Mandatory Waste Services

Department | Transport and Utilities Group
Responsible Officer | Manager | Waste Services

Introduction

Council has an obligation under section 496 of the *Local Government Act 1993* ("the Act") in regard to domestic waste management (DWM) services:

“(1) 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.”

An annual DWM charge is therefore mandatory, where a DWM service is available to rateable land. In applying this charge, Council distinguishes between land which contains a dwelling and vacant land.

Definitions

<table>
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<tr>
<th>Terms</th>
<th>Definition</th>
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<td>Available</td>
<td>The DWM service is deemed to be available to any residential or farmland rated assessment, if that assessment includes land adjoining a road boundary which is on the waste collection truck route.</td>
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<tr>
<td>Mandatory Service</td>
<td>If the DWM service is available and the assessment contains a dwelling, the assessment is charged for a minimum of one (1) mandatory DWM service.</td>
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<tr>
<td>Availability / Vacant Land Charge</td>
<td>If the DWM service is available and the assessment does not contain a dwelling, the assessment is charged a fee for Waste Service Availability (WSA) (vacant land charge) such that Council meets its obligations under Section 496 of the Act.</td>
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<td>Additional / Non-Mandatory Waste Service</td>
<td>If the DWM service is available and one (1) mandatory DWM service is not sufficient to meet the needs of a particular dwelling / assessment, then Council can provide additional, non-mandatory garbage, recycling and garden organics services (where available).</td>
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<tr>
<td>CRM</td>
<td>Council’s Customer Request Management System.</td>
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<tr>
<td>Trim</td>
<td>Council’s Electronic Records Management System.</td>
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General Principles

DWM charges are not contingent on whether the property utilises the service. It is the responsibility of the property owner, manager or tenant to notify council in writing if bins have not been allocated, or if bins have been lost or stolen.

DWM service includes a 140 litre weekly garbage service and a 240 litre fortnightly recycling service, along with supply of the necessary bins and associated disposal and recycling services.

A four weekly garden organics service may also be provided, depending on service availability.

No action is required on the property owner’s behalf, where it is determined that a DWM or WSA charge is mandatory. Council staff complete a Waste - Bin Request to Cleanaway CRM. Completing the CRM advises
Council’s waste contractor to deliver the bins and advises Council’s Rates Section to update rates assessment charges.

Where a DWM service is not available to a residential assessment, the property owner may apply for an optional service, for example at a rural bin bank or at the nearest serviced road.

Decision process

1. Start
2. Does the assessment have a boundary adjoining a section of road serviced by waste collection vehicles?
   - Yes
   - No
     - Service is not available. An optional service may be available at bin bank or nearest serviced road.
3. Does the assessment contain a dwelling?
   - Yes
     - Domestic waste management service is mandatory
   - No
     - Waste service availability - vacant land charge is applicable
Optional Services

a. For assessments that do not have a boundary on the service road, residents may elect to take bins to the nearest serviced road to be emptied; or
b. Additional services on top of the mandatory DWM service, usually an additional garbage or recycling bin; or
c. Assessment owners who have bins located in a bin bank. The number of bins in each bank is limited; therefore access to this service depends on availability.

Optional services must be requested in writing and recorded in TRIM.

New Connections at Occupation Certificate Stage

Building Services Administration completes a “New Connections” CRM to supply the DWM service to a new residence, subject to above decision process.