

# Waste and Resource Recovery Policy

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## 1. PURPOSE

This policy sets out the waste and resource recovery services provided by the City of Tea Tree Gully.

## 2. POLICY

The City of Tea Tree Gully is committed to delivering a sustainable waste management service that:

- Meets the needs of our community
- Complies with legislative requirements
- Is aligned to circular economy principles
- Is environmentally, economically and technologically feasible.

Council's Waste and Resource Recovery Strategy 2033 sets our vision for a future where:

- a. Waste is viewed as a valuable resource
- b. Landfill is avoided to the greatest extent possible
- c. The useful life of materials is maximised through reuse, repair and recovery
- d. The environment and human health are safeguarded from the negative impacts of waste.

This vision is underpinned by six key focus areas:

### **Avoidance, reuse and recovery**

Minimise waste generation, keep materials in use for as long as possible, and enhance source separation and resource recovery, ensuring all avoidable waste is removed from the waste stream.

### **Engagement, education and activation**

Engage residents, schools, businesses and community organisations through education, awareness campaigns and capacity building programs that foster sustainable behaviour change and empower our community to take ownership and make responsible consumption and disposal decisions.

**Service delivery and operations**

High order waste hierarchy outcomes are embedded in our decision making, our operations actively support the development of a circular economy, and our waste management services are well governed, accessible and respond to community need.

**Collaboration and innovation**

Collaborate with government, industry, business, educational institutions and community to leverage collective knowledge, resources, and expertise to develop innovative solutions.

**Reform, advocacy and alignment**

Proactively drive long-term strategy, policy and legislative change that benefits the City of Tea Tree Gully and its community.

**Environmental protection and human health**

The adverse effects of waste on the environment and human health are minimised, and our city and our community are protected from environmental health risks.

These focus areas shape Council's approach to waste management and resource recovery.

This Policy is to be read and implemented in conjunction with other relevant Council policies, strategies, by-laws and documents.

## 2.1 Administration of Waste Services

Kerbside waste services are managed by Council and delivered by contracted service providers.

## 2.2 Bins

### 2.2.1 Standard bin allocation

To enable the collection of waste-to-landfill, recyclables and food and organic material, each occupied property, regardless of the size or type, are required by Council to have the following:

- a. One 140 litre red-lid landfill bin
- b. One 240 litre yellow-lid recycling bin
- c. One 240 litre or 140 litre green-lid food and green organics bin.

Occupied residential properties are also eligible to receive:

- a. One 8 litre kitchen caddy and an annual supply of 150 compostable bags.

Compostable bags are made available for collection from selected Council facilities as determined by Council staff.

All Council supplied bins are identifiable and asset management tools are used to assist with education, customer support and contract management.

Mobile Garbage Bins (MGBs) may be identified by the ratepayer or resident by applying a stick-on house number or by painting on numbers. Engraving is not permitted.

### 2.2.2 Additional bins

Where the ratepayer of an occupied residential property can satisfactorily demonstrate the need to remove additional food and organic material and or recyclable material from their property, they may request:

- a. One additional 240 litre yellow-lid recycling bin free of charge
- b. One additional 240 litre or 140 litre green-lid food and green organics bin free of charge

Upon request, Council may, at its discretion, provide a third green-lid food and organics or yellow-lid recycling MGB for a nominal fee. A maximum of two additional green-lid food and organics or yellow-lid recycling MGBs may be provided per occupied residential property.

Additional red-lid waste-to-landfill MGBs may be approved upon application on the basis the ratepayer of an occupied residential property satisfactorily demonstrates there is a need to remove additional domestic material from the property. Additional charges apply, except upon justification from:

- a. A resident living in a rateable residential property with a medical condition who may generate additional residual waste due to their medical condition.
- b. A resident living in a rateable residential property with six or more occupants.

The presence of an additional outbuilding such as granny flat, rumpus room, or separate unit where additional rates are not paid for that outbuilding is not sufficient grounds for the provision of an additional red-lid waste-to-landfill MGB.

Evidence must be supplied to support a request for an additional MGB and is subject to annual review.

Commercial premises, primary and secondary schools, leased facilities and community and not-for-profit organisations are ineligible for additional free MGBs.

### 2.2.3 Bin ownership

All Council supplied MGBs are the property of Council and must remain with the assigned property at all times, unless returned to Council. This excludes privately-owned green-lid food and organics bins purchased prior to 2020.

Residential waste and recycling storage areas are to be located away from dwellings and screened from public view. The responsibilities of ratepayers or residents in relation to their MGBs are detailed in Council's [Waste Management By-law 2021](#).

#### 2.2.4 Alternative arrangements – Multi-unit or similar dwellings

Owners of units and multi-dwelling complexes may access the standard MGB entitlement as described in section 2.2.1 of this Policy.

Council may provide alternative waste-to-landfill, recycling and food and organics disposal arrangements where the provision and or collection of MGBs is impractical for any reason.

In such instances, the property owner or Strata / Community Corporation may:

- a. Choose, with the approval of Council, to share a lesser number of MGBs.
- b. Apply to Council for a non-standard waste service for waste-to-landfill, recycling and food and organics disposal. This may include the provision of larger MGBs or bulk bins.
- c. Organise an on-site shared waste collection arrangement with a commercial contractor (at their cost) in place of Council's standard waste service. This must include provisions for the correct disposal of waste-to-landfill, recycling and food and organics material.

Where alternate arrangements are to be considered, it is the responsibility of the property owner or Strata / Community Corporation to provide Council with a Waste Management Plan detailing how waste will be managed. Request will be assessed by Council staff on a case by case basis.

Where the property owner or Strata / Community Corporation chooses to have their waste and recycling managed through a commercial contractor, they forgo their right to access the standard MGB entitlement as detailed in section 2.2.1 of this policy.

#### 2.2.5 New developments

Developers are to consider the provision of waste services to ensure collection is manageable by Council's waste collection contractor, and according to the service levels of the contract.

Where Council cannot safely, lawfully or practically provide waste services to a particular residential development, a private commercial waste and recycling services must be provided by the property owner or Strata / Community Corporation, at their own cost. This must include provisions for the correct disposal of waste-to-landfill, recycling and food and organics material.

Where the property owner or Strata / Community Corporation chooses to have their waste and recycling managed through a commercial contractor, they forgo their right to access the standard MGB entitlement as detailed in section 2.2.1 of this Policy.

### 2.2.6 Stolen, vandalised or damaged bins

Council will replace lost and stolen MGBs where it can be established that the loss of the bin was beyond the control of the ratepayer or resident. The ratepayer or resident must complete the appropriate service request form on Council's website.

Where MGBs have been damaged or lost through negligence of the ratepayer or resident or through inappropriate use, Council will repair or replace them at cost to the ratepayer or resident.

If a MGB has been damaged by Council's waste collection contractor, reasonable wear and tear, has a manufacturing fault, or been vandalised, then it will be repaired or replaced following inspection and determination.

All repairs or replacements of MGBs is managed by Council's waste collection contractor.

If a stolen or missing MGB appears in a different place the registered location, Council reserves the right to collect and relocate the MGB without notification.

Where the ratepayer or resident owns their green-lid food and organics MGB, Council will, at its discretion, repair or replace the MGB if damaged during the collection process. If a new green-lid food and organics MGB is issued, it will remain the property of Council. At the ratepayer's or resident's discretion, Council will recycle the damaged bin.

## 2.3 Collections

Council's standard waste service provides:

- a. Weekly waste-to-landfill collection
- b. Fortnightly co-mingled recycling collection
- c. Fortnightly food and green organics collection
- d. Two at-call hard waste collection services per occupied residential property per year

Collection days are based on location and are published on Council's website.

All MGBs must be placed out for collection by 6.00am on the designated day of collection. Collection will be undertaken by Council's appointed waste collection contractor between the hours of 7am and 7pm. Service times may vary outside of these hours due to events such as extreme heat, waste collection vehicle breakdowns and or to minimise safety risks.

Collections will not occur on Good Friday, Christmas Day or New Year's Day. Arrangements for collections that would otherwise occur on these days will be published on Council's website and advertised through selected Council communication channels.

The responsibility of the ratepayer or resident in relation to the placement and removal of MGBs pre and post collection are detailed in Council's [Waste Management By-law 2021](#).

### 2.3.1 Collection assistance

Assistance may be provided where a ratepayer or resident is unable to place their own MGBs out for collection and retrieve them after they have been emptied. To request assistance, the ratepayer or resident must complete the appropriate service request form on Council's website.

Requests for assistance must be accompanied by documentary evidence – eg a functional assessment from a qualified medical practitioner - and will be subject to review by Council. If the service is unable to be provided due to occupational safety issues or other reasons, Council will work with the eligible ratepayer or resident to find an alternative arrangement.

Service provision and eligibility will be reviewed periodically.

### 2.3.2 Refusal to collect an MGB

Council may refuse to service an MGB if:

- a. The ratepayer or resident fails to use the approved MGB
- b. The MGB is contaminated with incorrect contents or prohibited substances
- c. The MGB exceeds the maximum weight of 60 kg
- d. If material is caught in the MGB and cannot be removed by normal operation
- e. If the MGB is over-full and the lid is open
- f. The MGB is incorrectly presented for collection or is placed in a location that cannot be reached by the collection vehicle
- g. The MGB is placed out late for collection

Where an MGB has not been serviced due to any of the above reasons, a notice will be left on the MGB advising the reason for the refusal to service.

Subject to its obligations at law, Council reserves the right to cease a collection services where there is repeated misuse of the service.

## 2.4 Non-residential waste

### 2.4.1 Primary and secondary schools

All primary and secondary schools located in the City of Tea Tree Gully are eligible to receive waste education services directly through Council at no charge.

Council will not provide MGBs or waste collection services to Department for Education (DfE) primary and secondary schools. In this instance, waste collection services and the provision of MGBs are the responsibility of the DfE. Exemptions may be granted at Council's discretion.

Council may provide MGBs and waste collection services to non-DfE schools by arrangement.

Schools that have an appropriate waste service that allows food and organic material to be commercially composted, may request one 8 litre kitchen caddy and a maximum annual supply of 150 compostable bags per 25 students. Council will not supply kitchen caddies or compostable bags to DfE schools that are supplied kitchen caddies and compostable bags by the DfE.

Schools that receive materials and or waste education services from Council must recognise Council's contribution in a communication to the entire school community – eg a school newsletter - along with a positive message about the importance of landfill reduction and diversion.

### 2.4.2 Council facilities

To support the achievement of the Waste and Resource Recovery Strategy 2033, Council will prioritise waste reduction, reuse and recycling across its facilities through:

- a. Providing for the collection and disposal of co-mingled recyclables, food and organic material as well as landfill.
- b. Incorporating more circular processes into the procurement and management of resources.
- c. Reducing and ultimately eliminating the use of single-use plastics and other problematic waste materials.
- d. Raising awareness and actively educating patrons and other stakeholders on appropriate waste disposal
- e. Conducting waste education and promotional programs.

#### 2.4.2.1 Leased facilities

Where a facility is occupied by a sporting or community organisation, the tenant will be responsible for managing waste services in accordance with the Leases and Licences to Sporting and Community Organisations Policy and their lease agreement.

#### 2.4.2.2 Hired Facilities

Hirers of Council facilities, be they regular or casual hirers, will be responsible for managing their waste in accordance with the terms and conditions of regular and casual hire and their hire agreement.

### 2.4.3 Community and not-for-profit organisations

Pre-schools, kindergartens, childcare centres, churches and not-for-profit organisations are entitled to a single set of MGBs as described in section 2.2.1 of this Policy at no charge, provided they can be presented kerbside for collection.

Additional free MGBs will not be provided to community and not-for-profit organisations.

#### 2.4.4 Commercial premises

While Council's is not legally required to collect waste generated by the activities of business, industrial and commercial premises, these premises may access the standard kerbside service in section 2.2.1 of this Policy at no charge, provided they can be presented kerbside for collection and are only used for the disposal of domestic waste material.

In locations where multiple tenancies exist within a single service entitled premise, only one standard waste collection service will be provided, unless otherwise previously approved by Council.

Additional free MGBs will not be provided to business, industrial or commercial premises.

## 2.6 Other waste services

### 2.6.1 Hard waste

Council provides residential ratepayers and residents two at-call hard waste collection services per annum. This includes residents of independent living, retirement villages or similar, but excludes nursing homes and other supported accommodation.

Hard waste collections from independent living, retirement villages or similar are arranged by negotiation with the facility.

Primary and secondary schools, leased facilities, community and not-for-profit organisation and business, industrial and commercial premises are not entitled to hard waste collection.

Hard waste collections must be pre-booked with Council's waste collection contractor. Upon booking, the ratepayer or resident will be sent a confirmation including instructions for using the service and a list of permissible items.

Waiting times may apply to the service and will be advised at the time of request. Waiting times may vary depending on operational requirements.

The ratepayer or resident must not place material on the kerbside until 24 hours prior to the nominated collection date. It is the responsibility of the ratepayer or resident to maintain the items put out for collection in a safe manner until they are collected.

The ratepayer or resident must notify Council's waste collection contractors, no less than 48 hours prior to their collection date, if they no longer need their hard waste collection service.



### 2.6.2 Enviro Care

Council provides ratepayers and residents of the City of Tea Tree Gully with a recycling service for large organic material as follows:

- a. The service operates at St Agnes Recreation Park (Smart Road, St Agnes) on such a time/date or place as advised by Council.
- b. The service is provided for ratepayers and residents for domestic quantities only – eg car boot or trailer.

The provision of this service is at the discretion of Council. The yearly schedule may be varied from time to time to allow for operational constraints or special events.

### 2.6.3 Collection points for hard to recycle items

Council provides drop-off points for the collection of domestic quantities of selected hard to recycle items which cannot be recycled through the kerbside bin system.

The location of these collection points and the items collected are at the discretion of Council with information available on Council's website.

Other collection points not administered by Council will be advocated and promoted.

### 2.6.4 Incentives and rebates

Council encourages ratepayers and residents to use reusable nappies and sanitary items through the Cloth Nappy and Reusable Sanitary Product Rebate Program. Full details of the program are published on Council's website.

Council may provide, from time to time, other incentives and or rebates to ratepayers, residents, businesses, schools and or community organisations with the view to encouraging recycling, reuse, repurposing and reducing the amount of waste sent to landfill. These programs will be subject to the following principles:

- a. Eligibility of specific products or services is at Council discretion.
- b. Council reserves right to cease incentives at any time without notification.
- c. Applicants are not guaranteed to receive funding.
- d. Rebate specific eligibility criteria and conditions will apply.

### 2.6.5 Other waste services

Council may, where it is economically feasible to do so:

- a. Trial variations to its waste and resource recovery services to better understand the impact of such changes on the diversion of waste from landfill and to inform future decision making.
- b. Conduct recycling events to provide an opportunity for ratepayers and residents to recycle, reuse and repurpose domestic quantities of unwanted household items with the view to reducing the amount of waste sent to landfill.

- c. Provide other waste services, either in its own right or in partnership with other government agencies and or commercial entities.

#### 2.6.6 Public place litter bins and dog bag dispensers

Public place litter bins include all general waste-to-landfill, recycling and organics bins in Council streets, parks and reserves. They are placed in high-use locations to assist in managing and recycling public waste and to encourage people to avoid littering.

While residents and ratepayers may make requests for additional public litter bins, the need for and placement of public litter bins will be determined by Council staff.

Public litter bins will not be placed on private property.

The use of public litter bins for the disposal of commercial waste and or household waste is prohibited.

Dog bag dispensers are filled with compostable bags. The provision of such dispensers, including any associated bins for the collection of pet waste, is at Council's discretion.

#### 2.6.7 Bin audits

Council will, from time-to-time, carry out audits and or inspections of MGBs placed out for kerbside collection to better understand the effectiveness of Council's Waste and Resource Recovery Strategy 2033.

The results of the audits and or inspections may be used to inform Council decision making and future service provision as well as for educational purposes.

### 3. DEFINITIONS

For the purposes of this policy the following definitions apply:

#### CEO

Refers to the Chief Executive Officer (including their delegate) of the City of Tea Tree Gully.

#### Enviro Care

Refers to the service provided by Council for City of Tea Tree Gully residents to dispose of domestic quantities of organic material on such a day, time and at a place as advised by Council.

#### Mobile Garbage Bins (MGB)

Refers to the Council provided container(s) used for the temporary storage of waste, recycling or organics. The sizes are either 140L or 240L.

#### Bulk bin

Refers to the Council provided container(s) used for the temporary storage of waste, recycling or organics. Size range includes 660L, 1100L, 1500L and 3000L.

#### Occupied residential property

Refers to a residential property located in the City of Tea Tree Gully that is occupied by one or more persons.

#### Ratepayer

Refers to a person or persons, either jointly or alone, that own the property that is rateable under Chapter 10 of the Local Government Act 1999.

#### Resident

Refers to a person or persons who are, either jointly or alone, residing or present in a property that is rateable under Chapter 10 of the Local Government Act 1999 (to the substantial exclusion of others)

#### Rateable Property

Refers to land or property in the City of Tea Tree Gully that is rateable under Chapter 10 of the Local Government Act 1999.

#### Commercial premises

Refers to business, industrial and commercial premises located in the City of Tea Tree Gully that are rateable under Chapter 10 of the Local Government Act 1999 (to the substantial exclusion of others)

#### Asset Management tools

Asset management tools include but is not limited to the use of radio frequency identification technology (RFID) which is fitted to Council supplied MGBs for the purpose of bin identification and management.

#### Recycling/recyclables

Refers to items that can be recycled through commercial recycling operations where collected kerbside recycling is processed.

#### Food and green organics

Refers to items that can be composted through commercial composting operations where collected kerbside food and organics material is processed.

#### Waste-to-landfill

Refers to residual waste that has no better or more appropriate avenue of disposal. This waste is sent to landfill for disposal and is not recycled or composted.

## 4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

Waste and resource recovery services are provided by the City of Tea Tree Gully in accordance with the following legislation:

- a. [Environmental Protection Act 1993](#)
- b. [Environmental Protection \(Waste to Resources\) Policy 2010](#)
- c. [Green Industries SA Act 2004](#)
- d. [South Australian Public Health Act 2011](#)
- e. [South Australian Public Health \(General\) Regulations 2013](#)
- f. [Local Government Act 1999](#)
- g. [Planning Development and Infrastructure Act 2016](#)

### 4.1. Other references

Council's documents including:

- a. [Waste and Resource Recovery Strategy 2033](#)
- b. [Waste Management By-Law of 2021 - By-law No.6 of 2021](#)
- c. [Asset Management Policy](#)
- d. [Procurement Policy](#)
- e. [Tea Tree Gully Council Development Plan](#) (Consolidated – 29 September 2016)
- f. Planning and Design Code (as of late 2020)
- g. [Fees and Charges Register](#)
- h. [Waste and recycling information](#) on Council's website: [www.cttg.sa.gov.au](http://www.cttg.sa.gov.au)

External documents including:

- a. [National Waste Policy – Less Waste More Resources 2018](#)
- b. [National Waste Policy Action Plan 2019](#)
- c. [National Food Waste Strategy](#)
- d. [National Plastics Plan 2021](#)
- e. [Recycling and Waste Reduction Act 2020](#)
- f. [Supporting the Circular Economy – South Australia's Waste Strategy 2020-2025](#)
- g. [Valuing Our Food Waste – South Australia's Strategy to reduce and divert household and business food waste 2020-2025](#)
- h. [Single-use and Other Plastic Products \(Waste Avoidance\) Act 2020](#)
- i. [Single-use and Other Plastic Products \(Waste Avoidance\) Regulations 2021](#)
- j. [Product Stewardship Act 2011 \(Cth\)](#)

## 5. STRATEGIC PLAN/POLICY

### 5.1 Strategic Plan

The following strategic objectives in Council's Strategic Plan 2025 are the most relevant to this report:

| Objective   | Comments  |
|---|---|
| <b>Community</b>  |   |
| <i>Our services are accessible to all and respond to changing community needs</i>   | All members of the community are encouraged to responsibly utilise the waste services.  |
| <b>Environment</b>  |   |
| <i>Environmentally valuable places and sites that are flourishing and well cared for</i>  | The waste services are focussed on both household and public litter removal, which provides for a cleaner environment.            |
| <i>A community that is protected from public and environmental health risks</i>   | Waste removal is integral to hygienic environment and community.  |
| <i>The carbon footprint of our city is reduced through the collective efforts of community and Council, including businesses</i>                  | The waste management and resource recovery activities have a direct impact on the carbon footprint of our City.                   |
| <i>Our consumption of natural resources is minimized by reducing, reusing and recycling products and materials, and using renewable resources</i> | The promotion of circular economy principles, and the recycling of materials is a core function of the waste management.          |
| <b>Places</b>   |   |
| <i>Streets, paths, open spaces and parks are appealing, safe and accessible</i>   | The waste collections services is focussed on both household and public litter removal, which provides for a cleaner environment. |
| <b>Leadership</b>   |   |
| <i>Leadership and advocacy is focused on the long term interests of the community</i>   | Waste management service provision impacts directly on the core business of Council, the environment and the community.           |

### 5.2 Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on four key themes of organisational excellence. The themes most relevant to this report are: Customer Care; Learning & Growth; Future Capability; Sustainable Operations.

## 6. POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio General Manager and managed in accordance with Council's scheme of delegations.

|                                 |   |
|---------------------------------|---|
| Record number                   | D23/102954  |
| Responsible Manager             | Manager City Strategy   |
| Other key internal stakeholders | General Manager Strategy & Finance  |
| Last reviewed                   | 12 March 2024   |
| Adoption reference              | Council   |
| Resolution number               | 402   |
| Previous review dates           | 28/11/23, 25/8/20, 08/11/16, 08/04/14, 12/6/12,<br>09/03/10, 10/10/06, 13/03/01 |
| Legal requirement               | 160   |
| Due date next review            | 2028  |
| Delegations                     | No  |