

# KERBSIDE WASTE MANAGEMENT SERVICES - OPERATING GUIDELINE

Date this document was adopted

council / administration

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## PARENT DOCUMENT: I

### PURPOSE

The City of Adelaide provides kerbside waste management services to residents, businesses, and community groups that are equitable, financially sustainable, and transparent, whilst supporting a clean, safe, environmentally friendly, and growing capital city.

The purpose of this Operating Guideline is to:

1. Provide clear and concise information about kerbside waste management provision, design and eligibility.
2. Establish service levels which recover resources and minimise waste material sent to landfill.
3. Outline objectives and key performance indicators for kerbside waste management services.
4. Comply with relevant legislation directly associated with kerbside waste management services.

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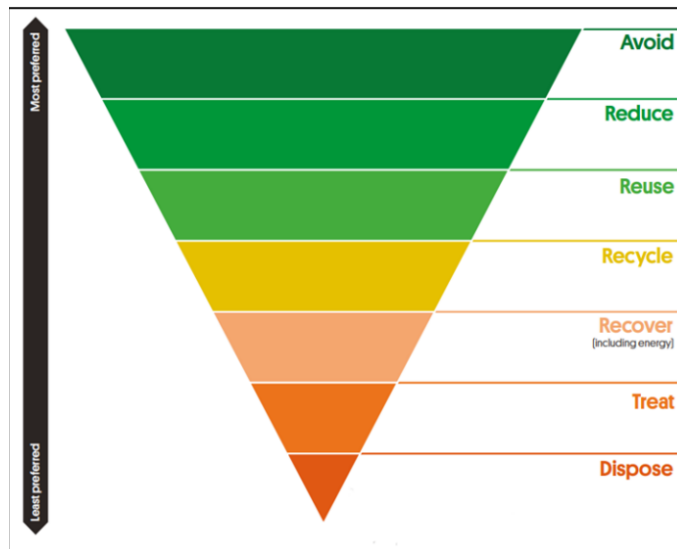
### OPERATION

#### Objectives

- Deliver transparent, equitable and reliable kerbside waste management services.
- Provide financially sustainable kerbside waste management services to residents and eligible businesses and community groups.
- Support city amenity, public health and safety, and respond to future growth.
- Achieve waste avoidance and resources recovery targets and objectives.
- Support transition to a circular economy.

#### Key Performance Indicators

- Divert 85% of residential kerbside collected waste from landfill
- Food waste in landfill is below 5% by weight
- Reduce waste generation by 15% per capita
- Reduce contamination to below 10% in kerbside collected yellow co-mingled recycling



### Service Applicability

- The *Local Government Act 1999 (SA)* mandates the City of Adelaide to provide kerbside waste collection services for residents only.
- Recipients of a City of Adelaide kerbside and/or waste management service:
  - o Must comply with the City of Adelaide Bylaw and minimise risks and financial costs to the City of Adelaide and the community through the correct, safe, and responsible use of services.
  - o Must minimise waste to landfill through the correct and preferential use of organics and recycling services of general waste disposal services.
- Where applicable the City of Adelaide will preference bin capacity for organics and recycling over general waste bin capacity.
- Services provided by the City of Adelaide may be amended, changed, removed, reduced and/or increased to provide a better environmental, financial and or community outcome. Trials and pilots may be undertaken to achieve the Guideline's objectives and key performance indicators.
- Service design (including bin types, presentation zones, collection timing, and collection frequency) will consider amenity (i.e. bin reduction), local environmental and traffic conditions, universal design principles, resource recovery, sustainability and community expectations.
- Where City of Adelaide collection is considered unserviceable for City of Adelaide's waste collection contractor, or where access or egress is restricted limiting collection vehicles to safely provide collection, the user will need to obtain at their own cost, the services from a private waste collection contractor.
- This Operating Guideline does not apply to medium to large-scale commercial waste management services, public events, Council owned, or managed facilities and public waste or recycling bins.

- Vacant Land is ineligible for kerbside or waste management services.
- This Operating Guideline should be read in conjunction with City of Adelaide strategies, policies, guidelines, and legislative requirements. A Community Guideline has been created to provide further details about the services. In the event of a service level inconsistency, the Operating Guidelines shall prevail to the extent of the inconsistency.

#### Residential Kerbside Collection Service

The City of Adelaide prefers all residential premises to be serviced by City of Adelaide's kerbside waste collection service. The design of residential developments should allow for a City of Adelaide's waste collection service to be used, providing all residents with access to a satisfactory and cost-effective waste and recycling service.

Residential Kerbside Collection Service comprises:

- 1 x 240 litre or smaller organics recycling (green lid) bin, collected fortnightly
- 1 x 7 litre kitchen caddy and 1 x roll of compostable bags to facilitate use of the organics recycling bin
- 1 x 240 litre recycling (yellow lid) bin, collected fortnightly
- 1 x 140 litre waste (red lid) bin, collected weekly
- 2m<sup>3</sup> hard waste collection, 2 collections per calendar year (booking required)

At Council's sole discretion, service levels may change and may include the following:

- 1 x 240 litre or smaller organics recycling (green lid) bin, collected weekly
- 1 x 7 litre kitchen caddy and 1 x roll of compostable bags to facilitate use of the organics recycling bin
- 1 x 240 litre recycling (yellow lid) bin, collected fortnightly
- 1 x 140 litre waste (red lid) bin, collected fortnightly
- 2m<sup>3</sup> hard waste collection, 2 collections per calendar year (booking required)

#### Multi-unit Dwellings (MUDS) Residential Kerbside Collection Service

To receive this service the community corporation, strata corporation or equivalent must:

- Have sufficient room to store one weeks' worth of organics, recycling and general waste generated from residential properties, and
- Have sufficient and safe access and egress for City of Adelaide and/or their collection provider to undertake collection safely, and
- Meet the resource recovery requirements identified in the development application process if for a new building development, and
- Have an approved Resource Recovery Plan that, to the satisfaction of the City of Adelaide, aligns with the service and demonstrates how it facilitates occupant access and correct use of recycling services; and

- Enter into a Resource Recovery Service Agreement to confirm service alignment with the Resource Recovery Plan and clear definition of the roles and responsibilities of parties subject to the Agreement.

Based on waste generation rates, the Multi-unit Dwelling Residential Kerbside Service may comprise:

- 240 litre organics recycling (green lid) bin, collected weekly
- 1 x 7 litre kitchen caddy and 1 x roll of compostable bags per premise to facilitate use of the organics recycling bin
- 660 litre and/or 1100 litre recycling (yellow lid) bin, collected weekly
- 660 litre and/or 1100 litre waste (red lid) bin, collected weekly
- 2m<sup>3</sup> hard waste collection, 2 collections per calendar year (booking required) per multi-unit dwelling up to and including 7 storeys of residential living
- 2m<sup>3</sup> hard waste collection, up to 12 collections per calendar year (booking required) per multi-unit dwelling exceeding 7 storeys of residential living.

#### Businesses and Commercial Kerbside Collection Service

To receive the service the business or commercial premise must:

- Have sufficient room within the site record that has been approved for waste storage where the bins will be stored to store one weeks' worth of recycling and waste generated, and
- Sufficient access and egress for City of Adelaide and/or their collection provider to undertake collection safely, and

Serviced premises must transition from City of Adelaide's services to private waste management services if the business waste volumes exceed the service.

Business and Commercial Kerbside Collection Service may comprise:

- 1 x 240 litre recycling (yellow lid) bin, collected fortnightly
- 1 x 140 litre waste (red lid) bin, collected weekly
- A cardboard collection service may be provided. This will be reviewed periodically at City of Adelaide's discretion.

At Council's sole discretion, service levels may change and may include the following:

- 1 x 240 litre organics recycling (green lid) bin, collected weekly
- 1 x kitchen caddy and 1 x roll of compostable bags to facilitate use of the organics recycling bin

Eligible businesses or commercial premises that pay one council rate may receive one kerbside collection service.

Eligible businesses or commercial premises that pay two or more council rate may receive a maximum of two kerbside collection services.

### Community Groups Kerbside Collection Service:

At present the Council may provide some waste services to community groups.

At Council's sole discretion, service levels may change and may include the following:

- 1 x 240 litre organics recycling (green lid) bin, collected weekly
- 1 x 240 litre recycling (yellow lid) bin, collected fortnightly
- 1 x 240 or 140 litre waste (red lid) bin, collected fortnightly

Services to eligible Community Groups include the following categories:

- Sporting and recreational clubs
- Child-care centres
- Churches
- Adelaide Park Lands Lessees (non-commercial)

To receive the service the Community Group must:

- Present bins to a collection route, and
- Have sufficient room within the site record where the bins will be registered to store one weeks' worth of organics, recycling and waste generated by the premise, and
- Sufficient access and egress for City of Adelaide and/or their collection provider to undertake collection safely, and
- Transition from City of Adelaide's services to private waste management services if the Community Group waste volumes exceed the service.

### **Bin Assets and Presentation**

- All bins supplied by City of Adelaide remain the property of City of Adelaide.
- City of Adelaide will provide bins in a safe working order and will repair or replace if necessary.
- Service recipients are responsible for washing or sanitizing bins if they become soiled or odorous.
- Bin identification measures, including address labelling and radio frequency identification devices (RFID), may be adopted to minimise misuse of the service, support bin recovery, enable enhanced reporting and to facilitate educational support.

### **Equity and Service Charges**

- City of Adelaide will work with kerbside service recipients to transition to an alternative service if/when recipient needs exceed City of Adelaide Kerbside service level provisions.
- City of Adelaide may require co-payment, cost-recovery, or fee-for-service through a Waste Management Charge, pursuant to Section 146 of the *Local Government Act 1999 (SA)*, for provision of:
  - o Enhanced resource recovery and waste services for example, additional bin(s) or to change bin sizes upon application to City of Adelaide and payment of an additional annual fee

- Resource recovery and waste services to rate exempt or rebated premises
- Service charges will be set by the City of Adelaide through the Fees and Charges Schedule reviewed annually.

### **Temporary Refusal, Withdrawal and Reinstatement of Service**

A refusal of service may be issued to recipients of services provided by the City of Adelaide where:

- There is a failure to place approved materials in the correct bin; or
- Insanitary or prohibited waste is placed out for collection; or
- A bin presented for collection exceeds the maximum safe weight for a collection; or
- A bin is presented in a location where it would be unsafe for the collection vehicle to empty due to local environmental conditions; or
- Bin identification measures have been removed or modified without the consent of the City of Adelaide; or
- A bin is not accessible from a public roadway; or
- The correct bin is not presented for collection by the required time on the Council nominated collection day.

City of Adelaide reserves the right to:

- Decline a request for a waste service where an eligible premise does not adopt resource recovery services (e.g. organics and recycling services) that are appropriate to the type, volume and nature materials in that premises waste stream.
- Recover stolen or misappropriated bins.
- Remove bins and/or withdraw or cease a collection service where there is repeated misuse of services.
- Withdraw or cease a collection service where there are repeated instances of incorrect use of resource recovery bins (organics and recycling or other).
- Withdraw or cease waste collection when service is not being used to minimise waste being sent to landfill.
- Withdraw or cease collection when deliberate and wilful damage of a bin provided by City of Adelaide occurs or repeated failure to be responsible for washing or sanitising bins if they become soiled or odorous.
- Withdraw services for non-payment of fee-for-service.

### **Education and Support**

- A comprehensive and ongoing education and compliance program will be delivered to support correct and effective use of City of Adelaide's kerbside and waste management services and to promote waste avoidance and resource recovery.

### **Monitoring and Implementation**

- Waste auditing may occur at least once every 2 years to measure progress against waste recovery baselines and build data for evidence-based decision making.
  - Alternative service model trials may be undertaken to assess operational and infrastructure requirements.
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### Related documents

Integrated Climate Strategy

By-Law No.5 – Waste Management

Community Guidelines - Kerbside Waste Management Services

### Relevant legislation and policy

- *Local Government Act 1999*
- *South Australian Public Health Act 2011*
- *South Australian Public Health (General) Regulations 2013*
- *South Australia Environment Protection Act 1993*
- *Environmental Protection (Waste to Resources) Policy 2010<sup>i</sup>*
- *South Australia's Waste Strategy 2020-2025*
- *Single-use and Other Plastic Products (Waste Avoidance) Act 2020*
- *Real Property Act 1886*
- *Planning, Development and Infrastructure Act 2016*
- *Planning and Design Code*
- *Building Code of Australia*
- *Community Titles Act 1996*
- *Strata Titles Act 1988*
- *Disability Discrimination Act 1992*
- *Work Health and Safety Act 2012*
- *Climate Change and Greenhouse Emissions Reduction Act 2007*

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## GLOSSARY

The terms below are used in the Guideline document and are defined as:

**Bin:** A mobile garbage bin (MGB) provided by City of Adelaide as a container for the temporary storage of organics, recycling and waste.

**Business premise:** A premise lawfully used for a commercial, light industrial, institutional, or other non-residential purposes and includes short term accommodation such as tourist accommodation in a hotel, back packer hostel or serviced apartment.

**Bulk bin:** Larger capacity bins including 660L and 1100L 4-wheeled bins.

**Business and Commercial Kerbside Service:** The service provided by City of Adelaide to eligible businesses.

**Circular economy:** A methodology to use resources in a cyclical manner, keeping them at their highest value, effectively removing the concept of 'waste'.

**Compostable bags:** Bags which are certified and comply with the AS 4736-2006 standard. These bags may be used with a kitchen caddy to collect food scraps, which can be placed in the organics bin.

**Community Group Services:** The service provided by City of Adelaide to eligible Community Groups.

**Eligible business premise:** A rateable business premise, including any related business premise, as defined in this guideline, which has a weekly waste generation rate that is compatible by waste types and volumes with City of Adelaide's Business and Commercial Kerbside Service.

**General waste:** That part of the waste stream remaining after the separation of recyclable, organic, and hazardous or prohibited waste materials.

**Hard waste:** Selected solid waste items, as specified by City of Adelaide, which arise from residential premises that cannot be collected by the general waste, recycling or organics collection services.

**Kitchen caddy:** A small container used to collect organic waste and food scraps generated in the kitchen.

**Organics recycling:** Any clean organic matter consisting of lawn clippings, plants, vegetables, leaves, prunings, vegetables, fruit, manure or any other organic material for which permission has been granted by City of Adelaide. This excludes any item larger than 15 centimetres in diameter, domestic waste, commercial or industrial waste (general), listed waste, hazardous or electronic waste.

**Rate exempt or rebated premise:** A premise which receives a partial or full Council rate reduction or exemption pursuant to Section 166 of the *Local Government Act 1999*.

**Recycling:** Dry and clean newspapers, magazines, paper, cardboard, tins, cans, glass, milk and juice containers, plastic containers of a type specified by City of Adelaide and other recyclable material for which permission has been given by City of Adelaide.

**Residential premise:** A premise lawfully used as a dwelling or place of residence, including:

- a. A detached or semi dwelling, row house or townhouse.
- b. A home unit or apartment within a residential flat building or group dwelling.
- c. Caretakers' residence within a residential complex.
- d. This excludes short term stays and short stay tourist accommodation such as and hotels, serviced apartments, vacation rentals, student accommodation, hostels, bed & breakfast, AirBnB, lodging and boarding houses (excluding tourist accommodation) and commercial student accommodations.

**Related business premise:** Two or more rateable business premises which are related by way of common ownership, management or effective control that are located on a single site record or contiguous site records.



**Resource recovery:** The process of recovering materials for recycling. This can include comingled recycling, organics and food waste and more through the provision of services.

**Standard Kerbside Residential Service:** The service provided by City of Adelaide to residential premises.

**Resource Recovery Service Agreement:** A periodic legal agreement between the Corporation of the City of Adelaide and a Community Corporation, Strata Corporation or equivalent for provision of resource recovery and waste services.

**Resource Recovery Plan:** A Plan that details the internal resource recovery management system of a building including service delivery model, roles and responsibilities and education/communication plan on correct system use.

**Site record:** A unique base or grandparent site record in City of Adelaide's property and rating system, which may accommodate a single or multiple rateable premises, which aligns to the following certificate of titles issued under the *Real Property Act 1886*:

- a. Torrens Title
- b. Community Title in the ownership of the Primary Community Corporation
- c. Strata Title owned by the Strata Corporation
- d. Moiety Title
- e. Company Title

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## ADMINISTRATIVE

As part of Council's commitment to deliver the City of Adelaide Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

This Policy document will be reviewed every 4 years unless legislative or operational change occurs beforehand. The next review is required in 2028.

### Review history:

Trim Reference	Authorising Body	Date/ Decision ID	Description of Edits

### Contact:

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