costs may be passed back to the owner of the property who caused that contamination.

4.5.7 Council reserves the right to refuse service where it is impractical to collect, store or present bins or where as part of planning approval conditions, responsibility for waste management is passed to the owner/occupier.

4.5.8 Bins will not be collected from anywhere other than a kerbside / roadside location unless prior arrangements are in place. These arrangements must include a signed agreement indemnifying Council and the collection contractor against any claims for damages from the property owner or occupier.

4.5.9 Council may provide services within a site where the occupier is too elderly or frail, or otherwise unable, to put out the bins at the kerbside.

4.6 Transfer Station Voucher

Council will provide all ratepayers who receive the Standard Kerbside Collection Service Charge listed on their rate notice a voucher for one free load of waste in a 6’x 4’ trailer or a car boot delivered to any of Council’s transfer stations. This voucher will be subject to restrictions on some types of materials which will be advised on the voucher itself.

5. COMMUNICATION

Council will communicate this policy extensively to customers. In particular, this will include:

- A detailed education program prior to introduction of the four-bin collection service on 3 April 2023
- A supportive / educative program to assist in compliance with the requirements to avoid contamination after implementation of the new service
- General communications, including information on Council’s web site

Further methods of communicating this policy are also under consideration.

6. RESPONSIBILITY

Policy Owner: Director Infrastructure

7. DEFINITIONS

Reference term	Definition
Approved Collection Routes	The kerbside collection routes as defined on the Council GIS. Collection Routes may be varied from time to time.
Compostable Bags	Bags that meet Australian Standard AS 4736-2006 and are used to line the Kitchen Organics Caddy.
Contamination	The placement of materials other than the approved materials in a specific waste bin.
Domestic Scale	Outputs of Landfill Waste, Recyclables or Organics of a size, volume or weight similar to that produced as a result of the ordinary use or occupation of domestic premises.
Kerbside Collection Service	Standard Kerbside Collection Service, plus any variation to Bin size or number authorized by Council
Kitchen Caddy	Small benchtop containers provided to householders to collect kitchen food waste.
General Waste (Landfill) Bin	Means a Bin (Red lid bin) into which Landfill Waste is placed

Reference term	Definition
Multi-Unit Development	Means properties with multiple dwellings forming a high density cluster. It may include multiple flats, residential units or dwellings on a single property or be in multiple ownerships, for example strata titles.
Food Organics and Garden Organics (FOGO)	means non-packaged fruit and vegetable material, bread, pastries and flours (including rice and corn flours), meat scraps, bones, seafood (cooked or raw), egg, oyster shells, cheese, yoghurt, general dairy products, food soiled paper products (tissue, hand towels, butter wrap etc.), hair, animal excrement, Compostable Bags to Australian Standard AS 4736-2006, garden waste, including branches up to 100 mm diameter, and any other items as nominated by Council and which may be published on the Council’s website from time to time.
Prohibited Waste	Means material not to be accepted into the specific Bin. This includes placement of hot coals, dangerous chemicals, asbestos, syringes or any other items which may cause injury to persons within the waste service or items not permitted to go to landfill, including Prescribed Wastes, into a General Waste Bin, Recyclables Bin or Organics Bin.
Recyclables	Means the following containers, packages and products: newspapers, magazines, stationery, office paper, envelopes, telephone books, egg cartons, cardboard; liquid paperboard cartons, aluminum rigid and semi rigid packaging; all rigid plastic packaging; steel rigid packaging, including empty aerosol cans; and any other items or variations to this list as nominated by Council and which may be published on the Council's website from time to time.
Service Eligible Property	Means any premises entitled to the relevant collection service as set out in this Policy and at locations defined by the Approved Collection Route for that service. For the purposes of collection, service eligibility is based on rateable properties, not on allotments or titles of land.
Standard Kerbside Collection Service	<p>Means a mandatory service provided to urban areas, comprising of a 240 litre General Waste Bin collected fortnightly, a 240 litre Recycling Bin collected fortnightly, a 240 litre Organics Bin collected fortnightly, and a 120 litre Glass Bin collected monthly.</p> <p>Outside Urban Areas, a mandatory service comprising of a 240 litre Landfill Waste Bin and a 240 litre Recycling Bin</p>
Waste Service Fee	Refers to a fee to be charged by Council for the provision and collection of general waste, recycling, glass and organics services to residents, schools, commercial premises, community facilities, Council premises and at events.

Reference term	Definition
Urban Service Areas	Refers to urban areas within which the landfill, recycling, organics and glass collection service is compulsory. The Urban Service Areas may be varied from time to time.

8. SUPPORTING DOCUMENTS

Document	Location
Victorian Government Recycling Policy 2020 “Recycling Victoria, A new economy”	Vic Govt Website

9. DOCUMENT CONTROL

Version Number	Approval Date	Approval By	Amendment	Review Date
01	23 May 2022	Council	<ul style="list-style-type: none"> New policy 	23 May 2025