

Community Guidelines for Kerbside Waste Management Services

Draft March 2024



CITY OF
ADELAIDE

Introduction

The City of Adelaide provides a kerbside waste management service to support a clean, safe, environmentally friendly, and growing capital city.

In this Community Guideline document, you will find:

1. Services available to eligible residents, businesses, and community groups
2. Information about how to use the service
3. Guidance for building managers and developers to meet service eligibility criteria

The City of Adelaide amends its service requirements from time to time. This booklet is accurate at the date of printing. To confirm requirements visit waste.cityofadelaide.com.au or call the waste hotline 1800 777 844.

Recipients of a City of Adelaide kerbside waste management service must:

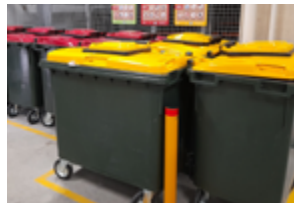
- Minimise risks and financial costs to the City of Adelaide and the community through the correct, safe and responsible use of the services.
- Use the organics and recycling services correctly to maximise resource recovery and minimise waste sent to landfill.
- Obtain, at their own cost, services from a private waste collection contractor where a City of Adelaide collection is not possible (e.g. where access is limited impacting safe collection).

Service Levels and Application

The City of Adelaide's kerbside waste management services include the following:



1. Residential Kerbside Waste Management Service



2. Multi-unit Dwellings Residential Waste Management Service



3. Businesses and Commercial Kerbside Waste Management Service



4. Community Groups Waste Management Service

Vacant Land is ineligible for kerbside or waste management services.

These services may change and/or trials may be undertaken to provide a better environmental, financial and community outcome.



1. Residential Kerbside Waste Management Service

The City of Adelaide provides waste management services to residents. This service includes the provision of bins which are regularly emptied at the kerbside.

Residential Kerbside Service includes:

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 help use the green organics bin

1 x 240 litre recycling (yellow lid) bin, collected fortnightly

1 x 140 litre waste (red lid) bin, collected weekly

2m³ hard waste collection, 2 collections per calendar year (booking required)

The service will be provided to residential premises at a maximum rate of one service per residential premise.

To receive this service, residents must:

Visit the Cleanaway website or call 13 13 39 for new services or service upgrades

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 help use the green organics bin
- 1 x 240 litre recycling (yellow lid) bin, collected fortnightly
- 1 x 140 litre waste (red lid) bin, collected fortnightly
- 2m³ hard waste collection, two collections per calendar year (booking required)





2. Residential Multi-unit Dwellings Waste Management Service

The City of Adelaide provides kerbside bin and bulk bin waste management services to residential multi-unit dwelling buildings, like townhouses, apartments, and high-rise buildings. This service includes the provision of bins which are regularly emptied either at the kerbside or through collection from on property (also called a roll in/roll out service).

The service includes:

240 litre organics recycling (green lid) bin, collected weekly

1 x 7 litre kitchen caddy and roll of compostable bags for each premise to help use the green organics 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

2m³ hard waste collection, two collections per calendar year (booking required) per multi-unit dwelling up to and including seven storeys or residential living

2m³ hard waste collection, up to 12 collections per calendar year (booking required) per multi-unit dwelling above 7 storeys of residential living.

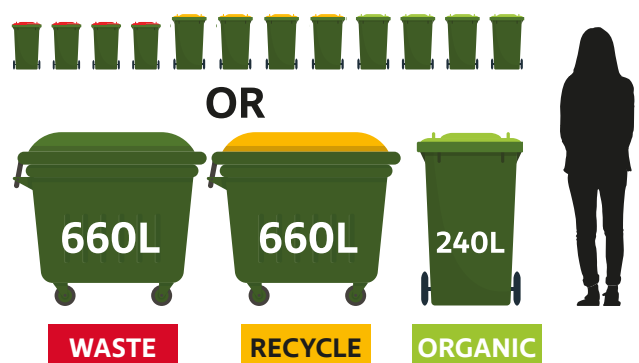
For more sustainable outcomes, the City of Adelaide will preference bin capacity for organics and recycling over general waste bin capacity.

A building may only receive one service per residential building.

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

- Have enough room to store one weeks' worth of organics, recycling and general waste generated from residential properties
- Have enough space and safe egress for collection to be undertaken safely
- Meet the resource recovery requirements identified in the development application process for a new building development
- Submit a Waste and Resource Recovery Plan that, to the satisfaction of City of Adelaide, aligns with City of Adelaide services and demonstrates how users will access and use the service correctly
- Enter into a Waste and Resource Recovery Service Agreement once the Waste and Resource Recovery Plan has been approved by City of Adelaide. See Appendix 1 for more information about the Waste and Resource Recovery Plan.

In addition to the Waste and Resource Recovery Plan a Site Service Agreement and an Indemnity Form will need to be completed. This will be provided upon approval of service provision.





3. Businesses and Commercial Kerbside Waste Management Service

The City of Adelaide provides waste management services to businesses and commercial premises that meet the service criteria. This service includes the provision of bins which are regularly emptied at the kerbside.

The Business and Commercial Service comprises:

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 and reviewed from time to time at City of Adelaide's absolute 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 7 litre kitchen caddy and 1 x roll of compostable bags to facilitate use of the organics recycling bin

A premise that pays one rate may be eligible for one service. Premises that pay two or more rates may be eligible for a maximum of two services.

To receive the service, the business or commercial premise must:

- Have enough room to store the bins provided by City of Adelaide within the site record in an approved room for waste storage where the bins will be registered
- Have sufficient space to store one weeks' worth of recycling and waste
- Have enough space and egress for collection to be undertaken safely
- Transition from City of Adelaide services to private waste management services if the business waste volumes exceed the council-provided service limits

Visit the Cleanaway website or call 13 13 39 for new services or service changes.





4. Community Groups Waste Management 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 140 or 240 litre waste (red lid) bin,
collected fortnightly

Eligible community groups include the following categories:

- Eligible sporting and recreational clubs
- Childcare centres
- Park Lands Lessees (non-commercial)

To receive the service the community group must:

- Present bins to a collection route
- Have enough room to store the bins provided for the service by City of Adelaide within the site record where the bins will be registered
- Have sufficient space to store one weeks' worth of organics, recycling and waste generated
- Transition from City of Adelaide services to private waste management services if the community group's waste volumes exceed the service
- Visit the Cleanaway website or call 13 13 39 for new services or service changes.

Service Details

Bin Details

City of Adelaide provides bins in a safe working order and a maintenance service for repair and replacement when damaged. They are the property of City of Adelaide and must be left at the property if you move.

Service recipients are responsible for washing or cleaning the bins if they become soiled or odorous.

Labels and devices may be placed on the bins to help with the service.

Temporary Refusal, Withdrawal and Reinstatement of Service

It is important to ensure the service is used correctly for a safe and efficient service. A refusal of service may occur where:

- Bins are used incorrectly like repeatedly placing the wrong items in the wrong bin; or placing insanitary or prohibited waste (like batteries) out for collection, or if the bins are too heavy for a safe collection.
- A bin is presented in a location where the bin is not accessible from a public roadway or it would be unsafe for the collection vehicle to empty due to local environmental conditions.
- Bins have been modified or bin identification measures have been removed without the consent of City of Adelaide.
- The correct bin is not presented for collection by the required time on the City of Adelaide nominated collection day.

Council reserves the right to:

- Decline a request for a waste service where an eligible premise does not adopt resource recovery (eg organics and recycling) that are appropriate to the type, volume and nature materials in that premise's 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 end a collection service where there are repeated instances of the resource recovery bins (organics and recycling or other) not being used to minimise waste being sent to landfill.
- Withdraw or end collection when deliberate and wilful damage of a bin provided by Council occurs or repeated failure to be responsible for washing or sanitizing bins if they become soiled or odorous.
- Withdraw services for non-payment of fee-for-service.

Service Monitoring

An important part of reducing the amount of waste sent to landfill and improving environmental impact is to conduct waste audits and visual checks. This may include looking into bins and assessing their contents for items that do not belong or collecting and physically auditing the contents of bins. The information gained from inspections and audits helps measure progress and supports evidence-based decisions to improve our services offered to our community.

Equity and Service Charges

Additional costs required for services beyond those outlined in this document. For further details, please refer to the Fees and Charges Schedule.

[Fees and Charges Form Link](#)

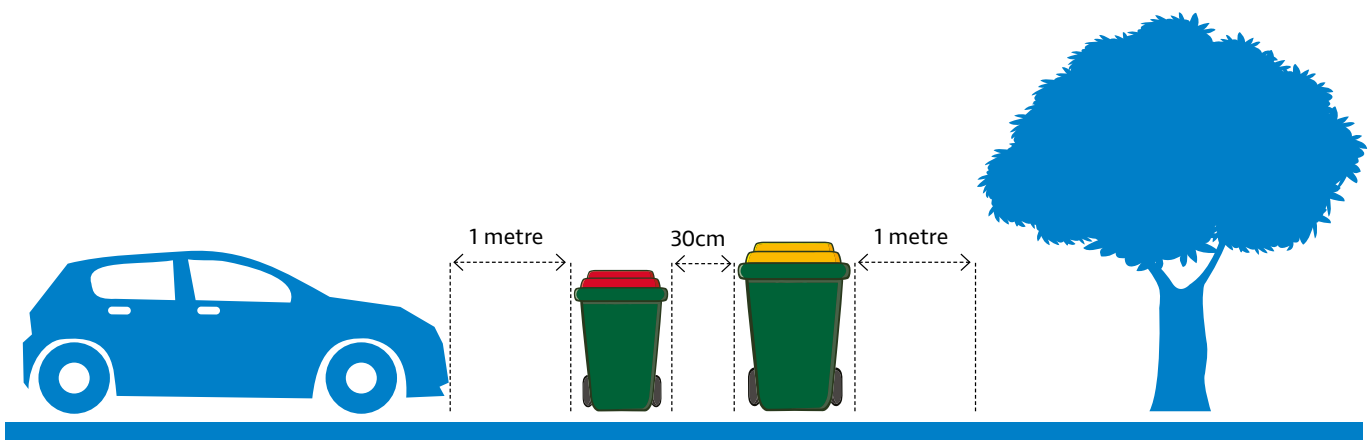
How to use the service:

Bin Collection

You can check when the next bin day collection is by going to cityofadelaide.com.au/binday

To ensure your bins are collected:

- Put your bins out before 6.00am on the day of collection and please retrieve them on the same day.
- Face your bins forward with the wheels towards the property.
- Make sure your bin lids are closed.
- Where practical, please keep 30cm between bins and 1m between bins and parked cars, trees, stobie poles and letter boxes.
- Do not overfill. Bins that are too heavy may not be collected.



What goes into each bin?:


The City of Adelaide provides ongoing educational support to help with using the service correctly and to reduce waste generation. See below for what can and cannot go in the green organics, yellow recycling and red waste bins and information about other services. More information can also be found on Which Bin: whichbin.sa.gov.au

GREEN ORGANICS BIN

WHICH BIN? THE GREEN BIN



Egg shells and oyster shells



Cheese and yoghurt



Food scraps (cooked and raw)



Meat, seafood and bones



Tea bags and coffee grounds



Paper towel and tissues



Shredded paper



Lawn clippings, leaves and flowers



Compostable food containers

 AS 4736 certified compostable food packaging accepted. Look for this logo to be sure it's compostable.

NEVER IN THE GREEN BIN



NO plastic bags or liners



NO tools, hoses or plant pots



NO glass




NO nappies



NO general waste



NO dirt, rocks or building materials



NO polystyrene or foam



NO clothing, footwear or textiles

YELLOW RECYCLING BIN

WHICH BIN? THE YELLOW BIN



Rigid plastic containers



Glass bottles and jars



Tins, cans and aerosols



Aluminium foil



Paper and cardboard



Juice and milk cartons

Please place all recyclable items loose in the yellow bin - not in plastic bags.

NEVER IN THE YELLOW BIN



NO soft plastics



NO polystyrene or foam



NO food or garden waste



NO batteries or electronics



NO broken glassware or crockery



NO shredded paper



NO clothing, footwear or textiles



NO squeeze yoghurt pouches

When placed in the bin, batteries and e-waste can cause truck fires. Recycle used batteries and other hard-to-recycle items at our Reuse and Recycle Hubs. Hub locations are on the next page.

For more information about disposal of these items, please refer to page 5 or go to WHICHBIN.SA.GOV.AU

RED WASTE BIN

WHICH BIN? THE RED BIN



Plastic bags



Soft plastics



Polystyrene and foam



Single use nappies



Broken crockery and glassware



Ropes and hoses



Coffee cups



Old clothing, footwear, and textiles

NEVER IN THE RED BIN



NO food waste



NO batteries or electronics



NO motor oil



NO liquid paint



NO building rubble or dirt



NO chemicals or poisons

Food scraps should always go in the green organics bin. All other items noted above are banned from any household bin.

For information about how to dispose of these items, please refer to page 5 or go to WHICHBIN.SA.GOV.AU

For residents only:

ON-CALL HARD WASTE COLLECTIONS

ACCEPTED



Broken furniture



Mattresses



Small electrical items



Branches and sticks (max. 2m long, 30cm diameter)



Timber, metal and plaster sheets (max. 2m long)



Fridges, washing machines, stoves and dryers

To book a hard waste collection please go to waste.cityofadelaide.com.au

NOT ACCEPTED



NO tyres, car parts or batteries



NO liquid paint



NO gas bottles or asbestos



NO soil, dirt, sand, rocks or building materials



NO chemicals or poisons



NO items too big or heavy for 2 people

It is unlawful to dispose of your waste in a public space without Council permission such as a booked hard waste collection. Refer to page 5 for information on how to safely dispose of hazardous waste.

Other Reuse and Recycling Options For Residents

Keeping materials in circulation contributes to a more circular economy. Before sending items to landfill or for recycling consider reusing, repairing, selling, donating or gifting them.

Hard-to-Recycle/Reuse Items:

Residents can drop off a range of items at City of Adelaide's Reuse and Recycle Hubs found at the Customer Centre (25 Pirie Street), the City Library, the Minor Works Building Community Centre and the North Adelaide Library. Refer to the diagram below for more information.

Electronic Waste (E-Waste)

Products with a battery or an electrical plug are considered e-waste and are banned from landfill in SA. These items cannot be placed in any of your kerbside bins. E-waste can be collected as part of your hard waste collection or can be dropped off at no cost at:

Reuse and Recycle Hubs

City Library, North Adelaide Library, Minor Works Building Community Centre and our Customer Centre

Adelaide Waste and Recycling Centre

adelaidewasteandrecyclingcentre.com.au

Beverley Waste and Recycling Centre

charlessturt.sa.gov.au

Unplug n' Drop

electronicrecyclingaustralia.com.au

Household Hazardous Waste

Hazardous household waste like pesticides, insecticides, herbicides, solvents, paints, pool chemicals etc. can be dropped off at no cost at four locations:

North Plympton, Campbelltown, Edinburgh North and Healthfield.

For more information visit greenindustries.sa.gov.au/hazwaste or call (08) 8204 2051

Mulch and Garden Waste

Larger quantities of garden green waste can be dropped off at the City of Adelaide's Green Waste Recycling and Mulch Centre. Rate paying residents can drop off up to 4 trailer loads each year at no cost and will receive 50% discount on mulch purchases.

Green Waste Recycling and Mulch Centre

War Memorial Drive, North Adelaide (08) 8203 7502
cityofadelaide.com.au/greenwaste

REUSE AND RECYCLE HUBS

VISIT A HUB TODAY

- **City of Adelaide Customer Centre**
25 Pirie Street
- **City Library**
3 Rundle Place, 77-91 Rundle Mall
- **Minor Works Building Community Centre**
22 Stamford Court
- **North Adelaide Library**
176 Tynte Street



Fluorescent tubes

Up to 1.2 metres long. Only at two Hubs.



Blister packs

Aluminium and plastic composite type, must be empty.



Eye glasses or sunglasses

That can be refurbished or reused.



Batteries

Any that fit in the slot, except lead acid.



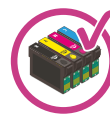
E-waste, cords and chargers

Any item smaller than 17 x 28cm that plugs into a power point, uses a charger or is battery powered.



Mobile phones and tablets

Including iPads, tablets and accessories.



Printer cartridges

Any that fit in the slot.



Light globes

Small intact light globes.



Plastic bread tags

No cardboard or face mask tags please!

Learn more about what can be recycled

cityofadelaide.com.au/reuse-recycle-hubs



For Businesses, Commercial & Community Groups

The City of Adelaide encourages all businesses, commercial entities and community groups to avoid waste. You can reduce your waste by:

- Contacting your suppliers to discuss ways to reduce packaging material
- Donating or selling items
- Avoiding disposable goods or single-use materials
- Using Australian Certified compostable products
- Buying products that can be recycled, repaired, refilled, or reused
- Transform leftover ingredients or materials into new menu items or products

View our helpful Sustainable Business Guides for more information: [Sustainable business guides | City of Adelaide](#)

Electronic Waste (E-Waste)

Contact a commercial waste provider to collect any not-fit-for-use products with a battery or a plug. These items, like a toaster or computer, are considered e-waste and cannot be placed in any kerbside bin.

Commercial Hazardous Waste

Hazardous commercial waste like pesticides, solvents, paints, etc. can be disposed of for a fee. Contact a commercial waste service provider for more information.

Disposal of Liquid Waste

Petroleum products, fats, oils, greases or industrial solvents cannot be disposed of down a drain, stormwater sewer, or on an outside ground surface. Contact a licensed liquid waste disposal company to dispose of liquid waste properly.

Enquiries

Contact Us

Visit waste.cityofadelaide.com.au or call the waste hotline 1800 777 844 to:

- Request a green organic bin
- Request bin repairs or replacements
- Report unemptied bins
- Report lost or stolen bins

Related Documents

City of Adelaide

Integrated Climate Strategy
By-Law No.5 – Waste Management
Operating Guidelines – Kerbside Waste
Management Services

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. Service provision outlined in Appendix 1.

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. Service provision outlined in Appendix 1.

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 detached or semi dwelling, row house or townhouse.
- A home unit or apartment within a residential flat building or group dwelling.
- Caretakers' residence within a residential complex.
- 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. Service provision outlined in Appendix 1.

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*:

- Torrens Title
- Community Title in the ownership of the Primary Community Corporation
- Strata Title owned by the Strata Corporation
- Moiety Title
- Company Title

Appendix 1

Waste and Resource Recovery Plan Guidance

This section of the Community Guidelines assists residential multi-unit dwellings in preparing a Waste and Resource Recovery Plan. A Waste and Resource Recovery Plan must include the following details:

1. Land use
2. Waste generation
3. Waste systems
4. Bin quantity, size, and colour
5. Collection frequency
6. Bin storage
7. Scaled waste management drawings
8. Collection contractors
9. Signage

All documents provided to City of Adelaide must be dated and include version control. If previous versions of a Waste and Resource Recovery Plan have been submitted to the City of Adelaide, please include a summary of the changes that have been made to the revision.

Waste and Resource Recovery Plan Details:

1. Land Use

The City of Adelaide requires:

- Contact details of the applicant
- Address of residential building
- Number of residential apartments by size (studio, one, two, three etc. bedrooms)
- Number of floors
- Number of building occupants
- Type and proportion of uses (residential, commercial, or mixed use)
- Current waste management arrangement i.e. collection frequency, number of bins, type of bins (if applicable), type of collection (on-site or off-site)

2. Waste Generation

City of Adelaide uses Green Industries SA's guidance on waste generation estimates. To calculate the appropriate bin quantities please visit the Green Industries SA Guide:

Better Practice Guide for Waste Management in Residential & Mixed Use Developments (greenindustries.sa.gov.au) – Appendix C

3. Waste and Resource Recovery Systems

Details of the entire waste system must be provided including in-apartment source separation systems, chutes, compactors, bin lifters etc.

At minimum the building design should include organics, recycling, waste and hard waste. It may also include other streams like items for donation/reuse, textiles or soft plastics to be managed by the building.

4. Bin Quantity, Size and Colour

The plan must include the number and size of bins. A smaller number of larger bins is preferred to a higher number of smaller bins.

5. Collection Frequency

The City of Adelaide supports the reduction of waste vehicle movements in our city. It is recommended that developments containing multiple residential tenancies combine waste storage and collection arrangements to minimise the number of vehicles required to service the property. Premises containing both residential and businesses should have separate waste storage areas and bins for residential and businesses waste.

6. Bin Storage

The development must include a designated bin storage room(s) which enables waste streams to be source separated and clearly labelled.

Adequate space must be provided in the bin room and shown in the plan submitted to City of Adelaide.

The following details must also be provided:

- Bin room size (m²)
- Bin layout
- Wash-down area
- Ventilation
- Vermin protection
- Noise reduction
- Stormwater pollution prevention
- Odour mitigation techniques.

7. Scaled Waste Management Drawings

A set of scaled drawings must be provided showing how organics, recycling and waste from the occupant(s) is disposed of through to the final collection point and pick up by the collection contractor. The drawings must include:

- Elevation drawings (including all hanging services) showing adequate clearance for the collection vehicle from the development's entry and exit points to the point of collection
- Generic residential and commercial floor spaces showing waste, recycling and organics disposal points
- Waste infrastructure and storage areas including any chutes, carousels, compactors, bins, bin lifters, hard waste and charity bins
- Clear diagram of movement of each material from disposal, storage and collection points including any gradient/slope/stairs
- Bin presentation location (on-street or on-site)
- Swept path diagrams illustrating sufficient access to collection points for all vehicles required to collect from the development. Swept path diagrams must show access to/from the nearest main street to ensure access into smaller streets/laneways is feasible

8. Collection Contractors

If the development's waste generation exceeds the City of Adelaide entitlement or does not comply with the Council's service requirements, private collection contractors may be used for some residential properties to substitute or supplement the City of Adelaide collection service.

9. Signage

Signs will be required on and near or adjacent to bin storage locations to communicate correct usage of system and reduce contamination. The City of Adelaide can provide assistance with signage.