

WASTE COLLECTION SERVICE GUIDELINES

Overview

The Waste Collection Service Guidelines must be read in conjunction with Council's Waste Management Policy.

Council is committed to providing waste collection services to residents and businesses that is appropriate to the user whilst being sustainable and financially responsible.

The guidelines detail specific information on waste collection services and disposal available in the Copper Coast.

Residents and businesses are provided with a waste collection of the three (3) main waste streams. Waste must be separated and placed into the correct waste stream compliant mobile garbage bin (bin) and be placed out in a suitable location for collection by the Waste Contractor.

The standard entitlement waste collection service operational cost is incorporated in occupied property rate Fixed Charge. Any variation to the standard entitlement will incur additional charges in accordance with Council's Register of Fees and Charges.

Occupied residential and business properties moved to a new three-bin kerbside weekly/fortnightly collection of general waste; recyclables and organics in 2020/2021 with information regarding the new service in a kitchen caddy bin.

Council appreciates the influx of holiday makers to the area, and will continue to monitor the need for additional public bins in high demand public areas and offers residents the options to place out two lime green organic bins to be emptied at no charge over the six-week festive season.

Collection Service within the Township Service Area

Business premises rated *commercial, industrial or light industrial* are entitled to receive a standard business kerbside collection service, per Table 1.1 below.

Waste Stream	Collection Cycle/Volume
General Waste	One (1) x weekly 240L collection service
Recyclables	One (1) x weekly 240L collection service
FOGO Waste	One (1) x weekly 240L collection service

Table 1.1

Businesses operating from a residential premise (eg home industry) are not entitled to a business collection as the property only pays one (1) Fixed Charge and the residential rate which is less than the commercial rate, therefore the property will receive a residential service collection.

Essential services premises (eg hospitals, police, fire and utility services) who are exempt from paying a Fixed Charge, will receive a standard entitlement kerbside collection service the same as a business premise (refer Table 1.1).

Educational facilities (childcare centres, kindergartens, and schools) are offered one (1) general waste bin, one (1) recycling bin and one (1) FOGO bin collection for every 100 staff and students under a business collection. The facilities are required to purchase compliant bins and implement a system that supports waste separation. Contamination and miss management of the service may result in the service being cancelled. Each facility must arrange with the Waste Contractor, a safe and accessible collection site.

Residential premises that are occupied and rated either residential rateable or rural living are entitled to a standard residential kerbside collection service, per Table 1.2.

Waste Stream	Collection Cycle/Volume
General Waste	One (1) fortnightly 140L collection service
Recyclables	One (1) fortnightly 240L collection service
FOGO Waste	One (1) fortnightly 240L collection service

Table 1.2

Collection Service outside Township Service Area

Residential premises that are occupied and are rated either general farming/ sheep/grazing zones are entitled to a standard residential collection service via access of centralised waste collection points per Table 1.2 above.

A once-off submitted application form (available on Council's website) is required. Residents granted access are issued an approval sticker that must be placed on the front of the bin to authorise it to be emptied by the Contractor.

1	Thrington Road (west Copper Hill Road), Boors Plain
2	Thrington Road (Mill Road & Allen Road), Boors Plain
3	Corner Haynes Road & Thrington Hill Road, Paskeville
4	Corner Eighth Street & School Terrace, Paskeville
5	Corner Copper Coast Highway (Between Beare / Mitchell Road) and Government Road, Thrington
6	Corner Bute Road / Willamulka Road, Kadina
7	Corner Port Broughton Road / Toole Road, Kadina
8	Corner Dunn Road / Drain Road, Kadina
9	Corner Jones Road / Wallaroo Plain Road, Wallaroo
10	Corner Chatties Lane / Spencer Highway, Wallaroo
11	Corner Cresco Road / Spencer Highway, Wallaroo
12	South of Waringa Road / Spencer Highway, Warburto
13	Corner Fourth Street / Main Street, Cunliffe
14	Corner Mines Road / Warburto Road, Kadina
15	Corner Mines Road / Hayward Road, Kadina
16	Corner Magazine Road/Airport Road, Wallaroo Mines
17	Corner Hopgood Road / Rupara Road, Wallaroo

Shacks (far north of Wallaroo) that do not receive a kerbside collection service; or able to access a centralised waste collection service within reason, can apply to Council for permission to deliver to the Resource Recovery Centre (RRC) each week; one (1) bag of general household waste and one (1) bag of recyclables. To access this service, the relevant form must be completed and submitted. Applications will be assessed and approval letter issued for presentation at RRC.

Collection Service - Other

Short term rental and holiday accommodation properties in a residential area may generate greater volumes of waste over shorter periods, more the standard service provided. Property owners/managers must put systems in place that support Council's requirement to separate waste streams into compliant bins and have storage areas that are maintained/emptied regularly preventing impacting on locality.

Short term rental and holiday accommodation property owners are encouraged to place responsibility on the hirer either take their waste with them or take it direct to the Resource Recovery Centre on their exit day for a small fee which can form part of the rental agreement or engage a private contractor for adhoc collections.

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Properties Leased from Council

Council-owned leased properties are entitled to the standard entitlement. The collection service (residential or business) will depend on the location. Any variation will be formalised in the Council lease agreement.

Exempt Premises

Certain properties and situations will not receive a collection service, for example:

- a dwelling that is unsuitable for human habitation;
- vacant land;
- primary production land without a dwelling;
- properties with more than one residential dwelling that pay one fixed charge will receive one waste collection service;
- where collection vehicle cannot safely access a property and an alternative collection point has not been arranged.

Collection Areas and Points – Digitalised Map

Maps of the Waste Collection Service areas, including the township service area and centralised collection points for outside the township service area; or as agreed with Council's Contractor can be accessed electronically via the link <https://coppercoast.maps.arcgis.com/apps/instance/interactivelog/index.html?appid=0bc0f1ffd0cf417e990c870b97a656e9>

- Business service area is shaded in blue
- Residential service (town centre) area shaded in green
- Residential service (rural living) area shaded in yellow
- Centralised Waste Collection Points, marked in red.
- numbered sign post at the following locations:

Accessing / Amending a Collection Service

New Waste Collection Service

Establishment of a new collection service that meets standard entitlement criteria (eg a dwelling previously unoccupied or a new dwelling) will require the following:

- Within the Township Service Area – the resident/business must contact the Contractor and advise the address and collection commencement date.
- Outside the Township Service Area – complete and submit application form to Council and on receiving the approval letter and sticker prior can commence placing the bins out.

Access Previous Waste Collection Service

A person moving into a premises that previously received a kerbside collection, can access the same service without advising Council or the Contractor. Simply place your bins out.

Amendment (Minor Change) to Waste Collection Service

From time to time, premises may require an amendment of a minor nature to the existing waste collection service. Residents will need to arrange with the Contractor direct. (eg placement of bin due to changes in the access of the property).

New Development-Strata Title-Multi Unit-High-Density Dwellings

When assessing any new development, Council reserves the right to refuse a bin collection where it is impractical to collect, store or present bins or where, as part of planning approval conditions, the responsibility for waste management is vested with the owner/occupier.

Additional Waste Collection Services

Business and residents are encouraged to separate all waste to divert valuable waste that can be repurposed, recycled, reused or composted from ending in landfill; by using recycling and FOGO bins and other resource recovery methods eg:

- Soft plastics are collected at supermarkets to reduce the volume in the red-lidded bin and repurposed into bollards and outdoor furniture under the REDcycle program.
- Bottles and cans cashed in at the local recycling company
- The local metal scrap yards pay you to deliver metal.
- Council's website has more waste diversion ideas.

Council offers additional waste collection options:

- Exceptional Circumstances Collection – Free of charge
- Additional Bin Collection – Charges apply

Exceptional Circumstances Collection Service

Council offers three (3) Exceptional Circumstances categories that residents (excluding businesses) may qualify to receive the additional bin collection free of charge:

1. Large Families - where a permanent residential dwelling has five (5) or more persons live for at least five (5) nights per week on average. This excludes holiday homes.

Entitlement: A large family will be entitled to one (1) additional 240 litre recycling bin.

2. Households that have nappies/incontinence products - where a permanent resident uses disposable nappies /incontinence products causing additional volume in waste. Disposal systems are available that compress and store in a tube, odor free, a week's worth of the used products. This excludes households where children in nappies visit, family daycare or childcare facilities.

Entitlement: Households with one or more residents using nappies will be entitled to one (1) additional 140 litre general household waste bin.

3. Households with special medical needs (excluding materials that will cause an infectious disease threat, needle stick injuries or cytotoxic & radioactive waste) - where a permanent resident that produces excess medical waste (excluding commercial premises generating medical waste eg home massage, chiropractors).

Entitlement: Households with special medical needs will be entitled to one (1) additional 140 litre general household waste bin.

If the Exceptional Circumstance criteria does not meet your situation, then businesses and residents can apply to receive an additional bin collection and pay associated fees in accordance with Council's Register of Fees and Charges.

Approved Additional Bin Collection Services

Business or resident granted an additional bin collection are required to purchase the additional compliant bin.

Additional bin collections (free or purchased service), are collected on the same day as the existing service. Bins must have a Council issued approval sticker placed on the front of the bin to authorise the truck driver's to empty it.

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Renewal of Additional Bin Collection Services

Businesses and residents that continue to require an additional bin collection (including exceptional circumstances additional collections) for the next financial year, will need to re-apply again by completing the Application Form that is available online; confirming and providing evidence of continued eligibility and payment (if required).

Each year a new approval letter and sticker will be issued. The new sticker must replace the old sticker on the front of their additional bin prior to 1st July each year. Bins without the correct financial year sticker will not be emptied.

The Director of Development Services is the responsible officer who will assess all applications and advise the applicant and the Contractor accordingly.

Businesses and residents that do not participate in separating their waste between the three waste stream collections, will not be considered for any additional waste collection service.

So I have occasional excess household Waste?

In majority of the time, separating waste between the three waste stream bins will meet household waste requirements.

In special occasions bringing family and friends together; large purchases with excess packaging, over wetter seasons and pruning periods generates additional garden waste and general clean outs, and various other reasons, households will require other ways to dispose of excess household waste, the following options are available:

- Green Waste – Two free 175kg loads per financial year

Property owners with a residential rated property are entitled to deliver two (2) 175kg loads to the RRC each financial year, at no extra charge. Presentation of a current rate notice to the staff at the RRC on arrival is required.

- Hard Refuse – One free 175kg load per financial year

Property owners with a residential rated property are entitled to deliver one (1) 175kg load to the RRC each financial year, at no extra charge. Presentation of a current rate notice to the staff at the RRC on arrival is required

- Hard Refuse Giveaway (Free Kerbside Giveaway) Council coordinates Free Kerbside Giveaways twice a year.

Promotions of the Free Kerbside Giveaway events will be advertised for the last weekends in May and November. Residents can place unwanted items on the kerbside for free collection by members of the public to encourage repurposing items that would normally end up in landfill.

The unwanted items must be placed in such a way that it does not obstruct pedestrian movement. Any items not claimed must be removed from the kerbside within twenty-four (24) hours and disposed of at the resident's expense.

- Resource Recovery Centre

Council's Resource Recovery Centre (RRC) located at 14 Recycle Way, Wallaroo is open to the public seven (7) days a week (not public holidays). The RRC is EPA licenced and able to receive separate waste (with a few exceptions). Visit Council's website to view the RRC brochure and other

detailed information. Charges apply based on type of waste stream and weight in accordance with the adopted Register of Fees and Charges.

- Engage a Private Contractor

Local waste contractors offer regular or adhoc collection of 140L, 240L and larger bins by private arrangement.

Technical Information







Bin Specifications and Design

Bins must comply with EN840 Standards and AS4123 Two Wheeled Mobile Garbage Bin Specifications. The standard and specification outlines the bin design for uniformity, functionality and safety for users, contractors' and mechanical emptying systems. It outlines the capacity and strength of the bin to ensure the bin is suitable for the intended purpose. This bin is UV-stabilised and chemical resistant to increase life of the bin.

It is essential that bins are compliant otherwise collection by Council's Contractor may be affected.

Bin Capacity and Colour

Bins must comply with size/capacity, lid colour and base colour as outlined in Table 2.1. Painted lids are not permitted.

Waste Stream	Businesses	Residential
General Household Waste	 240 Litre Bin Red Lid & Dark Green Base	 140 Litre Bin Red Lid & Dark Green Base
Recyclables	 240 Litre Bin Yellow Lid & Dark Green Base	 240 Litre Bin Yellow Lid & Dark Green Base
FOGO and Green Waste	 240 Litre Bin Lime Green Lid & Dark Green Base	 240 Litre Bin Lime Green Lid & Dark Green Base

Residents are able to utilise the old 120 litre dark green lid bin that is no longer available and being phased out. If you are unsure your bin is compliant, please contact Council.

Care and Cleaning of Bin

It is the responsibility of the property owner/occupier to ensure the bin is kept in good condition and clean. Cracked base or lids must not be used as it is at risk of allowing flies and larvae infesting the waste material, but also falling into the truck on emptying.

Bin - Purchasing, Replacement, Maintenance

The property owner/occupant is responsible for the purchase, maintenance and replacement of bins, including worn, damaged, vandalised, and stolen bins.

Bins and replacement parts (including lids, pins and wheels) are available from Council's Contractor. Local businesses that stock compliant bins and replacement parts:

- Wardles Garbage Contractors, Moonta
- Moonta Hardware and Camping, Moonta
- Shippy's Hardware, Moonta
- True Value Hardware, Wallaroo
- Kadina Building Supplies, Kadina
- Vennings (Moonta Road) Kadina
- Stratco, Kadina

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Where an individual or organisation leases a property from Council, the lessee is responsible for the purchase, maintenance and replacement of bins (unless otherwise specified in the lease agreement).

Bins Identification

To protect the property owners/occupier's investment and assist Council's Contractor, each bin must have the street /section number clearly displayed on the front of each bin.

If the bin is part of the centralised waste collection service, the Council issued sticker authorising collection must also be placed on the front of the bin and be clearly visible at all times.

Any property who has paid for additional bins to be collected must have the Council issued sticker authorising collection placed on the front of the bin and be clearly visible at all times.

Bins that are not clearly identified will not be collected. Therefore it is the property owners/occupiers responsibility to contact Council for replacement of worn and damaged stickers.

Collection Schedule (and Public Holiday variation)

The Waste Collection Calendar can be downloaded from Council's website or accessed on 'MyLocal' Services App, which has in app push notification option.

When a regular collection day falls on a public holiday, the service remain unchanged, with the exceptions of:

Good Friday	Will be delayed by one (1) day.
Christmas Day	
New Year's Day	

Any changes to collection day will be advertised on Council's Website, Facebook page and in the local newspaper.

Collection Times

Bins are required to be placed out on the scheduled collection day, no later than:

- Residential – 7.00 am (6.00 am catastrophic days)
- Commercial – 8.45 am (6.00 am catastrophic days)

Bins are not to be placed out more than twenty-four (24) hours prior to collection, and returned to the property within twenty-four (24) hours of collection.

In special circumstances, written permission to have bins placed outside these times may be sought from Council.

Catastrophic Days/Fire Ban Days/Extreme Weather

Waste collection services maybe be varied on declared Catastrophic, Extreme Fire Danger or Extreme Weather Danger days to reduce the potential danger to residents, commercial premises and Contractor.

When the Contractor identifies the risk to be at a level of concern, they have the discretion to modify the collection timetable by commencing scheduled collection earlier than usual, therefore all bins are required to be in place by 6.00 am or delaying the scheduled waste collection.

There is potential for collection services in the days following a Catastrophic, Extreme Fire Danger or Extreme Weather Days to be affected as Council and the Contractor work towards restoring the normal bin collection schedule.

Residents are requested to leave their bins out until collected as the service of bins in the affected areas will be collected as soon as appropriate.

Changes to the waste collection schedule will be promoted on My Local app, Council's website & Facebook.
Collection Point (and Bin Placement)

The bin collection point will generally be undertaken from:

Within Township Service Area - the verge adjacent to each eligible premise, unless another location has been agreed with the owner and Contractor.

Bins must be placed on the verge with the wheels facing the property, to allow the contractor to engage the automatic mechanical arm of the truck to empty the bin. Drivers are not permitted to exit the truck to manually move bins for emptying.

- Where the verge has kerbing, place the bin no further than 1.0 metre from the kerb edge (not roadside).
- Where bins are placed on the footpath, be mindful of foot traffic access (persons with a disability or pushing pram).
- Bin must not be placed under the canopy of trees, behind angle parked cars or other infrastructure preventing truck safely accessing bins.
- Multiple bins must be placed 1.0 metre apart.
- Where the verge does not have a kerb, bins should not be placed on the road shoulder.

Where residents or businesses are in cul-de-sacs, narrow roads or areas that the Contractor vehicle may have access issues, the Contractor will make direct contact with those in that area to make other placing of bin arrangements.

Centralised Waste Collection Points – off the road, giving the Contractor room to safely collect bins without disrupting traffic or causing a danger. Council does not encourage the Contractor to access private property to empty bins due to:

- Private roads not designed for large vehicles, may result in damage to vehicles, roads or private property. The safety of contractor staff and public may be compromised.
- Resorts, holiday villages, caravan parks and private estates may be unsuitable due to narrow roads, poor visibility and lack of space to turn around, parked vehicles and the number of pedestrians in the vicinity.

Non Compliance

Non-compliance may result in bins not being emptied, or other actions as deemed necessary by Council, where the:

- bin being used is not compliant to Australian standards;
- bin is not the correct colour and size as outlined above;
- bin is not of a maintained standard;
- more than one (1) bin (without approval sticker visible)
- contents of the bin contain prohibited waste;
- contents of the bin preventing the lid from closing;
- contents of the bin compacted and unable to be moved freely when being emptied;
- 140 litre bin and its contents weigh more than 75 kg;
- 240 litre bin and its contents weigh more than 75 kg;
- bin is placed in a location that the collection vehicle cannot be easily accessed;
- there is repeated and recorded misuse of the bin;
- failure to remove bins after being emptied.

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The Contractor will endeavour to communicate the reason the collection was not collected by placing a sticker on the bin, indicating the reason for the non-collection. The bin will be serviced the following week's collection, unless the problem has not been rectified in which case it will not be collected.

Waste Placed Outside the Bin Will NOT be Collected Any waste placed outside the bin will not be collected and is classed as illegal dumping under Section 22 of the Local Nuisance and Litter Control Act 2016.

Pilfering - Council does not permit persons from pilfering of waste and recyclables waste containers.

Missed Collection Services

If a bin is not emptied on the scheduled collection day, contact the Contractor direct. The Contractor will endeavour to arrange collection of a missed kerbside collection service but it will be subject to the bin having been presented in accordance with all the requirements set out in these guidelines.

To prevent bins being partially emptied:

- do not squash waste in the bin
- place heavier items at the bottom & lighter items at the top.

If bins did not comply with the guidelines, the person will be responsible to empty their bin at RRC (charges apply).

Waste Separation

There are many reasons why the placement of waste into the correct bin is important for example:

- collection and transport of waste safety issues;
- handling and storage safety issues
- sorting equipment limitations at processing facility being unable to separate materials or contamination, resulting in contamination loads being redirected to landfill.

The different kerbside collection waste streams materials allowed / prohibited are as follows:

Food Organics Green Organics (FOGO) – Lime Green Bin

ALLOWED	PROHIBITED
<ul style="list-style-type: none"> ✓ food scraps ✓ sweepings (inc. hair) ✓ paper (inc. shredded) ✓ cardboard (flattened) ✓ ash (cold) ✓ grass clippings ✓ weeds (inc. noxious) ✓ flowers ✓ leaves and pruning's ✓ fruit tree trimmings in fruit ✓ green waste (less than 1m length & 30cm diameter) 	<ul style="list-style-type: none"> x non-compostable plastic bags x general rubbish x soil, sand, gravel, rocks x green waste (greater than 30cm in diameter & 1 metre in length)

Any bag placed on the FOGO bin must be compostable (not biodegradable or degradable)

Recyclables – Yellow Bin

ALLOWED	PROHIBITED
<ul style="list-style-type: none"> ✓ glass bottles & jars (rinsed, lids off) ✓ plastic containers (rinsed, lids off & placed inside container) ✓ steel & aluminium aerosol cans (rinsed & lid off) ✓ clean aluminium foil & trays (rolled into a ball) ✓ milk & juice cartons (rinsed & flattened) ✓ paper & cardboard (flattened) 	<ul style="list-style-type: none"> x plastic bags x film wrap x material (rags, fabric, clothes) x polystyrene, foam x mirrors & window glass x electrical goods x electrical cords x globes x nappies x food scraps x shredded paper x green waste

General Household Waste – Red Bin

ALLOWED	PROHIBITED
<ul style="list-style-type: none"> ✓ plastic bags ✓ film wrap ✓ material (rags, fabric, clothes) ✓ polystyrene, foam ✓ nappies ✓ non-recyclable plastics ✓ broken household items (china, glass) ✓ mirrors, window glass ✓ rope ✓ hoses ✓ Other general household rubbish that cannot be recycled or composted ✓ Non-toxic, not dangerous or on the prohibited list. 	<ul style="list-style-type: none"> x items that can go in recycled bin x items that can go in FOGO bin x ashes (hot) x fluorescents and globes x dust & loose material unless wrapped x acids & alkalis x asbestos x chemicals; cleaning, fumigants, pools, pesticides, herbicides, insecticides x paints, varnishes & solvents x liquids & oils; cooking, lubricants x motor oils & fuels x vehicle bodies, parts, tyres x soil, sand, gravel, rocks x building material (concrete brick tiles) x bitumen x plastic packaging (PET, HDPE, PP, LDPE, PVC, PS) x steel, metals x gas bottles, x explosives & ammunition x batteries (all) x medical waste & veterinary waste (inc toxic, sharps, x-rays) x radio-active waste, x e-waste x electronic equipment, & cords x 'dangerous substances' per EPA list or other item or substance hazardous to the Contractor, the vehicle or the environment.

Recyclable materials items must not be placed in plastic bags. This will result in the recyclables not being processed at NAWMA Material Recovery Facility and will be sent to landfill. The Council contractors has the right to not empty your bin if recyclables are placed in plastic bags.

Residents are encouraged to source additional ways to redirect waste to other recycling options preventing additional resources ending up in landfill:

Examples - REDcycle soft plastics; Medicines to chemist; wine bottles to - YP recycling, printer cartridges to Austpost; makeup products to Priceline, Batteries to Aldi, glasses to Optometrists; metal to scrap yard, globes to Mitre10, coffee pods to Nespresso; Paint tins to RRC, Oil to RRC.

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Community Waste Initiatives

Council will continue to research, improve community waste initiatives and will hold other community events and programmes to support a circular economy and sustainable practices. eg Road watch. Current initiatives include:

- Take the Pledge

Council has implemented the Take the Pledge initiative to engage the community to divert more recyclable and organic waste and engage in sustainable practice to reduce and/or divert waste from ending in landfill. Further information can be found on Council's website and participants can win prizes during 2022 for handling their waste correctly.

- Clean Up Australia Events

Council encourages local groups and individuals to create, register and participate in a Clean Up Australia event, anytime throughout the year. Organisers of registered events within the Copper Coast must apply prior to Council's Coordinator of Inspectorial and Waste for free disposal of rubbish collected from public areas at the Resource Recovery Centre.

- Community Event Trailer and Bins

Council is currently constructing a trailer and bins for use by community events through a Green Industries SA grant. *Further information will be available when completed shortly.*

- Community and Special Events

Council has a discretionary provision to provide general waste and recycling collection services to community and special events that demonstrate it is for the benefit of the broader community and in the community's best interest.

Each financial year, Council will determine the financial commitment for the community service contribution.

Applications for Council support are required to be received by Council no later than six (6) weeks prior to the event date or project commencement outlining the level of assistance requested, including the:

- purpose, contribution and benefit of the event or project to the community
- quantity of temporary provision of waste and bins required
- emptying waste and recycling bins schedule required
- level of financial assistance associated with Contractor collection and delivery charges.

Exclusions - assistance will not be provided for the following:

- Disposal costs associated with a development approval during construction.
- Disposal of wastes (including green waste) from property maintenance, eg rental properties, community housing schemes and business premises.
- Disposal costs for waste which incurs specialised disposal or recycling costs, (eg asbestos, tyres, chemicals etc.).
- Waste disposal generated or originating from land with an identifiable owner eg: footpath, road, easement, reserve.

Application Criteria - As Council is unable to provide assistance for all requests, applications will be assessed in accordance with the following criteria:

- Community organisation or individual's capacity to meet waste disposal costs;
- Level of community service of an organisation/individual;
- Availability of funding; and
- Effort to reduce waste & collaboration with other agencies.

Assessment Criteria

- Only one (1) application per individual, community organisation or community benefit/purpose.
- Amount approved will not exceed the limit of the community service obligation per Council's budget.
- Appraisal of the recycling and reuse potential of waste to reduce the volume to landfill.

Applications received will be assessed and applicants advised of outcome. Successful applicants will be notified accordingly and any costs outside of the allocated community service obligation will be payable by the applicant. Council reserves the right to cancel, suspend or amend any approval granted.

Comments, Concerns and Complaints

Council welcomes comments, concerns and accepts complaints in regarding all waste related matters. If matters are not resolved by speaking with relevant staff, forward your concern in writing to Coordinator of Waste and Inspectorate. All complaints will be managed in accordance with Council's Complaints Policy, which is available on Council's website.

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