



# SOLID WASTE CODE





## 1. PURPOSE

This document, the Solid Waste Code, is to be read in conjunction with Council's Kerbside Waste Collection policy.

Council's Kerbside Waste Collection Policy outlines *what* Council aims to achieve with the kerbside collection of waste.

Council's Solid Waste Code defines *how* Council will provide kerbside collection services for waste and recycling, to meet the principles of Council's Kerbside Waste Collection Policy C04/267.

Through this Code, Council aims to provide waste and recycling services that are equitable, reasonable, transparent and funded solely through the waste management charge.

Council will measure the effectiveness of this Code towards achieving the above objectives using the follow key performance indicators:

- Reduction in the volume of waste disposed to landfill.
- Reduction in the level of contamination in the recyclables stream.
- Reduction in the level of contamination in the organics stream.
- Complete separation of glass from the kerbside mixed recycling steam.

This Code will be regularly reviewed to consider and address community feedback.

## 2. EXTENT OF SERVICE

Under the provisions of the Circular Economy (Waste Reduction and Recycling) Act 2021 (Vic), Council must provide services to manage four streams of waste and recycling, being General Waste, Mixed Recycling, Food and Garden Organics (FOGO), and Glass.

Horsham Rural City Council has two standard residential kerbside collection services, and a number of supporting services at transfer stations and drop-off points.

The Urban Standard Collection Service and Rural Standard Service are compulsory for all residential properties within the defined service areas (outlined below).

Vacant allotments and non-residential properties are exempt from the compulsory service.

### 2.1 URBAN STANDARD COLLECTION SERVICE

SERVICE:	GENERAL WASTE	MIXED RECYCLING	FOOD & GARDEN ORGANICS (FOGO)	GLASS
BIN STYLE:				
BIN SIZE:	240 L	240 L	240 L	120 L
LID COLOUR	Red*	Yellow	Lime green	Purple
COLLECTION FREQUENCY:	Fortnightly (Every 2 <sup>nd</sup> week)	Fortnightly (Every 2 <sup>nd</sup> week)	Fortnightly (Every 2 <sup>nd</sup> week)	Monthly (Every 4 <sup>th</sup> week)
NOTE:	Additional 120 L or 240 L bins are available upon request. Additional fees apply.  *Some existing general waste bins in the municipality have dark green lids, the same colour as the body of the bin. These will be replaced with red-lidded bins at the end of their service life.	Additional 240 L bins are available upon request. Additional fees apply.	Additional 120 L or 240 L bins are available upon request. Additional fees apply.	Additional 120 L bins are available upon request. Additional fees apply.

### 2.2 URBAN SERVICE AREAS

Urban service areas include Horsham, Natimuk, Pimpinio and Jung.

The boundary between the urban and rural service around the Horsham township, for the purposes of this code, 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 included in the defined urban area.

A map illustrating this urban area is available on Horsham Rural City Council's website. These boundaries may be varied from time to time, reflecting residential expansion.

## 2.3 RURAL STANDARD COLLECTION SERVICE

SERVICE:	GENERAL WASTE	MIXED RECYCLING
BIN STYLE:		
BIN SIZE:	240 L	240 L
COLLECTION FREQUENCY:	Fortnightly (Every 2 <sup>nd</sup> week)	Fortnightly (Every 2 <sup>nd</sup> week)
NOTE:	Additional 120 L or 240 L bins are available upon request. Additional fees apply.  *Some existing general waste bins in the municipality have dark green lids, the same as colour as the body of the bin. These will be replaced with red-lidded bins at the end of their service life.	Additional 240 L bins are available upon request. Additional fees apply.

Rural residents will not receive the FOGO bin (lime green lid bin). Residents are encouraged to compost food and garden waste on their properties.

Rural residents will not receive glass (purple lid) bins, however, Council will provide drop-off points where rural residents can dispose of their recyclable glass.

Glass can be deposited at all Council Transfer Stations during their respective opening hours, and the following designated drop-off point at all times:

- Brimpaen (157 Brimpaen Laharum Road)
- Dadswells Bridge (Briggs Track Dadswells Bridge)
- Jung (Jung Tip road)
- Laharum (1586 Northern Grampians Road)
- Natimuk (Lake avenue)
- Pimpinio (Pimpinio Tip road)

Additional drop-off points may be added by Council over time, residents will be notified of these additions.

## 2.4 RURAL SERVICE AREAS

Rural Service Areas include all residential properties outside the defined urban boundaries but located along the Approved Collection Routes.

A map illustrating the rural area and Approved Collection Routes is available on Horsham Rural City Council's website.

## 2.5 COMMERCIAL AND NON-RESIDENTIAL OPTIONAL BASE SERVICE

The Commercial and Non-Residential Optional Base Service is as implied by the name, an optional service.

The service is considered a legacy service, for the time being, as some aspects of the service have not yet transitioned to align with the Residential services. These aspects will be reviewed over time as implementation of the overall 4-bin service develops.

The Commercial and Non-Residential Optional Base Service includes a 240 L General Waste bin collected weekly and a 240 L Commingled Recycling bin collected fortnightly.

Glass is not accepted in the Commingled Recycling bin and will need to be disposed of separately. Refer to the section below for details of the additional kerbside glass service option.

All new commercial and non-residential rate payers will be offered only one general waste bin per standard service, no additional general waste bins will be offered with a standard service. This has been implemented taking into consideration the fact that Council does not seek to compete with local commercial waste businesses.

SERVICE:	GENERAL WASTE	MIXED RECYCLING
BIN STYLE:		
BIN SIZE:	240 L	240 L
COLLECTION FREQUENCY:	Weekly (Every week)	Fortnightly (Every 2 <sup>nd</sup> week)
NOTE:	<p>Some commercial properties may have 2x 120 L bins in place of the 240 L bin.</p> <p>*Some existing general waste bins in the municipality have dark green lids, the same as colour as the body of the bin. These will be replaced with red-lidded bins at the end of their service life.</p>	<p>Additional 240 L bins are available upon request. Additional fees will apply.</p>

## 2.6 COMMERCIAL & NON-RESIDENTIAL OPTIONAL ADDITIONAL SERVICES

An optional 240 L fortnightly FOGO collection and 120 L four-weekly Glass Recycling collection service will be available to all commercial and non-residential customers, but is not compulsory.

Customers can opt in and opt out for either of the additional services with additional cost as determined in the annual Council budget.

Customers can only opt in for the additional services (Glass and FOGO) if they have an ongoing base waste service with Council, as defined in section 2.5 above. Multiples of each bin type are available on a “per bin” cost basis.

SERVICE:	FOOD & GARDEN ORGANICS (FOGO)	GLASS
BIN STYLE:		
BIN SIZE:	240 L	120 L
LID COLOUR	Lime green	Purple
COLLECTION FREQUENCY:	Fortnightly (Every 2 <sup>nd</sup> week)	Monthly (Every 4 <sup>th</sup> week)
NOTE:	Additional 120L or 240L bins are available upon request. Additional fees will apply.	Additional 120L bins are available upon request. Additional fees will apply.

## 2.7 BIN SIZES AND ADDITIONAL BINS

The standard 240 L General Waste and FOGO bins may be downsized to 120 L bins on request, subject to the following conditions:

- The Standard Kerbside Waste Collection Service Charge will not be reduced, as the charges have been determined on a cost recovery basis.
- Upsizing and downsizing your General Waste and FOGO bin will be allowed only once each financial year.
- An application is to be submitted to Council in writing for changing the bin size.

Residents may subsequently opt back to the standard bin size at no additional charge.

Additional bins can be provided on request. These will attract an extra annual charge as determined in Council’s annual budget.

### 3. APPROVED COLLECTION ROUTES

Given the constraints of the large geographic size of the municipality it is not economically feasible to support a collection service in all areas with a low density of settlement. On this basis collection routes have evolved to include:

- Most townships within the municipality
- Rural areas where the ratio of homes to the distance involved makes provision of a service economically feasible, and;
- Roads travelled that link collection routes together.

Council may, from time to time, consider altering the day of collection and / or extending or altering the Collection Routes. These changes will be communicated to the affected properties prior to the change being implemented.

Rural properties wishing to receive the Rural Standard Kerbside Waste Collection service that are outside the Rural Service Areas can 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.

Requests from residents to extend Collection Routes in rural areas will be considered where:

- A majority of potential service users are in favour of the extension; and
- An economically viable extension to the collection routes can be determined.

Council will only provide services via roads listed on Council's Register of Public Roads, waste collection vehicles will not enter private roads for the provision of this service.

Council and appointed waste contractors will follow best practice when reversing in accordance with appropriate risk assessments. This may lead to limitations on service areas in some circumstances.

### 4. COLLECTION ARRANGEMENTS

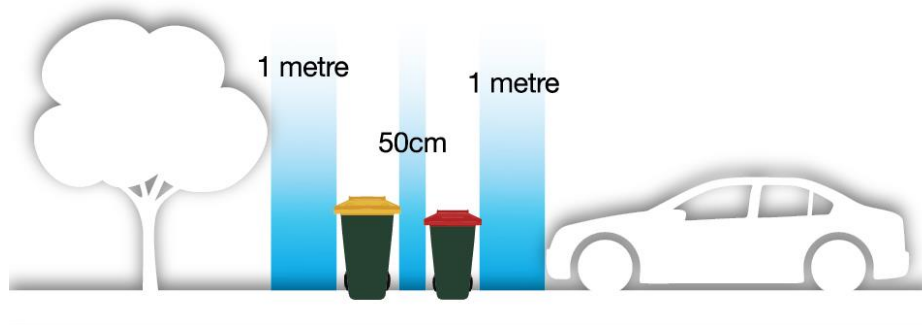
Kerbside collections are provided from Monday to Friday, exclusive of Christmas Day, and Good Friday. Where a collection day falls on the excluded days the waste will be collected on the previous weekday.

The Kerbside Waste Collection Service is generally undertaken from 6:00 am to 3:00 pm. However, operational requirements may lead to variances of collection timing, and so residents should refer to the Bin Presentation section of this document to ensure their bin is collected.

### 5. BIN PRESENTATION

Waste and recycling bins must be placed and managed in a way that they can be collected by the service trucks. In order for waste and recycling to be collected, residents must:

- Place their bin out for collection the night before the scheduled collection day.
- Ensure that there is one metre of clearance between each bin if possible.
- Ensure the bin is close to and facing the kerb, with the bin's wheels away from the road.
- Ensure that the bin is not placed under a tree or other overhead obstructions and is at least one metre away from power poles, street signs or other objects that may hinder pick up.
- Ensure that there is at least one metre between the bin and any parked cars as the mechanical arm will not be able to pick up bins that are too close to parked cars, or from the far side of parked cars.
- Ensure that there is at least half a metre (50 cm) between bins, so the mechanical arm can pick up the bin.



- Ensure that bin lid is closed and that the bin is not overfull.
- Ensure no extra items are placed next to the bin. Items outside of the bin cannot be collected as drivers are not able to exit the vehicle during kerbside collections for safety reasons.
- Ensure that the contents of each bin are not compressed (such as stomping it down to get more in). Compressed waste in the bin may lead to the bin not emptying properly, if at all.

## 6. EDUCATION

A comprehensive and ongoing education program will be delivered to support correct and effective use of Council's kerbside services.

A booklet and annual calendar for collections will be provided to all service users to clarify collection days.

A waste and recycling app may be developed to assist our community to reduce waste to landfill and recycle right.

Any waste related issues or information can be communicated to Council through Council's Customer Services team.

## 7. BIN INSPECTIONS AND AUDITS

Council will operate a bin inspection program to reduce incorrect items (contaminants) being placed in mixed recycling, glass recycling and food organics and garden organics - FOGO bins.

Placing contaminants in the recycling/ glass or organic bins cause health and safety issues at the sorting facility, slows down the sorting process and can cause entire truckloads of recyclables or organics to be rejected and sent to landfill at Council's expense.

Council staff will provide a targeted education to residents to minimise waste generation.

## 8. CONTAMINATION CONTROL

Council will monitor the level of contamination in bins. A contaminated bin may be "stickered" and a letter sent to inform the resident that incorrect material was placed in the bin. Council has implemented technology to ensure that contamination is more accurately attributed to the correct residence.

A three-strike system will be introduced from the commencement of a recycling service, including glass, commingled recycling and FOGO, and will involve the following steps:

- First time – A letter will be sent to the resident noting contamination in their bin(s) and reaffirming the importance of recycling
- Second time – A letter will be sent to the resident noting contamination followed by a visit or call from a Council officer to have a discussion about the contamination in their wheelie bin. They will also provide assistance to the resident on their recycling journey and outline the potential consequences of a third strike, as below.
- Third time – A letter will be sent to the resident outlining that the contamination represents an infringement under the provisions of Council's Community Local Law 2021 and may issue an infringement penalty under that Law and temporarily refuse to collect the bin(s) under the provisions of Section 9 of this Code.



If contamination of bins continues to occur Council may consider suspension of service(s) for an indefinite time. Resumption of a bin service to such a property would be subject to a written undertaking by the resident to accept Council's condition of the service, and a specific education / awareness program with the customer.

During the period of suspension of the service, residents may take their bins to the nearest transfer station for disposal – charges apply.

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

## 9. TEMPORARY REFUSAL OF SERVICES

Council reserves the right to not collect kerbside bins where the resident has, or is responsible 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 70 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.

Council reserves the right to suspend a collection service where there is repeated misuse of the waste collection service. Resumption of a bin service to such a property would be subject to a written undertaking by the resident to accept Council's condition of the service, and a specific education / awareness program with the customer.

## 10. FEES AND CHARGES

Annual charges for Standard Kerbside Waste Collection Service will be set each year in the Council budget. Separate charges will also be set in Council's budget for any additional bins provided, payable in addition to the Standard Kerbside Waste Collection charge. No reduced charge is available for sharing or downsizing of the bins.

## 11. OWNERSHIP OF BINS

Bins supplied by Council are owned by Horsham Rural City Council and collection will occur only with bins stamped with the Council name.

Council will arrange for ongoing bin repair and replacement of bins if required.

Residents must not relocate bins if they move properties as the bins are registered to the property address. When moving properties, residents must notify Council of their change of address and Council will arrange transfers/retrievals of any and all additional bins as required.

## 12. EQUITY PROVISIONS

Council actively supports residents and service users who have special circumstances that require specific arrangements to be implemented to enhance their kerbside waste collection service.

Additional 240 L bins are available to all residential properties, especially those whose residents have exceptional circumstances. Additional annual fees will apply in accordance with Section 10 of this document.

Council will provide all ratepayers who receive the Standard Kerbside Waste Collection Service Charge listed on their rate notice a voucher for one free load of waste each year 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, and any such restrictions will be advised on the voucher itself.

## 13. MULTI-UNIT DWELLINGS

Developments of five or fewer units will be subject to the Standard Kerbside Waste Collection Service, however it may not always be practical or economical for Council to service multi-unit dwellings larger than five units.

In such cases, exemptions from the Urban Standard Collection Service may be possible, subject to the development of a Waste Management Plan for the site in accordance with Council requirements.

Further information on Council's requirements relating to Waste Management Plans for multi-unit developments is available in Council's *Multi-Unit Developments – Waste Management Plan Guidelines* publication (due for release shortly).

## 14. BIN SHARING

In the absence of a site Waste Management Plan, the sharing of Glass and FOGO bins will be allowed only at existing multi-unit developments and complexes such as retirement villages via private agreements between residents.

By default, bins will be provided to every dwelling where there are multiple dwellings such as strata complexes and multi-unit developments.

To address the issue of insufficient room for physical storage of bins, residents may share bins by mutual agreement or downsize their bins.

Any and all issues arising from the sharing of bins will need to be resolved by the residents themselves.

The same fees will apply as for the Urban Standard Collection Service, no discount will be offered based on reduced number of bins.

Residents will be able to download application forms from Horsham Rural City Council's website, to commence the process of returning any bins that are not required by residents due to a bin-sharing arrangement. Alternatively hard copies of the application forms will be available at the Council office.

## 15. CONTAINER DEPOSIT SCHEME

The State Government has introduced a Container Deposit Scheme in Victoria from November 2023. Council supports this scheme and encourages residents to use it.

The scheme is not operated by Council, it is operated by Tomra / Cleanaway.

Groups wanting to get involved in the scheme need to register their interest with Tomra / Cleanaway.

For further information about the scheme, head to the CDS website ([www.vic.gov.au/container-deposit-scheme](http://www.vic.gov.au/container-deposit-scheme)). For other enquiries, please contact Tomra / Cleanaway at this email address: [enquiries@tomracleanaway.com.au](mailto:enquiries@tomracleanaway.com.au).

## 16. REFERENCES

- Local Government Act (Vic 2020)
- Circular Economy (Waste Reduction and Recycling) Act 2021
- Kerbside Waste Collection Policy C04/267



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