

Residential Waste Services and Kerbside Collection Guidelines



These guidelines aim to provide clarity around Cardinia Shire Council waste services while also defining the expectations and requirements of both Council and residents regarding presentation, collection and disposal of waste.

Strategic alignment

These guidelines align with the Council Plan (2021–25) and the Waste and Resource Recovery Strategy (2017-26) and outline the roles and responsibilities of residents, Council and contractors in effectively managing our waste and ensuring services are safe, efficient, cost-effective and are meeting community needs.

Purpose

To define the waste and kerbside collection services provided to all residential, community and commercial properties and outline the requirements by Council and residents in providing these services.

Scope

This document will cover the waste and kerbside collection services provided for residential and community facilities as well as entitlements for commercial businesses and non-rateable properties within Cardinia Shire Council. Collection and disposal of waste from public place bins are not within the scope of this document.

Guidelines description

The purpose of this document is to provide guidance for internal teams within Cardinia Shire Council when interreacting with, or providing advice for residents interacting with, the Kerbside Waste Services provided by Council as outlined in the definitions.

Compliance

Council will regularly review kerbside waste services to ensure the obligations of the contractors, residents and Council are being met.

Recourse for non-compliance

Residents are expected to comply with the kerbside waste requirements as outlined in these guidelines, in the annual Waste and Recycling Guide, and on Council's website. Where a resident is not meeting the outlined responsibilities regarding waste services, Council will notify the resident of the property and provide sufficient warning for the issue to be rectified. If after multiple warnings the issue remains ongoing, compliance action may be taken, including but not limited to, issuing infringement notices, revoking hard waste entitlements, or removal of a waste service.

Background

Council's municipal waste services include a weekly rubbish collection, a fortnightly recycling collection and an optional fortnightly food and garden waste collection.

The hard waste service is a bookable service with residential properties entitled to two free collections per year, two additional paid collections are also available. These services are paid for by property owners as part of the annual Garbage Charge.

Definitions

Council	refers to Cardinia Shire Council
Council officer	refers to the Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.
Contamination	refers to any material that is not accepted in the specified waste stream
Contract Supervisor	refers to Cardinia Shire Council's Waste Contract Management Officer. The Contract Supervisor may delegate decisions under these guidelines but is ultimately responsible for their implementation.
Contractor	means the waste management company appointed to collect waste in the municipality on behalf of Cardinia Shire Council. This appointment is formalised by the agreed Kerbside Collection Contracts.
Garbage charge	the general garbage charge paid by all properties in Cardinia Shire that have a dwelling and receive a kerbside waste service.
Kerbside waste services	any household landfill bin, recycling bin or food and garden waste bin
Non-Council bin	any kerbside bin not provided by Council
Property Owner	refers to the owner of a residential property or commercial property
Resident	refers to a person who lives within Cardinia Shire Council
Tenant	refers to any resident or occupier of a home or residence that is not the property owner or ratepayer of that property

Guidelines

1.1 Residential collection services

Every household must have a rubbish bin and recycling bin. The property owner must cover the cost of these services. If a property does not have any rubbish or recycling bins, they need to be ordered within 5 days of someone moving into a property.

The bin sizes provided as standard are:

- 120-litre Rubbish bin
- 240-litre Recycling bin

1.1.1 Additional Bins and Optional services

Property owners, authorised property managers and authorised ratepayer can order additional bins with fees charged to the property's annual rates. All additional bins and the optional fortnightly food and garden waste bin must be kept for a minimum of six months and will be charged accordingly.

Additional bin options are:

- 120-litre Food and Garden bin
- 240-litre Food and Garden bin
- Additional 120-litre Rubbish bin
- Additional 240-litre Recycling bin

All Food and Garden bins are supplied with a food-waste caddy for collection of food scraps.

The household rubbish bin can be downsized to 80-litres for a reduced rate. Properties that have downsized to an 80-litre rubbish bin, or a 120-litre food and garden bin are not eligible for additional services within the same waste stream.

For rental properties, landlords must supply a 120-litre rubbish bin to their tenants unless the tenant agrees to use an 80-litre bin, this arrangement must be supplied in writing. Tenants can request repairs or replacement bins at no cost if their bin is damaged, stolen or missing.

Additional and optional services can only be ordered by the property owner, authorised property manager or authorised ratepayer.

Table 1: Summary of available kerbside bin services

	Waste bins	Recycling bins	Food and Garden waste bins	Hard waste collections
Residential property	1 - 3	1 - 3	0 - 3	0 - 2
Commercial business	0 - 3	0 - 3	0 - 3	N/A
Non-rateable properties	0 - 3	0 - 3	0 - 3	N/A
Schools	0 - 10	0 - 10	0 - 10	N/A

Note: Additional bins are available to properties that may be producing more waste than what is outlined, this is based on assessment of request and payment by the rate payer. Maximum of 9 bins per residential property in line with the limits outlined above.

1.1.2 Replacement and maintenance of kerbside bins

If bins are damaged or stolen, residents can receive replacement bin(s) free of charge upon request. It is the responsibility of the resident to notify Council if a bin is stolen or damaged and order a new bin for the property. Waste charges cannot be refunded or removed in cases where a bin is stolen or damaged.

Table 2. Residential waste collection

<p>Garbage</p> 	<p>120L or 80L bin option Red lid or dark green lid</p>	<p>Collected weekly From side lift vehicle (left-hand side)</p>
<p>Recycling</p> 	<p>240L bin Yellow lid</p>	<p>Collected fortnightly From side lift vehicle (left-hand side)</p>
<p>Food and Garden waste</p> 	<p>240L or 120L bin option Lime Green lid</p>	<p>Collected fortnightly From side lift vehicle (left-hand side) Currently an optional service</p>
<p>Hard Waste collection</p> 	<p>2 cubic metres per collection, per property.</p>	<p>Two bookable collections annually From rear load and flat tray vehicle. *Service only available to residential properties paying the Residential Garbage Charge.</p>

1.1.3 Bin service conditions of use

All kerbside bins will remain the property of the Cardinia Shire Council and may not be removed from the property without the consent of Council.

Bins and hard waste will only be collected outside the boundary of each property on the kerbside or in an appropriate area accessible by Waste contractor unless other arrangements have been agreed to by the Contract Supervisor. Waste collection will occur weekly and commingled recycling and food and garden waste collection will occur on alternating fortnights, on a day of the week nominated by Council.

On occasion Council may need to amend the collection schedule of kerbside and hard waste services to meet specific service needs, resource requirements or Cardinia's growing population. Council will notify residents of such changes.

Cardinia Shire Council reserves the right to refuse collection of a bin that is continuously used incorrectly. Incorrect use includes, but is not limited to:

- Contamination
- Overflowing bins
- Incorrect presentation
- Overweight bins
- Presentation of non-Council bins

The Waste management team or Waste Contractor will notify residents who have used their bin incorrectly and provide information on how to resolve the issue.

Continued misuse of bins may lead to compliance action being taken, including but not limited to, issuing infringement notices, or removal of a waste service.

1.1.4 Non-Council or unpaid additional kerbside bins

Council will only service Council-supplied bins. If a household is presenting a non-Council bin for collection, the bin will be removed at Council's discretion and replaced with a Council-issued bin where applicable.

If there is sufficient evidence that a household is presenting additional bins that are not included on the property's rates, the charges for these waste services will be applied to the appropriate rates notice. If the additional bin is not required, it is the responsibility of the household to cancel the service.

1.2 Hard waste collections

Residential properties are entitled to two free hard waste collections per calendar year at a time nominated by the household, two additional paid collections are also available.

Collections need to be booked prior to waste being presented and items should only be placed on the nature strip the weekend before the chosen collection week – no earlier. Hard waste that is presented more than a week before the allocated collection date will be investigated as dumped rubbish.

Hard waste collections will typically take place Monday to Friday between the hours of 6am and 4pm. On occasion the contractor may be required to work outside of these hours to meet workload requirements or for the safety of staff.

1.2.1 Conditions of use

The allowed amount of waste per hard waste collection is two cubic metres (2m x 1m x 1m). If a household presents more than the allocated two cubic metres of hard waste, the waste collected will be at the discretion of the contractor. If additional waste is added by someone other than the person who booked the collection, the resident must notify Council as soon as possible, before collection occurs.

Any waste remaining after collection is the sole responsibility of the household and action needs to be taken within 24 hours of being rejected.

Council Officers may use any remaining hard waste entitlements for the corresponding property to have the remaining waste collected. If all entitlements have been used, Council may request that an additional collection be paid for by the household, owner or property manager.

Conditions of the hard waste collection service, including booking process, pile size and acceptable items are outlined on Council's website and in the annual Waste and Recycling guide. Where conditions or processes are not followed correctly Council reserves the right to refuse collection of any non-compliant material or pile.

If non-compliant hard waste is not removed by the resident, it will be considered dumped rubbish and referred to a compliance process for further action which could incur enforcement action in accordance with the corresponding local law

Properties with a private waste service in place of the Council kerbside service are not entitled to a Council Hard waste collection.

1.2.2 Change of property ownership or tenancy

Where a property changes ownership or occupancy in the first six months of the calendar year, and both free hard waste entitlements have been used, an additional entitlement may be added to the property on request, at the discretion of the Waste Management team.

If the previous occupant of a property leaves waste behind, within the property boundary or surrounding area, the matter must be resolved with the previous owners or tenants, or via the property manager or real estate agent.

Council reserves the right to use any remaining hard waste entitlements to remove waste left on the nature strip. If there are no free entitlements remaining for the property, Council may progress enforcement action and pursue payment where appropriate.

1.3 Garbage charge

The garbage charge refers to the general waste charge paid by all properties in Cardinia Shire that have a dwelling and receive a kerbside waste service. The General Garbage Charge is set each year based on the number of rate-paying properties who are eligible and are currently using Council waste services or plan to (e.g. new dwellings and subdivisions), and the costs of providing the services.

All properties are required to have a rubbish and recycling service for health and safety reasons and as such all properties in the Shire that have a dwelling on them are required to pay the base Garbage Charge. Individual variations on the type of charge are determined by the bin types at the property and these are reviewed and audited by Councils waste team and contractors regularly to ensure we are delivering an efficient and cost-effective waste service.

1.3.1 Residential Garbage Charge

In addition to paying for supply, collection and disposal/recovery of all kerbside garbage and recycling services, the standard garbage charge covers:

- residential hard waste service - collection and disposal
- public place rubbish and recycling - collection and disposal
- litter and illegally dumped rubbish removal and disposal
- maintenance of waste infrastructure
- management of closed landfill sites
- community education and engagement programs on waste management and using waste services correctly.

1.3.2 Removing the garbage charge from a property

All properties with a dwelling are required to have a waste service regardless of whether the dwelling is occupied or not. However, a ratepayer may not be required to pay waste charges if there is no habitable dwelling on the property. In this case, it is the responsibility of the owner/ratepayer to review charges on the annual rates notices and advise Council of any changes to the existence of a dwelling on the property within that financial year.

If a property does not have a dwelling and therefore does not require a waste service, the garbage charge and any Council bins may be removed from that property at request of the ratepayer and discretion of the Waste Management team for the current financial year. Waste charges can only be removed once the owner/ratepayer has contacted Council and the waste service has been cancelled.

If Council is not notified of these changes and a waste service has not been cancelled and bins removed from the property, waste charges can only be backdated to a reasonable date within the current or previous financial year at the discretion of the Council officer. Council is unable to credit for the years prior.

1.3.3 Litter and amenities charge

In instances where a residential property owner is paying for a private waste service and does not receive Council kerbside service (as approved through a Waste Management Plan submitted through the Planning and Design unit) the Litter and Amenities charge will replace the Garbage Charge.

This charge covers:

- public place rubbish and recycling - collection and disposal
- litter and illegally dumped rubbish removal and disposal
- maintaining waste infrastructure in the shire
- managing closed landfill sites
- community education and engagement on waste management and using waste services correctly.

1.3.4 Commercial garbage charge

Commercial properties can access the Council kerbside waste service, at the discretion of a Council officer and upon agreed payment of the commercial garbage charge. The commercial garbage charge covers the supply and collection of a 120-litre garbage bin and 240-litre recycling bin, with bins collected on a regular predetermined schedule appropriate to the area.

In addition to paying for supply, collection and disposal/recovery of kerbside waste, the commercial garbage charge also covers:

- public place rubbish and recycling - collection and disposal
- litter and illegally dumped rubbish removal and disposal
- maintenance of waste infrastructure
- management of closed landfill sites
- community education and engagement programs on waste management and using waste services correctly.

Commercial bins must be presented in an approved location, in a safe and effective manner which aligns to the residential kerbside bin presentation rules. Multiple sets of bins may be ordered and presented (up to a maximum of 3 commercial bin sets per location).

Council reserves the right to alter individual commercial garbage charge arrangements with sufficient notice to the occupier.

1.4 Waste services for non-residential properties

1.4.1 Commercial properties

Council may provide businesses up to three sets of bins at the standard bin size (1 x 120L waste and 1 x 240L recycle). This service will be charged at a commercial rate and added to the business' rates notice, pro-rata. Food and Garden waste bins can also be ordered at a commercial rate for select businesses, provision is at the discretion of the Council Supervisor.

Commercial properties are not entitled to hard waste collections.

1.4.2 Council owned buildings

Council owned buildings that are privately managed or leased to other businesses or organisations (i.e. Cardinia Life) can access the commercial garbage service, costs apply.

These properties are not entitled to hard waste collections.

1.4.3 Non-rateable properties

Non-rateable properties (rates-exempt properties) that are not owned by Council are still required to pay for waste services at the Commercial Garbage Charge rate.

These properties include, but may not be limited to:

- Buildings or land used by other Government Organisations (VicRoads, PTV, DHHS etc.)
- Schools and educational institutions
- Caravan Parks
- Rooming Houses
- Emergency Services (Ambulance, Police, CFA, SES etc.)

- Service League sub-branches
- Scouts and Guide groups
- Places of worship
- Neighbourhood houses, youth centres
- Public halls
- Charitable organisations
- Libraries

Users and tenants of these properties must seek permission from the managing body/property manager who will be paying the additional fees before ordering additional or optional services.

Non-rateable properties are not entitled to hard waste collections.

**Under Part 3—No. 9 of The Local Government Act 2020, Council can set service charges to offset the cost of service delivery for a range of services including the collection and disposal of refuse. The primary principle behind a user fee or charge is that of ‘user-pays’. Section 154 of the Local Government Act 1989 outlines which properties are classified as non-rateable.*

1.4.4 Conditions of use for non-residential properties

Waste services will only be provided to non-residential properties where it is deemed suitable and where the following conditions are met:

- Businesses facility managers and user groups are responsible for safe storage and presentation of bins, and ensuring bins are returned to the property within 24 hours of collection.
- Bins presented for collection must not obstruct pathways, driveways, or roads
- The waste service must be used in accordance with Local Law 17, as outlined in Part 4, section 30
- It is the responsibility of the user groups to ensure that waste is properly sorted to avoid contamination.

If these conditions are not met or the services are continually misused or contaminated, Council reserves the right to remove the waste service at any time.

1.4.5 Schools

Government Schools can access the commercial Recycling and Food and Garden waste services, at a subsidised rate.

To be eligible for these waste services the above conditions of use outlined in 1.4.4 must be met. Schools are not entitled to hard waste collections.

Food waste caddies and incursions

Schools that do not have a food and garden waste service but would like to reduce their food waste through composting or worm farms on school grounds, are eligible for up to ten free food waste caddies. To receive the caddies, eligible schools will need to book a free composting or worm farm incursion operated by Cardinia Shire Council by calling customer service or visiting Councils website.

Review of Document

As aspects of waste services change, Cardinia Shire Council will review and update this document and related documentation accordingly.

Length of guidelines: 24 months
(Date of review: 31 August 2024)

Responsible Department: Waste Department

From time-to-time special considerations may be made regarding waste services outlined in these guidelines, with decisions to be determined by the Coordinator Waste Management Services utilising appropriate and available evidence which may be stored on the Council corporate records system.

Related documents

Type of document	Title and/or RMC link
Commonwealth/Victorian legislation	Local Government Act 2020 Circular Economy (Waste Reduction and Recycling) Act 2021 Sustainability Victoria's State-wide Waste and Resource Recovery Infrastructure Plan Department of Environment, Land, Water and Planning's Recycling Industry Strategic Plan Melbourne Metropolitan Waste and Resource Recovery Group Strategies & Policy Direction
Strategic directions paper	Cardinia Shire Council Plan 2021 -2025 Recycling Victoria: A New Economy
Policies	
Strategies	The Waste and Resource Recovery Strategy (2017-26) Waste and Resource Recovery Strategy 2022-26 Action Plan *Currently being updated - will be linked once available
Guidelines	Waste Guidelines for New Residential and Mixed use Developments 2020
Procedures	Procedure for Removing Additional and Foreign bins Procedure for Checking Property Garbage Charges