

COUNCIL POLICY

Waste Services Policy

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<i>30 May 2023</i>	<i>1.0</i>	<i>Draft for adoption version effective 1 July 2023</i>

1. Purpose

The purpose of this policy is to detail the arrangements for the provision of waste and recycling services within the Alpine Shire Council (Council) municipality.

2. Scope

This policy outlines the waste management services that Council provides to residents, businesses and other groups within the community. It covers the kerbside collection service provided to all entitled properties within the Alpine Shire Council municipality, the collection service provided to all properties at Dinner Plain, the provision of Waste and Recycling Transfer Stations and the public place and event bin services across the municipality.

3. Policy details

3.1 WASTE SERVICES CHARGES

Council is entitled to charge Service Rates and Charges for the collection and disposal of waste under the *Local Government act 1989*, and apply relevant charges to all rateable properties.

Council will consider the associated charges for waste services during the budget process each financial year based on the service costs to Council and considering equity for residents.

Each property within the Shire's kerbside collection areas (as determined by Council) has an associated payment of annual kerbside collection service charges per kerbside collection service provided. These charges apply regardless of whether the service is required or utilised unless an exemption is sought and approved.

Each rateable property has an associated payment of an annual general waste management charge to recover costs associated with public place bins, bin infrastructure, transfer station operating costs and infrastructure upgrades, closed landfill capping works and waste education. These charges apply to all rateable properties regardless of whether or not the property is permanently occupied.

3.2 KERBSIDE COLLECTION SERVICE

3.2.1 Provision of Service

Council provides standard kerbside recycling, Food Organics and Garden Organics (FOGO) and waste collection services which are compulsory for all premises within the Shire's kerbside collection areas (as determined by Council).

3.2.2 Exceptions and Exemptions

Additional bins, or changes to the standard kerbside collection service bin sizes within the available alternative options, can be provided subject to approval. Additional or reduced fees may apply depending on the bin size and services chosen.

There is no option for residential properties within the defined kerbside collection area to opt out of any kerbside collection service.

Non-residential properties may apply for an exemption to a kerbside waste and/or recycling collection service if any of the following recognised grounds are met:

- The type of waste generated by a non-residential premise is not permitted to be placed in the mobile kerbside waste, comingled recycling or FOGO bins.
- The volume of waste, recyclables or FOGO generated by a non-residential premises is such that the mobile kerbside bins provided by the Council are inadequate, and a Waste Management Plan for the premises has been approved by Council. In this case the non-residential premises must prove that there is a current arrangement with a waste collection contractor to collect waste, recyclables and FOGO generated.

For non-residential premises within the kerbside collection areas, Council's kerbside FOGO collection service is offered as an opt-in service.

Any amendment to service allocations can only be made by the property owner or person legally responsible for payment of rates.

3.2.3 Occupiers Responsibilities

The occupier of every premises provided with Council's waste, comingled recycling and / or FOGO kerbside collection service must:

- Use only the bins supplied by Council.
- Place the appropriate bin(s) out for collection prior to 6.00am on the designated day of collection, in the designated location with the lids in the fully closed position and spaced at least 500mm apart.
- Not place the bins out for collection more than one day before collection and bring the bin/s in within one day after collection.
- Only put items in the comingled recycling bin that are acceptable in the kerbside mixed recycling stream.
- Only put items in the FOGO bin that are acceptable in the kerbside FOGO stream.
- Only put items in the waste bin that are acceptable domestic waste.
- Not remove any bin from the premises to which they have been allocated, except when being taken to and returned from a municipal waste facility.
- Maintain all bins in a clean, sanitary and tidy condition.
- Notify Council as soon as possible if a bin is damaged, develops a defect, or is stolen or missing. In the case of a stolen or missing bin a statutory declaration must be submitted to Council prior to a new mobile kerbside bin being issued by Council.
- Council provided compostable bags are only to be used for the disposal of organics and only Council provided bags are to be placed in FOGO bins.

A person must not:

- Deposit waste in a bin at a property, without the occupier's consent
- Remove waste from any bin at a property, without the occupier's consent

3.2.4 Contamination of Kerbside Bins

Contamination of any of the collection services brings financial penalties to Council and thus the broader community. If a bin is found to hold contaminated or inappropriate material, an education process will progress through a minimum of 4 warnings to the ultimate removal of the bin from the property. Should a bin be removed, the waste management and waste service charges will continue to accrue..

3.3 DINNER PLAIN COLLECTION SERVICE

Residential and Commercial properties in Dinner Plain are charged an annual Waste Management Charge for waste management services across Dinner Plain, as well as a residential or commercial Waste Charge for the collection, processing and disposal of waste and recycling generated at the property. These charges are reviewed annually.

All properties in Dinner Plain must have a waste and recycling hutch along the roadside to house the waste and recycling generated on the property. These hutches must be easily accessible by the waste collection contractor. All waste and recycling must be sorted into the bags provided, ensuring that the bags are tied off securely before placing into the hutch and closing the door.

Hutch contents, once in the hutch, become Council's property. Hutch audits may be undertaken by Council or the waste collection contractor at any time to contribute to Council's understanding of the users' waste and resource recovery practices.

3.4 WASTE AND RECYCLING TRANSFER STATIONS SERVICE

Council provides three Waste and Recycling Transfer Stations (Transfer Stations) across the municipality at Porepunkah, Mount Beauty and Myrtleford. Materials received at the Transfer Stations are recycled to the greatest degree possible to minimise waste to landfill.

The Transfer Stations operate on a user pays model, with fees contributing to the operational costs of the Transfer Stations. Fees are set each financial year to encourage reuse, separation, recycling and waste reduction.

Disposal of waste must comply with Council's safety and environmental requirements, and all loads must be below two cubic meters with all waste separated by type.

Council's three Transfer Stations are all designated for domestic waste only.

Porepunkah Transfer Station is the only waste facility in the Alpine Shire where asbestos waste from a domestic source can be accepted. To dispose of asbestos at Porepunkah Transfer Station a booking must be made with Council, an Asbestos Waste Disposal Form completed and the waste must be packaged and labelled appropriately.

Residents may be eligible for a waste fee exemption if affected by a natural or local disaster. Depending on the severity of the situation, fees may be waived at the discretion of Council's Chief Executive Officer (CEO).

3.5 PUBLIC PLACE BINS

Council services public place bins across the municipality.

Public place bins are not to be used to dispose of waste, recyclables, organics or other materials generated from domestic, commercial or industrial properties.

3.6 ILLEGAL DUMPING

Any person caught dumping waste illegally on Council-managed land will be subjected to Environmental Protection Authority fines and penalties per the *Environmental Protection Act 2017 [Vic] Division 3 – Offences in relation to littering and other waste*. Council Local Laws Officers are authorised by the Environmental Protection Act 2017 [Vic] as litter enforcement officers.

3.7 COLLECTION SERVICES FOR SPECIAL EVENTS

Organisers of events within the Shire can apply to Council for the provision of waste, organics, and recycling services for their event. Application must be made to Council via Council's event permit application process, as per the Events Strategy.

4. Roles and responsibilities

The following positions are responsible for

Responsibility	Role / Position
Management of Kerbside Collection Routes	Waste Operations Officer
Kerbside Exception or Exemption applications	Waste Operations Officer
<i>Environmental Protection Act 2017</i> Authorised Officer for illegal dumping	Local Laws Officer
Emergency Waste Fee Exemption	Waste Operations Officer

5. Breaches

Compliance with this Waste Services Policy is a requirement under Council's Community Local Law 2019:

3.12 Waste Collection

3.13 Restriction of use of public place bins

3.14 Municipal Waste Facilities

3.15 Scavenging at Municipal Waste Facilities

6. Human Rights Charter compatibility

This policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006 [Vic]*.

7. Supporting documents

This policy should be read in conjunction with all other relevant, Council policies and procedures, as well as relevant legislative requirements.

Related Legislation

- *Local Government Act 1989 [Vic]*
- *Local Government Act 2020 [Vic]*
- *Environment Protection Act 2017[Vic]*

Related Guidelines, Operational Directives or Policies

- Alpine Shire Council Community Local Law 2019

Related Procedures

- Alpine Shire Council Waste Services Procedure CLL-ID2-P1

8. Definitions and abbreviations

Term	Meaning
FOGO	Food Organics and Garden Organics
Kerbside Collection Area	The area serviced by the kerbside collection route as defined by the latest data on Council's website
Non-residential property	Any property that is not a residential property. Including non-residential businesses, public buildings, churches, sporting facilities, airfields etc.
Residential Property	Any property containing a household or residence in which people can live or reside either permanently or temporarily. This includes short term rental and holiday accommodation
Transfer Station	Waste and Recycling Transfer Station

9. Approval

THE COMMON SEAL OF THE
ALPINE SHIRE COUNCIL was
hereunto affixed this 30 day of May 2023
in the presence of:



Ronald J. ANIBS.
COUNCILLOR

[Signature]
SIGNATURE

Simon Kelbey
COUNCILLOR

[Signature]
SIGNATURE

[Signature]
CHIEF EXECUTIVE OFFICER

WILL JEREMY.
SIGNATURE

COUNCIL DOCUMENT

Waste Services Procedure

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REVISION RECORD

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30 May 2023	1.0	Adopted version effective 1 July 2023

1. Related Council Policy

Waste Services Policy 2023

2. Purpose

This procedure provides detail and guidance to support the implementation of Alpine Shire Council's Waste Services Policy. It details arrangements for the provision of waste and recycling services within the municipality in one comprehensive document.

3. Scope

This procedure details the waste management services that Council provides to all residents and businesses within the community. It covers the kerbside collection service provided to all entitled properties within the Alpine Shire Council municipality, the collection service provided to all properties at Dinner Plain, the provision of three Waste and Recycling Transfer Stations and the public place bin services across the municipality. The associated charges for these services are reviewed annually on the principle of equity to all residents with consideration of the recovery of costs to Council of providing the services.

4. Statement of Commitment

Council is committed to providing effective, economical and sustainable waste management practices to assist the community in achieving the following:

- Minimising the amount of landfill waste generated,
- Increasing the recovery of resources,
- Providing alternatives to landfill disposal, and
- Minimising the contamination of recycling and organic waste streams.

5. Waste Services Charges

Council is entitled to charge Service Rates and Charges for the collection and disposal of waste under the Local Government act 1989, and apply relevant charges to all rateable properties.

Council will consider waste service charges during the budget process each financial year based on the service costs to Council and considering equity for residents.

5.1 KERBSIDE COLLECTION SERVICE CHARGE

Each property's annual kerbside collection service charge will be per kerbside collection service. Services included in Council's kerbside bin collection service are:

- Comingled recycling bin – yellow lidded bin
- Food Organics and Garden Organics (FOGO) bin – green lidded bin
- Waste bin – red lidded bin

Kerbside collection services charges are determined by the service costs to Council. These costs are geared toward encouraging residents and occupants to reduce waste to landfill.

Council's kerbside collection service charge will be levied on all habitable properties within urban areas, and on existing collection routes in rural areas of the municipality. These charges will apply regardless of if:

- the dwelling is permanently occupied, or
- the service is required or utilised.

The onus is on the resident or owner of a property to notify Council when a bin has been stolen or is missing. Council will not refund rates for a non-service due to bins not being presented for collection.

5.2 WASTE MANAGEMENT CHARGE

Each property pays an annual general waste management charge to recover costs associated with public place bins, kerbside bin infrastructure, transfer station operating costs and infrastructure upgrades, closed landfill capping works and waste education.

5.3 WASTE AND RECYCLING TRANSFER STATION CHARGES

Council's Transfer Stations operate under a user pays model, derived from the costs to Council of the recycling service providers for recyclable streams, as well as the disposal of residual waste to landfill. Costs of operation of the transfer stations are captured in the Waste Management Charge per Section 5.2.

5.4 DINNER PLAIN WASTE COLLECTION CHARGES

In addition to the Waste Management Charge, residential and commercial properties at Dinner Plain are charged a Waste Charge for the collection, processing and disposal of waste and recycling generated at the property. Note section 6 excludes Dinner Plain properties. For Dinner Plain please refer to Section 7.

6. Kerbside Collection Services

This section excludes Dinner Plain. Please refer to Section 7 for Dinner Plain Collection Service.

6.1 RESIDENTIAL KERBSIDE SERVICE PARTICULARS

6.1.1 Mandated Kerbside Collection Services

Kerbside collection services are mandatory for all habitable dwellings located in urban areas and on collection routes in rural areas of the municipality, as defined by the current collection route maps, see Appendix A. These collection routes are subject to amendment from time to time as outlined at Section 6.1.7.

The collection areas have been determined from the contracted collection routes which are based on a density required for efficiency of service as well as truck access. Up to

date information on bin collection schedules at addresses across the shire can be found on Council's Website.

Kerbside collection services may be available for properties adjacent to existing collection routes, provided the bins are delivered to and from an agreed location on the route for collection and any other criteria stipulated by Council and / or its service provider is met. Standard collection charges will apply.

For all residential properties located within the collection areas and on the collection routes, regardless of the size of the property, the standard kerbside collection service, as a minimum, is compulsory. This includes short term rental and holiday accommodation properties.

There is no option for properties within the defined collection area to opt out of any kerbside collection service. The collection route is based on a minimum number of properties to maintain its viability, as well as access and safety of movement for the waste collection truck and other road users.

Alternative kerbside collection service options are available to allow residents to meet their waste management needs. These options are to be requested in writing, with justification as to the need for the altered service, and if granted all associated charges must be accepted. If requesting the smaller waste bin option, accommodation providers must demonstrate how they can ensure the waste generated by their guests is managed appropriately.

Details of the mandated and alternative services are outlined in the following table.

Service	Comingled Recycling bin	FOGO bin	Waste bin
Residential properties on the designated urban kerbside collection routes			
Standard Service	Fortnightly collection 240 litre bin	Weekly collection 240 litre bin	Fortnightly collection 80 litre bin
Alternate Option	Fortnightly collection 360 litre bin	Weekly collection 240 litre bin (no alternate option)	Fortnightly collection 240 litre bin
Short term rental and holiday accommodation properties on the designated urban kerbside collection routes			
Standard Service	Fortnightly collection 240 litre bin	Weekly collection 240 litre bin	Fortnightly collection 240 litre bin
Alternate Option	Fortnightly collection 360 litre bin	Weekly collection 240 litre bin (no alternate option)	Fortnightly collection 80 litre bin

Service	Comingled Recycling bin	FOGO bin	Waste bin
Residential properties on the designated rural kerbside collection route			
Standard Service	Fortnightly collection 240 litre bin	Drop off at transfer stations	Fortnightly collection 80 litre bin
Alternate Option	Fortnightly collection 360 litre bin	Drop off at transfer stations	Fortnightly collection 240 litre bin
Short term rental and holiday accommodation properties on the designated rural kerbside collection route			
Standard Service	Fortnightly collection 240 litre bin	Drop off at transfer stations	Fortnightly collection 240 litre bin
Alternate Option	Fortnightly collection 360 litre bin	Drop off at transfer stations	Fortnightly collection 80 litre bin

6.1.2 Kerbside Collection Services Map

Up to date information on bin collection schedules at addresses across the shire can be found on Council's Website. Appendix A shows the comingled recycling, FOGO and waste collection route maps as of June 2023.

6.1.3 New Dwellings

Charges for the standard kerbside collection service on new dwellings on existing collection routes shall apply at the later of the date the bins are delivered or the collection contractors are notified of the additional service. This workflow commences once the Council's Rates Department receive the Certificate of Occupancy.

6.1.4 Cancellation of Kerbside Service

Kerbside collection services and their associated charges can only be cancelled if the property becomes uninhabitable or vacant land. If a property becomes uninhabitable it either needs a certification of completion of a demolition permit or confirmation from a Council building surveyor that it is uninhabitable under building regulations in order to cancel the kerbside collection service.

6.1.5 Variation to Standard Residential Collection Service

Additional bins, or changes to the standard kerbside collection service bin sizes within the available alternative options, can be provided subject to approval. Additional or reduced fees may apply depending on the bin size and services chosen.

Once a kerbside collection service is present at the property any number of additional bins in any combination, per available options, may be delivered and utilised by the property.

Any amendments to service allocations can only be made by the property owner or person legally responsible for payment of rates.

There is no option for properties within the defined collection area to opt out of any kerbside collection service.

6.1.6 Special Consideration for Larger Waste Bin

Households can apply for a special consideration to have the fees associated with upgrading to a larger waste bin waived if they meet any of the following eligibility criteria:

- 2 or more children in nappies; or
- A medical condition that generates excess waste.

Forms to apply for this special consideration are available on Council's MyAlpine website.

6.1.7 Extensions to Kerbside Collection Routes

Council could, at its discretion, choose to change collection routes, and therefore service provision, based on, but not limited to, the following:

- Township growth
- Contractor's collection schedules

Council shall consider the following before adopting any extensions to existing collection routes:

- All roads on the proposed extended route are listed on Council's Register of Public Roads <http://maps.alpineshire.vic.gov.au/roadregister/>
- Economic feasibility of additional service (cost v benefit)
- Existing contractual arrangements
- Physical constraints of extended route (i.e.: pavement strength of road to take heavy vehicles, width and alignment of road, bridge load limits, slope of road, turning area if required)
- Possibility of damage to Council assets by heavy vehicles (i.e.: damage to bridges, road surface, road furniture)
- Number and proximity of dwellings serviced (additional distance travelled does not exceed two kilometres)
- Impact of additional routes on the existing collection day program; and
- Proximity to existing collection routes
- Access and safety of movement for the waste collection truck and other road users

6.1.8 Kerbside FOGO Collection Service Provisions

All residential properties receiving a kerbside FOGO collection service will be provided with the following items from Council to assist with the effective collection of food organic waste:

- A 7 litre Food Organics Kitchen Caddy delivered with each new FOGO bin

- An annual supply of 150 compostable Food Organics Kitchen Caddy liners during the implementation phase
- Additional compostable Food Organics Kitchen Caddy liners can be purchased from Council offices and Visitor Information Centres.

6.2 COMMERCIAL PREMISES KERBSIDE SERVICE PARTICULARS

For the purpose of this procedure, and the Waste Services Policy, a commercial premises is defined as a property that is occupied solely by a business, other than a short term rental or holiday accommodation businesses, and does not contain a dwelling where a person resides some or all of the time.

Council's kerbside waste and comingled recycling collection services are mandatory for all commercial premises on the designated urban kerbside collection routes, except where an exemption has been sought and approved per Section 6.2.1. Refer to Appendix A for the comingled recycling, FOGO and waste collection route maps as of June 2023.

For commercial premises located within the kerbside collection areas the standard kerbside collection service is provided. Alternative kerbside collection service options are available to allow businesses to meet their waste management needs. These options, outlined in the following table, are to be requested in writing and all associated charges must be accepted. Collection charges will be charged annually to all commercial premises receiving Kerbside Collection Services.

Service	Comingled Recycling bin	FOGO bin	Waste bin
Commercial premises, excluding short term rental and holiday accommodation properties, on the designated urban kerbside collection routes			
Standard Service	Fortnightly collection 240 litre bin	No service	Weekly collection 80 litre bin
Alternate Option	Fortnightly collection 360 litre bin	Opt-In weekly service 240 litre MOB	Fortnightly collection 80 or 240 litre bin

6.2.1 Commercial Premises Kerbside Service Exemption

Recognised grounds for an exemption to a kerbside collection service for commercial premises include:

- The type of waste generated by a commercial premise is not permitted to be placed in the mobile kerbside waste, comingled recycling or FOGO bins.
- The volume of waste, recyclables or FOGO generated by a business/commercial premise is such that the mobile kerbside bins provided by the Council are inadequate, and a Waste Management Plan for the premises has been approved by Council. In this case the commercial premises must prove that there is a current arrangement with a waste collection contractor to collect waste, recyclables and FOGO generated.

Where a commercial premises seeks an exemption for a kerbside collection service and a Waste Management Plan is required by Council, it must address the following:

- Type and volume of waste, comingled recyclables, FOGO and cardboard generated by the commercial premises
- Actions taken to reduce the amount of waste generated, and to manage the overall environmental impact of waste generated (e.g., recycling, reuse, product substitution)
- Separation, storage and access arrangements for waste, comingled recyclables, FOGO and cardboard and their contracted service vehicles
- Arrangements made to prevent odour, nuisance or risk to public health or the environment as a result of the generation and storage of waste, comingled recyclables, FOGO and cardboard as applicable
- Provide a copy of the contract entered into with a waste, comingled recyclables, cardboard and/or FOGO collection service provider

Any amendment to service allocations can only be made by the property owner or person legally responsible for payment of rates.

6.2.2 Commercial Premises FOGO Service Opt-In

Council's kerbside FOGO collection services is offered as an opt-in service to all commercial premises within the kerbside collection areas. The service is not mandatory to commercial premises as many businesses either do not generate any FOGO, generate too much FOGO for the kerbside collection service or treat their own FOGO through a processing facility that diverts all organics from landfill.

To opt-in to the service, businesses should complete the application form on Council's MyAlpine website and must accept all associated charges. Once a business has opted in to the FOGO service they will continue receiving the service until they advise Council that they no longer wish to receive the service.

6.2.3 Commercial Premises Housing Opportunity Shops

Kerbside collection services from commercial properties housing Opportunity Shops managed by charitable organisations, will be charged for services as per other commercial properties.

Council will give consideration, on a case-by-case basis, to any written requests to waive the disposal fees at Council's Waste and Recycling Transfer Stations, for any unsaleable items left at these premises outside of the premise's operating hours. Noting that:

- Any written requests received by Council must state the requested amount of waiver, the reason why Council should approve a waiver (good done for the community etc).
- Requests must also outline how shops are attempting to minimise the amount of "dumped" material at their premises.
- This waiver does not apply to items that were accepted as saleable by the shop and have not been sold, with a statutory declaration confirming such.
- All waivers will only be for a maximum 12-month period, at expiration businesses can reapply.
- The cost avoided by any waivers must be reported to Council.

6.3 OWNERSHIP OF KERBSIDE BINS AND KITCHEN CADDIES

All bins and food organics kitchen caddies and liners provided by Council to residents remain the property of Council and must be kept at the address they were issued to.

Council will undertake repairs on damaged bins and replace any bins that are stolen or damaged whilst left out for collection.

Bin contents, once the bin has been placed in its usual collection location, becomes Council's property. Bin audits may be undertaken by Council at any time to contribute to its understanding of user's waste and resource recovery practices.

6.4 OCCUPIERS' RESPONSIBILITIES AND REQUIREMENTS

The occupier of every premises provided with Council's waste, comingled recycling and / or FOGO kerbside collection service must:

- Use only the bins supplied by Council.
- Place the appropriate bin(s) out for collection prior to 6.00am on the designated day of collection, in the designated location with the lids in the fully closed position and spaced at least 500mm apart.
- Not place the bins out for collection more than one (1) day before collection and bring the bin/s in within one (1) day after collection.
- Only put items in the comingled recycling bin that are acceptable in the kerbside mixed recycling stream.
- Only put items in the FOGO bin that are acceptable in the kerbside FOGO stream.
- Only put items in the waste bin that are acceptable domestic waste.
- Not remove any bin from the premises to which they have been allocated, except when being taken to and returned from a municipal waste facility.
- Maintain all bins in a clean, sanitary and tidy condition.
- Notify Council as soon as possible if a bin is damaged, develops a defect, or is stolen or missing. In the case of a stolen or missing bin a statutory declaration must be submitted to Council prior to a new mobile kerbside bin being issued by Council.
- Use Council provided compostable bags only for the disposal of organics in Council FOGO bins.

A person must not:

- Deposit waste in a bin at a property, without the occupier's consent.
- Remove waste from a bin at a property, without the occupier's consent.
- Place biodegradable or compostable bags that are not Council approved in FOGO bins.

Council requests that:

- The area where the bins are stored at the premises is maintained in a clean and sanitary condition.
- Occupiers remove, as soon as practicable, any material that has spilled onto the road, nature strip or surrounding area prior to collection.

6.5 CONTAMINATION OF KERBSIDE BINS

Contamination of each of the collection services brings financial penalties to Council and thus the broader community. Council staff will support the household to change behaviours to use the bins correctly as far as practical to avoid escalation of the problem.

If a bin is found to hold contaminated or inappropriate material, an education / enforcement process will commence, escalating as follows:

- First instance - The bin will be stickered to inform the resident that the incorrect material was placed in the bin.
- Second instance - The bin will not be emptied, and the Kerbside Contractor will send a letter to the property owner informing them that the bin was again presented for collection with contamination evident and education material will be provided to ensure the correct use of the kerbside bin.
- Third instance – Same as second instance.
- Fourth instance - The bin will be removed from the property for a minimum period of two (2) weeks. In order for the service to be restored a signed contract is required to be completed by the resident and returned to Council. *

* Please note that should the bin be removed; the waste management and waste service charges will continue to accrue on the property until the user commits to use the service as intended.

6.6 STOLEN, MISSING, VANDALISED OR DAMAGED BINS

Bins that are correctly put out for collection and which are damaged through fair wear and tear or bins which become lost into the kerbside collection trucks or damaged by the kerbside collection contractor will be replaced by Council at no cost to the property owner. Residents are able to report these issues through Council's MyAlpine website facility or the Customer Service Centre.

For stolen and missing bin requests, residents will be required to provide a Statutory Declaration to secure a replacement Council bin free of charge. Replacement bins may be either new or repaired and Council oversees the management of all repairs or replacements of bins.

The Owner is required to notify Council of stolen or missing bins as soon as possible. Council will not refund for non service due to bins being stolen or missing.

Council may undertake retrievals of stolen or missing bins and if Council can establish the ownership return it without the need for a statutory declaration.

6.7 MISSED COLLECTION SERVICES

Residents are able to report a missed collection service issues through Council's MyAlpine website facility or the Customer Service Centre. In the event that a collection is missed, and the bin was out in compliance with this procedure, Council will report directly to the contractor's administration department. The contractor must arrange collection of the missed service within one working day of the missed service.

6.8 REFUSAL OF SERVICE

Kerbside collection service may be refused by Council, or the contractor, if:

- The bin contains materials that will either damage the compaction mechanism or will contaminate the load
- The bin is not upright
- The lid on the bin is not closed and there is the likelihood of the contents being spilled during emptying
- The weight of the contents of the mobile bin exceeds the lifting capacity of the collection vehicle (80kg)
- The contents of the bin are jammed in and remain in the bin after emptying
- The placement or contents of the bin does not comply with any applicable local law
- The bin is not an Alpine Shire Council provided bin
- It is the incorrect collection day
- The kerbside collection supervisor has directed otherwise

Note that should the service be refused; the waste management and waste service charges will continue to accrue on the property at the regular collection rate.

7. Dinner Plain Waste and Recycling Services

7.1 RESIDENTIAL PROPERTIES

All residential properties in Dinner Plain must have a waste and recycling hutch along the roadside to house the waste and recycling generated on the property. These hutches must be easily accessible by the waste collection contractor. All waste and recycling must be sorted into the bags provided, ensuring that the bags are tied off securely before placing into the hutch and closing the door.

7.2 COMMERCIAL PROPERTIES

Waste and recycling hutches are to be utilised as per 7.1.

Dinner Plain businesses can also opt in to the Living Bin initiative. This service is managed by the local Living Bin champion within the community in collaboration with the waste management contractor.

7.3 WASTE MANAGEMENT CHARGES

Residential and Commercial properties are charged an annual Waste Management Charge for waste management services across the Alpine Shire, as well as a residential or commercial Waste Charge for the collection, processing and disposal of waste and recycling generated at the property. These charges are reviewed annually.

7.4 HUTCH AUDITS

Hutch contents, once in the hutch, become Council's property. Hutch audits may be undertaken by Council or the waste collection contractor at any time to contribute to Council's understanding of the users' waste and resource recovery practices.

8. Waste and Recycling Transfer Stations

Council provides three Waste and Recycling Transfer Stations (Transfer Stations) across the municipality at Porepunkah, Mount Beauty and Myrtleford. Materials received at the Transfer Stations are recycled and diverted where achievable to minimise waste to landfill.

Due to Occupational Health and Safety (OH&S) regulations, Council does not allow the collection or scavenging of materials from the Transfer Stations.

8.1 WASTE AND RECYCLING DISPOSAL CHARGES

The Transfer Stations operate on a user pays model. Fees are set to encourage reuse, separation, recycling and waste reduction.

Fees and charges are set each financial year through the Council budget process. These transfer station fees contribute to the operational costs of the Transfer Stations; however, they do not cover the full costs to Council associated with managing the Transfer Stations.

All other transfer stations costs, such as development, rehabilitation, monitoring and aftercare are captured within the annual waste management charge.

8.2 ITEMS ACCEPTED AT TRANSFER STATIONS

Disposal of waste must comply with Council's safety and environmental requirements, and Transfer Stations have only a limited amount of space for waste materials, therefore some items may be refused.

To maximise waste diversion from landfill, and ensure Transfer Station capacity limits are not exceeded, all loads must be below 2m³ and all waste separated by type. Any loads larger than this or not separated will be declined. Only 1 x 2m³ load of each material type is accepted per household per day. Waste and Recycling materials received at Council's Transfer Stations must originate from within the Alpine Shire.

Items currently received across all transfer stations, and associated charges, are detailed on Council's website. Appropriate separation of items helps maximise diversion from landfill and minimises the fees charged.

8.3 ITEMS NOT ACCEPTED AT WASTE TRANSFER STATIONS

The following items cannot be disposed of at Council's Waste and Recycling Transfer Stations:

- Chemicals
- Hazardous waste (except for batteries, fluorescent tubes and CFL lamps and paint)
- Liquid waste (except for engine and cooking oil at all sites, or paint at the Porepunkah and Mount Beauty sites)
- Commercial quantities (conditions apply)
- Industrial and commercial waste (conditions apply)
- Asbestos (except at the Porepunkah Site)

8.4 COMMERCIAL WASTE

Council's three Transfer Stations are all designated for domestic volumes of waste only. This means that the current capacity is limited to accept volumes coming from households only. Whilst Council accepts both household and industrial types of waste, it is set to 2m³ of each type of material per household per day, and is required to be separated.

Additionally the domestic general waste Council receives at its transfer stations that is sent to landfill is charged a 'municipal waste' EPA Levy when it reaches the destination landfill. This means that each load of general waste must only contain 'municipal waste' (household waste) and zero to minimal 'industrial waste' (commercial waste). Council staff must inspect each load that comes into the transfer station and are required to reject any load that contains high levels of 'industrial waste'.

Council Staff have the right to refuse commercial loads at its transfer stations and request that it be taken to a commercial waste facility.

Commercial waste producers are required to obtain their own commercial waste disposal system or contact transfer stations that accept and appropriately charge for commercial volumes of waste, e.g. Bowser landfill in Wangaratta, to enquire about disposal.

According to the Environment Protection Act 2017 [Vic] Section 3 Definitions, 'municipal waste means waste arising from municipal or residential activities, and includes waste collected by, or on behalf of, a council, but does not include industrial waste' and 'industrial waste means waste arising from commercial, industrial or trade activities or from laboratories'.

8.5 CHEMICAL DISPOSAL

State funded programs like Sustainability Victoria's "Detox Your Home" are available to North East residents. Council may from time to time apply free or discounted fees for receiving waste at Transfer Stations.

8.6 ASBESTOS DISPOSAL

Porepunkah Transfer Station is the only waste facility in the Alpine Shire where asbestos waste from a domestic source can be accepted. Although householders are legally entitled to carry out asbestos removal, it is not recommended. According to the Occupational Health & Safety Regulations 2007 Part 4.3 Division 7 Subdivision 2, an unlicensed person may remove non-friable asbestos material if the area does not exceed 10m² and the total time over which the removal is performed does not exceed one hour in any 7-day period.

The most common types are sheet roof cladding and wall linings. Asbestos from commercial or industrial sources can be disposed of at Bowser Landfill, Wangaratta.

Removal, handling and packaging must be carried out in accordance with the methods detailed in [Asbestos – A guide for Householders and the General Public, February 2013](#).

In order for Asbestos material to be accepted at Porepunkah Transfer Station a homeowner must:

- Ensure asbestos waste is packaged in two layers of 0.2mm thick polythene and labelled 'CAUTION ASBESTOS'
- Transport the asbestos waste – when it is not possible for the house owner to transport the asbestos waste, the person transporting it must present a letter to the site attendant that is signed and dated by the house owner giving the name and car registration details of the person transporting the asbestos on their behalf
- Ensure Asbestos waste is packed so that it can be safely unloaded by the person(s) transporting it.

Asbestos waste that is incorrectly or inadequately packaged will not be accepted.

A booking must be made with Council beforehand, the homeowner will need to provide information relating to packaging, source, type, size, weight and quantity of the asbestos waste.

An [Asbestos Waste Disposal Form](#) must be completed and handed to the Transfer Station attendant at the time of drop-off.

Forms are available on Council's website and at Porepunkah Transfer Station.

Due to the inherent difficulty of distinguishing between asbestos and fibre cement sheet and the risks involved in dealing with asbestos, only material that is clearly from new building work will be accepted as being fibre cement sheet. All other material will be considered as being asbestos and will be treated as such. Waste facility attendants have been instructed to treat material as being asbestos if there is any doubt.

As a general rule – If your house was built:

- Before mid 1980s: It is highly likely to have asbestos containing products
- Between 1985-1990: It is likely to have asbestos containing products
- Between 1990-2000: It is unlikely to have asbestos containing products
- After 2000: It is very unlikely to have asbestos containing material

Some houses built in the 1990s and early 2000s may have still used asbestos cement sheeting until the total ban on any activity containing asbestos products became effective from December 2003.

8.7 EMERGENCY WASTE FEE EXEMPTION

Residents may be eligible for a waste exemption if affected by a natural or local disaster. Depending on the severity of the situation, fees may be waived at the discretion of Council's Chief Executive Officer (CEO).

9. Public Place Bin Services

Council services public place bins across the municipality. The costs of collection, disposal and recyclable processing for these bins are shared by all rateable properties as part of the Waste Management Charge.

Public place bins are not to be used to dispose of waste, recyclables, organics or other materials generated from domestic, commercial or industrial premises.

10. Illegal Dumping

Any person caught dumping waste illegally either in a public place, park, in recreation bins, outside Transfer Stations, or within the municipality's roadsides, will be subjected to Environmental Protection Authority fines and penalties per the *Environmental Protection Act 2017 [Vic] Division 3 – Offences in relation to littering and other waste*. Council Local Laws Officers are authorised by the Environmental Protection Act 2017 [Vic] as litter enforcement officers.

11. Collection Services for Special Events

Organisers of events within the Shire can apply to Council for the provision of garbage, organics, and recycling services for their event. Application must be made to Council via Council's event permit application process, as per the Events Strategy.

To promote recycling at the event each waste bin must be paired with one comingled recycling bin.

Where the consumption of food the event is anticipated, the Council requires one organics bin to be provided at the event for every three waste bins provided.

Council staff will work with organisers of large events around the correct placement of bins and appropriate numbers of bins for the number of potential visitors.

Council may be able to provide waste services on behalf of the event organiser but all charges will be need to be met by the event organiser plus an administration fee as per Council's Fees and Charges Schedule. Each event will need to commit to initiate, promote, and take action to ensure appropriate disposal procedures for recyclables and organic waste are in place.

12. Roles and Responsibilities

The following positions are responsible for

Responsibility	Role / Position
Special Consideration for Larger Waste Bin	Waste Operations Officer
Emergency Waste Fee Exemption	Chief Executive Officer
Evaluate Route Extensions	Waste Operations Officer
Environmental Protection Act 2017 Authorised Officer for illegal dumping	Local Laws Officer

13. Breaches

Compliance with Council's Waste Services Policy, and this Waste Services Procedure, is a requirement under Council's Community Local Law 2019:

3.12 Waste Collection

3.13 Restriction of use of public place bins

3.14 Municipal Waste Facilities

3.15 Scavenging at Municipal Waste Facilities

14. Supporting documents

This procedure should be read in conjunction with all other relevant Council policies and procedures, as well as relevant legislative requirements.

Related Legislation

- *Local Government Act 1989 [Vic]*
- *Local Government Act 2020 [Vic]*
- *Recycling Victoria Act 2020 [Vic]*
- *Environment Protection Act 2017[Vic]*

Related Guidelines, Operational Directives or Policies

- Alpine Shire Council Waste Services Policy 2023
- Alpine Shire Council Community Local Law 2019
- Alpine Shire Council waste and recycling transport, disposal and processing contracts (CT17025, CT17026, CQ23006, CQ23007)

15. Definitions and abbreviations

Term	Meaning
Commercial Premises	A property that is occupied solely by a business, other than a short term rental or holiday accommodation business, and does not contain a dwelling where a person resides some or all of the time
Holiday accommodation	A property leased out for short term rental accommodation, usually for holiday purposes, either privately or through a third party
Kerbside Collection Route	The existing kerbside collection route as defined by the latest data on Council's website
Kerbside Collection Service	A Council offered bin service

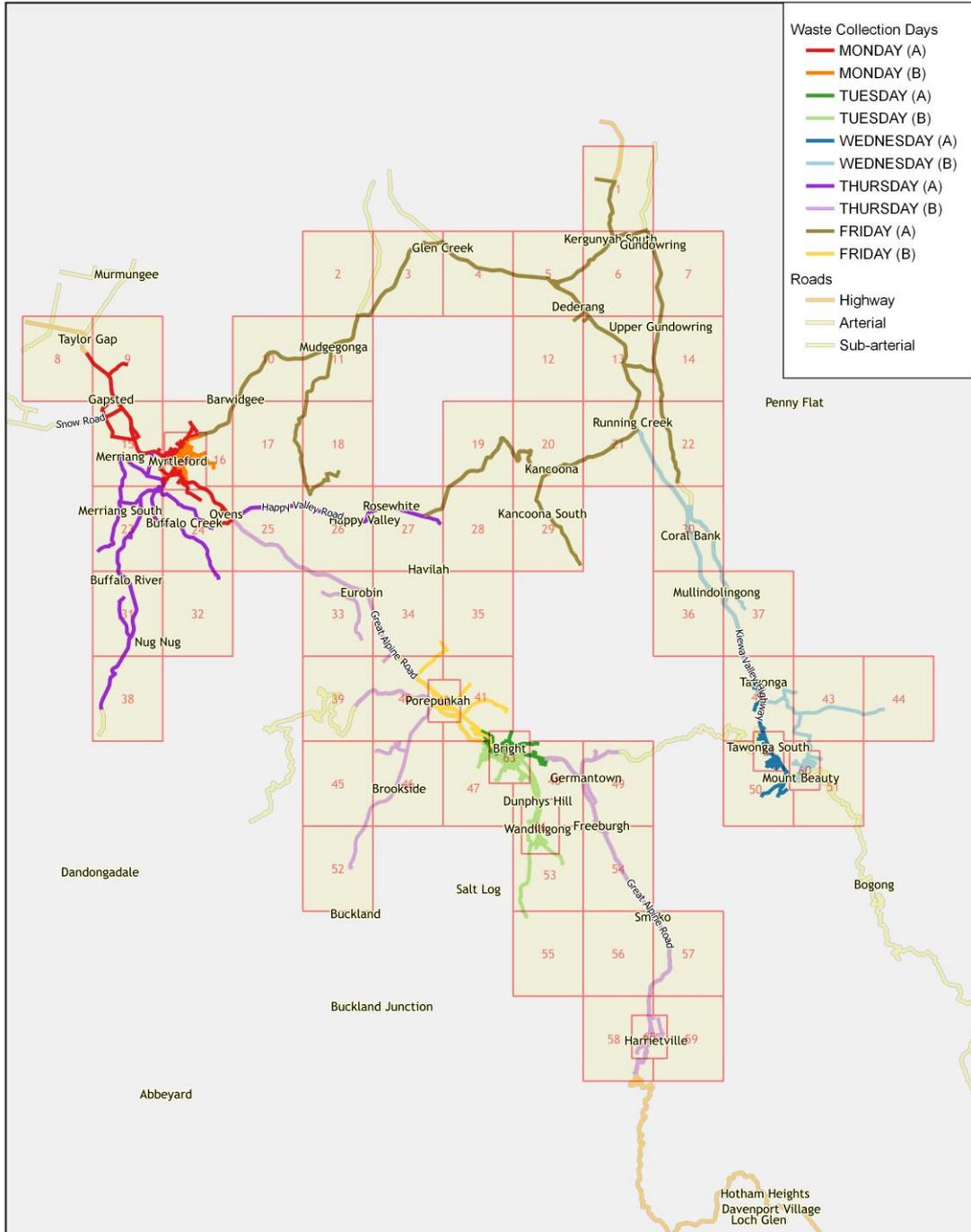
Term	Meaning
Educational Organisations	Any educational institutions including schools, kindergartens / pre-schools, early childhood education services / childcare centres, school camps, outdoor education facilities.
FOGO	Food Organics Garden Organics waste service
Waste bin	Mobile Waste Bin – Can be ordered in 80L, 140L or 240L sizes and have green bodies and red lids
Organics or FOGO bin	Mobile Organics Bin - Can be ordered in 240L size and have green bodies and lime green lids
Comingled recycling bin	Mobile Recycling Bin - Can be ordered in 140L, 240L or 360L sizes and have green bodies and yellow lids
Residential	Any property containing a dwelling, household or residence in which people can live or reside either permanently or temporarily
Rural kerbside collection route	The areas on Council's kerbside collection route Friday A, as defined in the comingled recycling and waste collection route maps as of June 2023
Short term rental	A property leased out for short term rental accommodation, usually for holiday purposes, either privately or through a third party
Special events	Events or functions held within the municipality, likely resulting in an increase in waste and recycling generation
Transfer Station	Waste and Recycling Transfer Station
Urban kerbside collection routes	The areas of and around townships per Council's kerbside collection route maps; all routes except Friday A as defined in the comingled recycling, FOGO and waste collection route maps as of June 2023

16. Approval

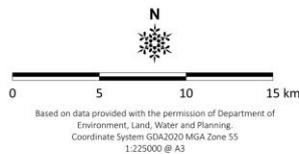
Approved by the Chief Executive Officer on 30 May 2023


 CHIEF EXECUTIVE OFFICER

Appendix A: Kerbside Collection Route Maps

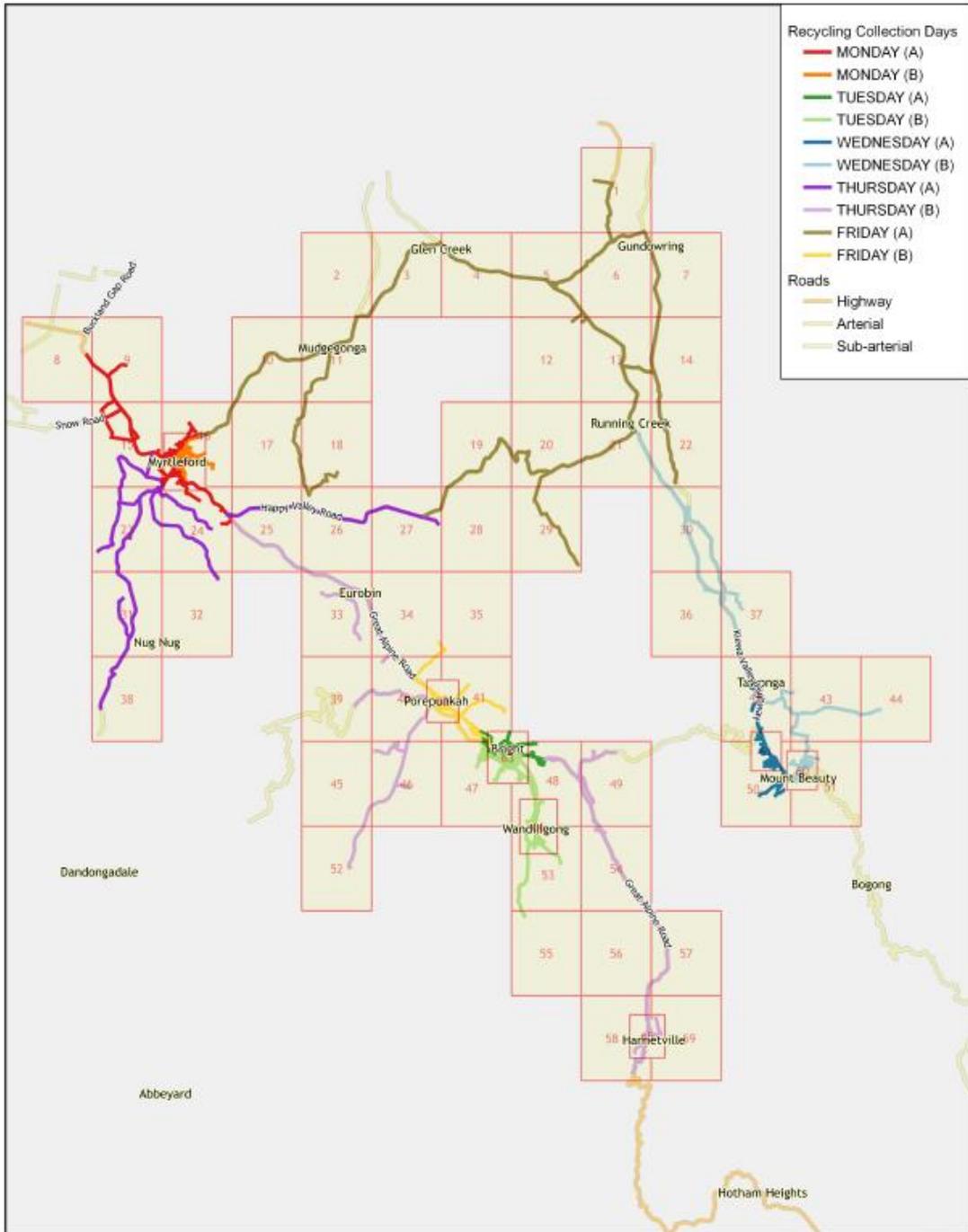


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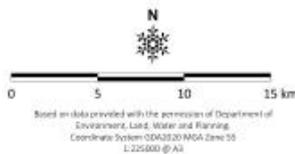


Alpine Shire
Waste Collection Routes - Overview

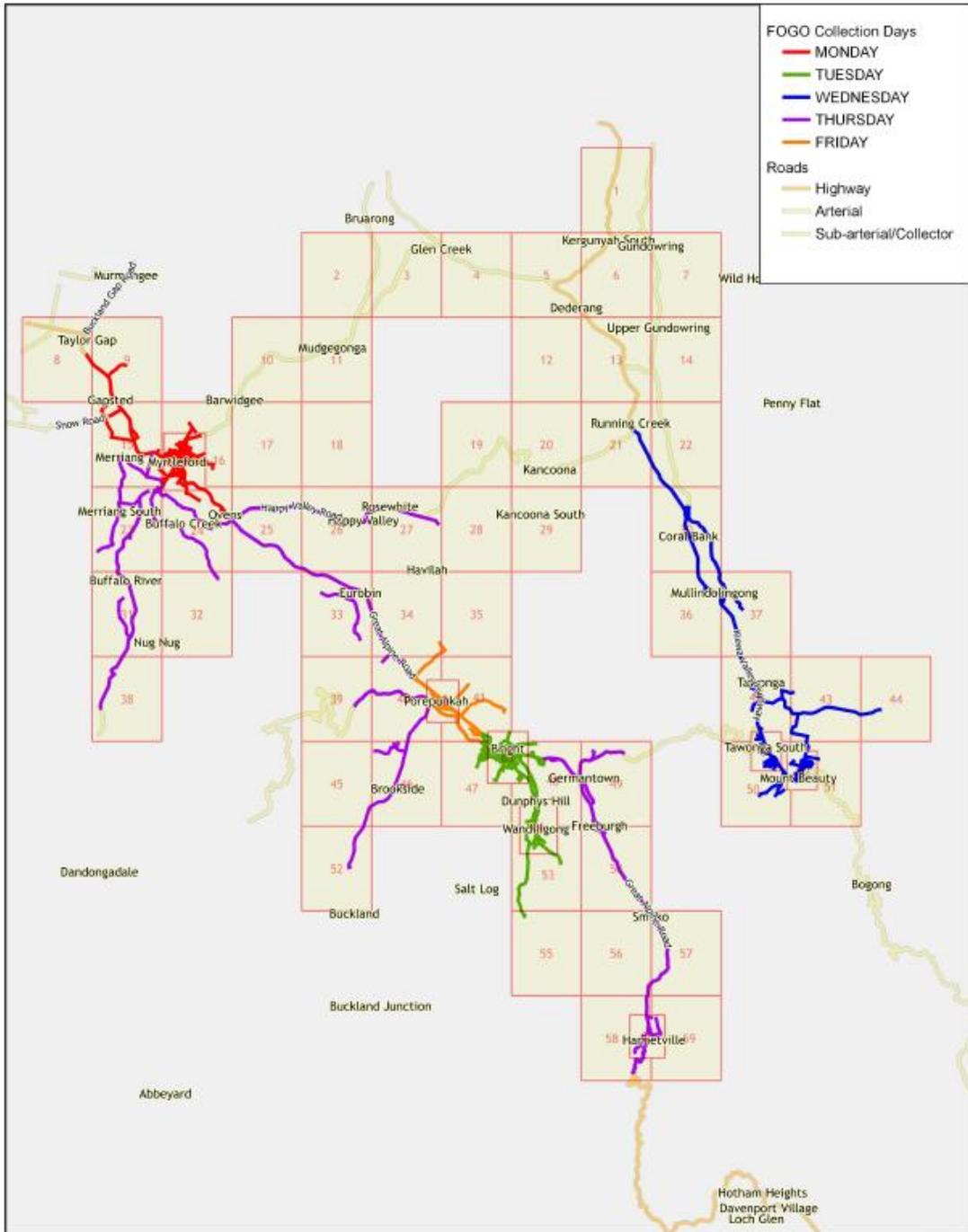
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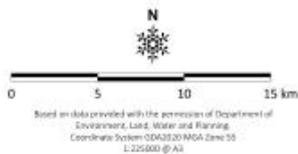
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Alpine Shire
Recycling Collection Routes - Overview
Created: 13/4/2023



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Alpine Shire
FOGO Collection Routes - Overview

Created: 8/6/2023