

# DRAFT Waste Management Policy

**Date Adopted:** TBC

**Version:** 1.0

## Policy Objectives

The objective of this policy is to provide guidelines for waste management services provided by Maitland City Council, including:

- applying the Domestic Waste Management Charge and other service charges
- providing, maintaining, and servicing waste bins
- provision of the bulky waste service
- services provided at the Maitland Resource Recovery Facility Policy Scope

## Policy Statement

This policy outlines the Council's approach to waste management and resource recovery in the Maitland Local Government Area (LGA).

The purpose of this policy is to guide the provision of waste management services, ensuring they are delivered efficiently and promote both environmental and financial sustainability.

The Council will provide waste services that:

- Encourage resource recovery and recycling, and thus reduce waste sent to landfill.
- Meet the needs of the community while considering the social, environmental, and financial impacts on the community.
- Set fees and charges in accordance with the Local Government Act 1993 (NSW) (the Act), ensuring they are fair and equitable for all community members.

### 1. DOMESTIC WASTE MANAGEMENT SERVICE

Section 496 (1) of the Local Government Act, 1993 requires that “A council must make and levy an annual charge for the provision of domestic waste management services for each parcel of rateable land for which the service is available”.

- 1.1. Accordingly, the Domestic Waste Management Charge (DWMC) will be levied against each property rated Residential with a domestic dwelling and where the waste collection service is available.
- 1.2. The waste collection service is available if the waste collection vehicle travels past the driveway or private road on which the property is located and Council can safely service the property.

- 1.3. For multi-residential developments that are subject to strata titles, the DWMC will be applied to each strata unit/townhouse where the service is available. A discounted Multi-Unit Dwelling (MUDs) fee, in accordance with Council's adopted Fees and Charges, may be applied from 1 July 2025 in instances where Council is unable to provide a standard service to these properties.
- 1.4. For multi-residential developments that are not subject to strata titles, the DWMC will be applied against the parent property where the service is available. The number of DWMCs applied to the property will be at least 60% of the number of dwellings within the development.
- 1.5. Owners or managing agents of mixed developments with a residential component may request a maximum of one domestic service for each dwelling in the development. Display homes will be treated as domestic premises for purposes relating to the provision of the DWMC.
- 1.6. For new domestic premises, the DWMC will be levied on a pro-rata basis from the date the waste bin was delivered.
- 1.7. The Domestic Waste Management Service (DWMS) includes:
  - collection of general waste on a weekly basis (red lid bin).
  - collection of commingled recyclables on a fortnightly basis (yellow lid bin).
  - collection of garden organics on a fortnightly basis (lime green lid bin) – alternating with recyclables. From 30 June 2025 the organics service will accept food organics and change to weekly collection.
  - provision of two bulky waste services per financial year.
- 1.8. The owner or managing agent can request additional DWMSs and additional DWMCs will be levied against a property and the commensurate number of bins provided.
- 1.9. Upon request by the owner or managing agent, additional domestic waste, domestic recycling and/or domestic organics bins can be supplied, providing a DWMC is levied against the property. Charges will be levied for each additional waste, recycling and/or organics bin provided on a pro-rata basis from the date the requested bins are delivered.
- 1.10. Cancellation of additional DWMS or additional bin charges can be requested using the appropriate form on Council's website and will be cancelled from the day bins are retrieved by Council and/or its contractors.
- 1.11. Elderly residents or those with a disability may be approved to receive an assisted bin collection service following application. Application includes documented support from their physician or doctor.
- 1.12. Additional general waste and/or recycling bins may be provided at no additional fee to households with special medical requirements. These requests must be in writing by a health professional and each case will be individually assessed.
- 1.13. From 1 July 2025 an alternate Domestic Waste Management Service will be available for residents to opt-in. This alternate service will include fortnightly general waste collection, or 26 collections per year, and will be provided at a discounted fee in accordance with Council's adopted Fees and Charges. Residents found to be contaminating the recycling and/or organics service will not be eligible for this alternate service.

- 1.14. Domestic properties found to be contaminating their recycling and/or organics bins will receive education and advice regarding correct use of the service. Continued contamination may result in their recycling and/or organics bin being removed.
- 1.15. Where a property is rated residential without a domestic dwelling (vacant land), a Waste Base Charge will be levied in accordance with S.501 of the Local Government Act. The Waste Base Charge is a small contribution to ensuring the continued availability of waste management services.

## **2. COMMERCIAL WASTE MANAGEMENT SERVICES**

- 2.1. Upon request by the commercial property owner or managing agent, waste, recycling and/or organics bins can be provided. Charges will be levied for each commercial waste, recycling and/or organics bin provided.
- 2.2. The charges for commercial bins will be levied on a pro-rata basis from the date the requested number and types of bins are delivered. Charges are applied in accordance with Council's Fees and Charges.
- 2.3. Collection of commercial services occurs as part of the weekly DWMS and will occur on the same days. Additional collection days are provided for general waste in some business centres, such as the Maitland Levee.
- 2.4. The bulky waste service is not available for commercial premises.
- 2.5. Properties with ratings that are categorised as Business with a Residential component are only eligible for one DWMS per dwelling. Additional services to such businesses will be classified as Commercial Waste Services and charged accordingly.
- 2.6. In respect of non-rateable properties such as halls, churches and similar facilities, Council will apply commercial waste collection charges on services requested.
- 2.7. Cancellation of charges can be requested using the appropriate form on Council's website in writing and will be cancelled from the day the bins are retrieved by Council and/or its contractors.
- 2.8. Charitable or not-for-profit organisations that have a valid Community Service Exemption (CSE) from the NSW EPA are eligible to request a Charity Waste Management Service at a discounted rate in accordance with Council's Fees and Charges. The Charity Waste Management Service charge will be levied on a pro-rata basis from the date the requested number of bins are delivered.
- 2.9. Where a customer indicates that the Council has not provided a commercial service as charged on their rates notice, Council will review the claim and determine an appropriate refund for services not delivered. The review will consider records of request for supply or removal, bins serviced at the premises and/or bins supplied or currently on the property. Where claims of overpayment or non-delivery of service are substantiated, the fee for the current year plus one previous financial year only will be reimbursed by a credit or refund on the property rates.
- 2.10. Commercial properties found to be contaminating recycling and/or garden organics services will have the service removed.

### **3. PROVISION, SERVICING AND MAINTENANCE OF WASTE BINS, CADDIES AND LINERS**

- 3.1. Generally, 240L mobile garbage bins are provided to properties for waste collection, with the option to upsize to a 360L recycling bin.
- 3.2. Alternate bin arrangements may be required to service multi-unit dwellings. Alternate arrangements can be requested for multi-unit dwellings and commercial premises, such as 660L bins, and are subject to availability and operational requirements.
- 3.3. Bins for the kerbside collection service are provided and owned by Council or its' contractors. These bins must remain at the relevant property and in the event of damage or theft will be repaired or replaced by Council or its' contractors.
- 3.4. The applicable connection fee will be charged prior to the delivery of new or additional bins, in accordance with Council's Fees and Charges.
- 3.5. Domestic or commercial waste bins are serviced weekly at the kerb, providing they do not exceed the limit able to be collected by the truck lifting arm. If a bin exceeds the truck lifting limit, the resident is required to remove some waste prior to collection before the next bin service day.
- 3.6. Only bins issued by Council or its' contractors will be serviced. Privately purchased bins will not be serviced.
- 3.7. Waste bins must be presented at the kerb by 5.00 am on the service day unless otherwise notified, with the bin lid closed, to be collected.
- 3.8. If a waste bin was presented at the kerb at the time the waste collection truck is passing the property, but was missed by the collection truck, the truck will return within three working days to service the bin. Missed services must be reported within four working days of the service day or collection may occur on the next scheduled collection day.
- 3.9. If a waste bin was not presented at the kerb at the time the truck is passing the property, the collection truck will not return to service the bin until the next service day, except in exceptional circumstances. The In Vehicle Management System (IVMS) in the collection truck will be used to determine if a bin was presented at the time the truck passed the property.
- 3.10. The kerbside collection service will take place as normal on all public holidays, with the exception of the general waste collection on Christmas Day. Waste collection for Christmas Day and all subsequent affected days will take place a day later or as otherwise arranged.
- 3.11. Changes to waste collection days will be advised to affected residents and/or advertised.
- 3.12. Residents may request repair of a broken or damaged bin. The bin must be left at the kerb to enable the required repair. The bin repair will be completed within 10 working days of receiving the request.
- 3.13. If a waste bin cannot be repaired, it will be replaced with a new waste bin and the old waste bin will be removed. Replacement will only occur when deemed necessary by Council staff. From 1 July 2025 customers who request a bin replacement when deemed unnecessary can opt to pay the fee specified in Council's Fees and Charges.
- 3.14. If a waste bin has been stolen, the resident is required to report the stolen bin to Council. The bin will be replaced within three working days of the request.

- 3.15. In the lead up to the introduction of the food organics service on 30 June 2025 all residential properties will be issued with kitchen caddies. New domestic services after this date will also be issued with kitchen caddies at the time of bin delivery. A replacement caddy may be issued on request at a fee in accordance with Council's adopted Fees and Charges.
- 3.16. Compostable liners will be provided to each domestic premises for use in the food organics service. Ongoing supply of liners will be provided to domestic premises. Residents being supplied with in excess of 300 liners per year may be charged a fee in accordance with Council's Fees and Charges. This fee will only be applied if total supply of liners is found to be excessive.

#### **4. BULKY WASTE SERVICE**

- 4.1. Each household with a DWMS is eligible to receive to up to two bulky waste services per financial year.
- 4.2. A bulky waste service can consist of a waste voucher for disposal at the Maitland Resource Recovery Facility (MRRF) or a bulky waste kerbside collection.
- 4.3. Residents can book a bulky waste service via the online portal on Council's website or by contacting Council.
- 4.4. New services connected throughout the financial year will be provided pro-rata bulky service entitlements for that year. Services connected prior to 30 December will receive full entitlements, services connected after 1 January will be provided with 1 entitlement and services connected after 30 April will receive no entitlements.
- 4.5. Waste vouchers include the following conditions:
  - Up to 260kg of waste can be disposed of at the MRRF per voucher.
  - Voucher codes can be redeemed at Council's website.
  - Vouchers expire each year on 30 June.
  - Vouchers can only be used by, or on behalf of, residents that live at the address to which the voucher is issued.
  - Proof of residency matching the voucher address must be presented on entry to the MRRF. Proof of residency can include driver's licence, pension card, healthcare card, lease agreement, vehicle registration or a utility bill other than a water bill. Council Rates can be used as proof of residency if the property address and postal address match.
  - For vouchers used on loads under 260kg the remaining weight is forfeited.
  - Waste disposed in excess to the value of the voucher will be charged in accordance with Council's Fees and Charges.
  - Vouchers can be used to dispose of all household waste types accepted at the MRRF except special waste or asbestos waste.
  - There is a limit of two mattresses and two tyres on each voucher, and disposal of these items is included in the weight limit of the voucher.
  - Vouchers will be deemed invalid if the holder does not obey conditions of entry or directions from site staff including wearing fully enclosed shoes, sorting and appropriately disposing of recyclables and mixed waste in the designated disposal area and following safety signage

and speed limits.

- Valid vouchers must be presented at the time of disposal and refunds will not be provided for residents who do not present a valid voucher at the time of disposal.
  - Vouchers are for a single use only and are not transferable, refundable or redeemable for cash.
  - No more than four vouchers can be used for a single transaction.
  - Council reserves the right to reject any load not conforming to the terms and conditions of the service.
- 4.6. Owners of a property that do not live at the property may request use of a waste voucher for the property if it is vacant. To receive authorisation they must contact Council and provide written evidence that the property is vacant. If Council agrees, an authorisation letter may be issued for use at the MRRF within one month of issue.
- 4.7. Bulky waste kerbside collections include the following conditions:
- Up to two cubic metres of waste can be collected per entitlement.
  - Waste must be placed on the kerb prior to 5:00 am of the scheduled pickup date.
  - Waste must be placed on the kerb and must not be placed on the road and should not impede pedestrian access.
  - Garden vegetation must be bundled and tied with natural string, in bundles of no more than 300mm wide and 1.5m long.
  - Branches must be less than 1.5m in length and 100mm in diameter.
  - The prohibited items for the collection service are detailed on Council's website and will not be collected. These include, but are not limited to, household rubbish and recyclables, fridges, freezers, air conditioners, tyres, concrete, building and construction waste, liquids, oils, chemicals, asbestos.
  - There is a limit of two mattresses per entitlement.
  - Cancellation or rescheduling of a collection service must occur at least 72 hours prior to the scheduled collection date.
  - If cancellation or rescheduling occurs later than 72 hours prior to the scheduled collection date, except under exceptional circumstances, a bulky waste service will be redeemed against the property.
  - If waste is not presented on the kerb, or has been removed by a third party when the collection truck arrives at the property, a collection service will still be redeemed against the property.
  - If a single entitlement is booked but waste over the 2 cubic metres is presented Council will redeem the second entitlement against the property.
- 4.8. Any waste over available entitlements will be left on the kerb and must be removed from the kerb by the resident.

- 4.9. The entitlement will be redeemed for the financial year that the service is undertaken, therefore collections booked prior to 30 June for dates after 1 July will be redeemed from the following financial years entitlements.
- 4.10. Multi-unit dwellings (MUDs) with more than eight (8) units are not able to book via the portal and are required to contact Council to arrange a collection booking or obtain vouchers. Bulky kerbside collections for these properties must be arranged by the property or strata manager.
- 4.11. MUDs where the ratio of services to residential dwellings is less than 75% will not be issued vouchers. These properties will be directed to the collection service. MUDs with a ratio of services to dwellings between 75% and 99% will be eligible to receive one voucher per dwelling.
- 4.12. Unused services cannot be transferred to the following financial year.
- 4.13. Properties that are considered unserviceable for a bulky waste collection, due to safety or access issues, will be entitled to receive waste vouchers only as part of the bulky waste service.
- 4.14. Individuals who are found to book bulky waste collections for multiple properties will be required to provide proof of residency to continue use of the service.
- 4.15. Properties that pay the waste base charge are not eligible to receive bulky waste services.
- 4.16. From 1 July 2025 Maitland residents may request a paid domestic bulky waste collection that is provided at the fee specified in Council's adopted Fees and Charges.

## **5. MAITLAND RESOURCE RECOVERY FACILITY**

- 5.1. The MRRF is operated in a manner to encourage source separation of recyclable materials to minimise waste to landfill.
- 5.2. The facility operates in accordance with the NSW Environmental Protection Licence (EPL) 6116, the Protection of the Environment Operations Act 1997 (NSW), the Protection of the Environment Operations (Waste) Regulations 2014 (NSW) and the Protection of the Environment Operations (General) Regulations 2009 (NSW).
- 5.3. The facility operates seven days per week with the exception of Christmas Day and Good Friday.
- 5.4. The current open hours are 8:15am to 4pm with last entry from 3:45pm to allow the customer time for disposal. From 1 March 2025 the open hours will change to 8am to 3:30pm with last entry at 3:15pm.
- 5.5. Temporary changes to operating hours, including weather closures, will be advised on the site dashboard, which can be found on Council's website.
- 5.6. Fees and charges at the facility are charged in accordance with Council's adopted Fees and Charges.
- 5.7. A range of recyclable waste materials are free to dispose of for household quantities, including electronic waste, textiles, cardboard, commingled recyclables, polystyrene, paints, oils, batteries, fluorescent globes, smoke detectors and x-rays. Additional items may be added as opportunities become available.
- 5.8. Exemptions to fees under some circumstances may be requested in accordance with Council's Hardship Policy.



- 5.9. Charitable or not-for-profit organisations that have a valid CSE from the NSW EPA are eligible to apply for up to 20 tonnes of waste disposal per year at no charge. Organisations with a valid CSE will be charged, for any mixed waste over 20 tonnes, the mixed waste rate from Council's adopted Fees and Charges minus the current levy rate as advised on the NSW EPA's website. Garden vegetation or other recyclables with a fee may be disposed of free of charge as part of the 20 tonne of free waste disposal, if listed on their CSE. To be eligible charities must sort recyclable materials and dispose of them in the designated area, and have demonstrated that they have explored opportunities to encourage reuse and minimise waste generation.
- 5.10. Commercial customers can apply for an account billed monthly for waste disposed at the facility. Application for such an account is subject to appropriate financial checks. Should payment not be received within the timeframe stated in the conditions of the account, the account may be subject to cancellation and entry to the MRRF may be refused. Recovery action will be initiated for overdue accounts.
- 5.11. Bookings are required 24 hours in advance for asbestos waste and will only be accepted for disposal on Wednesdays or Fridays.
- 5.12. Special waste, such as deceased animals, requires a booking.

## Policy Administration

<b>BUSINESS GROUP:</b>	<b>WASTE SERVICES</b>
<b>RESPONSIBLE OFFICER:</b>	Operations Manager Waste Services
<b>COUNCIL REFERENCE:</b>	Ordinary Council Meeting 18 June 2024 - Item insert number
<b>POLICY REVIEW DATE:</b>	Three (3) years from date of adoption
<b>FILE NUMBER:</b>	Insert file number
<b>RELEVANT LEGISLATION</b>	<ul style="list-style-type: none"> <li>• Local Government Act 1993 (NSW)</li> <li>• Local Government (General) Regulation 2005 (NSW)</li> <li>• Protection of the Environment Operations Act 1997</li> <li>• Protection of the Environment Operations (Waste) Regulation 2014</li> </ul>
<b>RELATED POLICIES / PROCEDURES</b>	<ul style="list-style-type: none"> <li>• Hardship Policy</li> <li>• Waste Services Management Plan</li> </ul>

## Policy History

<b>VERSION</b>	<b>DATE APPROVED</b>	<b>DESCRIPTION OF CHANGES</b>
1.0	TBC	New policy adopted