

# KERBSIDE WASTE COLLECTION SERVICE

## FREQUENTLY ASKED QUESTIONS (FAQ)

Version 3: 5<sup>th</sup> July 2021

Copper Coast Council endorsed the new kerbside waste collection of domestic general waste, recyclables and organics for implementation in October 2020. The decision was based on investigation undertaken during 2019 & 2020, including review of existing kerbside waste collection; survey of residents and businesses; research of other Council systems; review of the Federal and State government Waste Management Strategic Plans, and discussion with industry professionals.

Below are answers to frequently asked questions in relation to new waste collection system:

### 1) When did the new kerbside collection changes come into effect?

Businesses – weekly collections - commenced 1<sup>st</sup> January 2021

Residents – fortnightly collections – commenced 1<sup>st</sup> July 2021.

### 2) How can Council justify the move to fortnightly residential collection service?

Monthly green waste collection was introduced on 1<sup>st</sup> July 2019 to residents, increasing collection by 2,880 litres per year. On 1<sup>st</sup> July 2021 the monthly green waste collection change to a fortnightly organics collection, the fortnightly recycling stayed the same, and the weekly general waste reduced to fortnightly. It will reduce total litres collected by a 280 litres which is only 1.8%.

Data shows only 33% of residents place out a green waste bin, therefore 67% are not utilising their full entitlement. (Source – CCC bins collection data - December 2020)

RESIDENTS	General Waste	Recycling	Green Waste	Collected/Year	Collected/Year
At 01/07/2019	7,280 litres	6,240 litres	0 litres	78 bins	13,520 litres
At 01/01/2020	7,280 litres	6,240 litres	2,880 litres	90 bins	16,400 litres
<b>At 01/07/2021</b>	<b>3,640 litres</b>	<b>6,240 litres</b>	<b>6,240 litres</b>	<b>78 bins</b>	<b>16,120 litres</b>

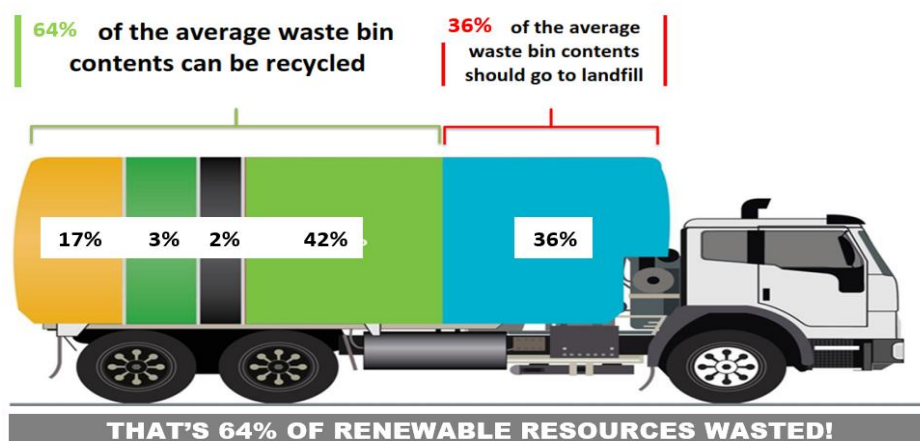
The changes to the business kerbside waste collection has doubled the collections and increased the litres by 56% from the 1<sup>st</sup> January 2021.

BUSINESSES	General Waste	Recycling	Green Waste	Collected/Year	Collected/Year
Prior 01/01/2021	7,280 litres	6,240 litres	0 litres	78 bins	16,400 litres
<b>After 01/01/2021</b>	<b>12,480 litres</b>	<b>12,480 litres</b>	<b>12,480 litres</b>	<b>156 bins</b>	<b>37,440 litres</b>

### 3) Why did the old collection system change?

September 2020, KESAB were engaged to undertake a kerbside bin audit of selected properties in Moonta, Wallaroo and Kadina. The audit found 64% of the general waste stream consisted of recyclable materials (17% recyclables & 45% food/green waste). Council recognized the potential to encourage diversion of waste from landfill by altering the bin collection schedule.

Waste deposited to landfill requires Council to contribute financially each year to the lifelong management. Organic waste delivered to a composting plant and made into compost incurs no further costs to Council.



#### 4) Is Council doing this to save money?

Council is implementing the new service to reduce the amount of waste that goes to landfill and to increase the rate of recycling and resource recovery. Savings made by diverting general waste into the organics collection will be invested into advertising and marketing; school education programs; improvements to waste management over summer holiday periods and improved public bins. Any long term savings will be reviewed by Council but will only happen if businesses and residents direct their organics waste correctly.

#### 5) I am getting less general waste collected; how can I manage my household waste?

Sorting of waste is crucial to ensure you maximise the bin litres allocated to each property. To ensure waste is being placed in the correct bin, refer to the Which Bin poster available on Council's website and the Which Bin website.

Household bin audits conducted in September 2020 showed that waste bins contained only 36% of materials categorised as landfill. This means that the remaining 64% of the material found in waste bins could have been recycled or composted. Diverting more recyclable material into the recycling (yellow lid) and organics waste (green lid) bins will leave more space in the general waste bin (red lid).

**Fortnightly collection of all waste streams - total collected over 4 weeks: 1240L**



#### 6) How do I get a Council issued Kitchen Caddy Bin and Liners

Through a grant received from Green Industries SA a 7 litre Kitchen Caddy Bin and 150 compostable bin liners were distributed to all occupied residents and businesses at no charge. The local Scout groups delivered them during May/June 2021 to residents in the Town Service Area. Residents who live outside these areas were required to visit the Kadina Office. A resident can collect a Kitchen Caddy Bin and liners on presentation of a rate notice or driver's license.

An additional roll of 75 compostable liners will be available from the Kadina Office for subsequent five years at no charge through funding received from Green Industries SA. The grant may change if supermarkets replace the plastic bag with a compostable bag in the fruit and vegetable section. Additional kitchen caddy bins are available for purchase for \$5.50.

#### 7) We don't have all three types of bins, only a general waste bin, what will we do?

Residents and businesses who do not have all three bins are encouraged to purchase the bins to enable them to be proactively participating in separating their waste correctly.

140 litre and 240 litre EN840 Standard and AS4123 Specification compliant bins are available for purchase from Wardles Garbage Contractors, Kadina Building Supplies, Stratco Kadina, Vennings (Moonta Road) Kadina, True Value Hardware Wallaroo and Shippy's Hardware Moonta. Bin replacement parts can be purchased from Wardles Garbage Contractors also.

A subsidy towards the purchase of an organics bin will be applied to the first quarter rates in 2021/22. No subsidy is available for residents who rent, and suggest they contact their landlord.

**8) I have an old-style skinny 120L bin which is already smaller than the 140L bin.**

120 litre bins are being phased out as they are top heavy and tip over easier than a 140 litre bin. Residents will be required to purchase a new 140 litre bin as their 120 litres bin becomes damaged or worn out. Businesses are required to update their 120 litre all green smaller bin with either a 140 litre or a 240 litre bin by 1<sup>st</sup> March 2021.

If your waste needs are greater than the fortnightly collection service provided, review the size of your bin – is it a 140 litre bin? What you are putting in your general waste bin. Have a look at the poster on Councils website and the Which Bin website, ask yourself: Is it recyclable? What is it made of? Is there an Australasian Recycling Label symbols on it? Does the packages tell you to return it to the store via the Redcycle program? Is it of compostable material? Can it go in the recyclable bin or organics bin?



**9) My waste bin will smell and attract insects and vermin if only picked up fortnightly.**

In accordance with section 4(3) Control of Refuse, Public and Environmental Health Regulations 1996: *'Any putrescible waste that is placed in a receptacle must be contained in wrapping or sealed in a disposable container so as to prevent or minimize the discharge of fluids and the emission of offensive odours'*.

If bins are kept reasonably clean, food scraps wrapped or bagged and bin lids closed, odors and insects should not be a problem. Smells come from your food scraps, nappies and animal waste in your bin. Tips to reduce odour include:

- All waste placed in your *general waste* bin must be wrapped, including disposable nappies.
- All recycles placed in your recyclable bin must be rinsed prior to placing in the bin.
- Use the kitchen caddy bin with a compostable bag (or wrap in newspaper) organic waste; this includes meat, fruit, vegetable scraps, hair, floor sweepings, tissues and place in organic bin.
- Alternatively, freeze 'smelly' food waste (eg fish waste) until the day of bin collection.
- Keep the bin lids closed at all times to keep odors in.
- Store bins away from direct sunlight or from the heat of the day.

If you make sure you don't overfill your bin has a lid and is kept closed and as it will prevent the lid from closing. If necessary place a heavy object such as a rock or brick to keep it closed in windy conditions. Keep your bin well maintained, replace bin if base is cracked, replace broken lid. Bin lids and other spare parts are available from Wardles Garbage Contractors.

**10) The collection schedule will change; how will I know when to put out my bin(s)?**

A collection calendar was distributed with the Kitchen Caddy Bin and liner delivery. The current calendar are available on Councils website. Council recommends that you download The My Local Services App as the App where reminders can be set on your smart phone.

**11) I have a lot more waste during the Christmas/New Year period (December/January).**

As per the *Waste Collection Service Guidelines* states Council is investigating the ability to provide a weekly collection of all three bins. Refer to the Kerbside Waste Calendar for collections days.

**Please note:** Exceptional Circumstances bins are **NOT** collected on the additional Christmas/ New Year collection weeks, they will be collected on scheduled fortnightly collection only.

## 12) We've a large family, a child in nappies or medical waste and our bin is always full each week!

The *Kerbside Waste Collection Guidelines* – Exceptional Circumstance conditions aims to meet the needs of large families, children in nappies or those living with a medical by allowing to apply for one additional 140L general waste bin-collected fortnightly – at no charge. (Purchase of the bin will be at the resident's expense).

- **Large Family** - A large family is defined as a permanent residential dwelling in which 5 or more persons live for at least 5 nights per week on average (excluding holiday homes).
- **Nappies** - A permanent residential dwelling, where the use of disposable nappies results in the production of an extra volume of waste. (There are nappy disposal systems which compress and store dirty nappies in a tube odor free, approx. one week's worth of nappies).
- **Special medical needs** - A permanent residential dwelling, where an extra volume of waste is produced due to a resident's medical condition. This does not include premises generating medical waste from a business, such as home massage, podiatry or similar.

*\*Households which meet two or more of the criteria listed above may apply for a total of two additional 140L general waste bins without charge, renewed annually.*

### Exceptional Circumstances Conditions

Eligible Exceptional Circumstances applicants will be issued an annual sticker to affix to the bin which will confirm entitlement to the additional fortnightly collection for the Collection Drivers. Exceptional Circumstances bin applications will need to be renewed annually to confirm continued eligibility, as the needs of residents may change.

**Exceptional Circumstances Application** forms are available at Council office or can be downloaded from Councils website. Applications must be made in person at Council offices and staff are available to help with enquiries.

Renewal letter and forms for current holders of Exceptional Circumstances bin(s) will be sent out each year in April, with completed renewal application due to be submitted to Copper Coast Council by the end of May. Exceptional Circumstances bin stickers will be mailed to approved Exceptional Circumstances renewals in mid-June, in readiness for continuation of kerbside collections from 1<sup>st</sup> July.

**Please note:** Exceptional Circumstances bins are **NOT** collected during the peak summer school holiday period, when weekly collection of general waste applies. Should your household need to dispose of additional general waste during the time of weekly collection of general waste the excess waste can be taken to the Resource Recovery Centre, where charges apply based on weight delivered (minimum charge apply – refer Councils website Schedule Fees and Charges).

## 13) I'm on a rural property, do I get a collection/does my collection service change?

December 2020, Council introduced a waste collection service for occupied rural properties outside the Township Service Area via Rural Centralised Collection Points following changes in Environment Protection legislation stopping rural households from utilising private landfill and pits and burning of 'farmer pits' requiring them to source other ways to dispose of their waste.

The collection entitlement is the same the residents in Township Service Areas. This replaces the previous service where rural properties delivered two bags to the Resource Recovery Centre weekly. To access the rural collection service, residents must apply prior, information can be found on Councils website - Waste Collection Service Guidelines.

#### **14) I have a business in a residential area, am I entitled to a business collection?**

Businesses in a residential area are classified as a home activity are not entitled to a business collection. In previous development plans some businesses were given permission to set up a business in a residential area, but only pay residential rates, not commercial rates.

#### **15) Holiday homes and holiday shacks**

It is important that ratepayers recognize that the kerbside service is designed to meet the needs of residential ratepayers. Holiday rental properties are entitled to use the service insofar as their waste production is similar to that of a residential property. The kerbside service should not and cannot be redesigned to meet the needs of excessive or commercial operations.

In the event that the standard entitlement does not meet your waste needs, property owners and residents can apply to Council for an Annual Additional Waste Collection, which entitles you to receive additional fortnightly bin collection services (maximum is two (2) additional bins per waste stream) which will be collected on the same day as the existing normal service.

Additional bins require an annual additional bin collection sticker to be purchased from Council's Office in Kadina and placed on the front of the bin. Charges are in accordance with Council's Register of Fees and Charges. Sticker colours will change each financial year. Households granted additional bin collection services will be required to purchase additional bins at their own cost.

Outside the summer school holiday collection period **(all bins, including Exceptional Circumstances bins and additional kerbside services will be collected fortnightly.**

Holiday shack (north of Wallaroo) who do **not** receive a kerbside collection or a centralised waste collection service, is entitled to apply to Council for approval to deliver two (2) bags to the Resource Recovery Centre (RRC) each week. Applications will be assessed and if granted, a letter of approval issued for presenting each time to the RRC staff.

#### **16) I own a Restaurant / Café, how can we cope with our waste?**

Depending on the volume of waste, if you cannot fit your general waste, recycling and organics into the prescribed bins provided each weekly, your business may need to consider purchasing additional waste collection which the costs are outlined in Council Register of Fees and Charges.

If the additional bins are not an appropriate option, businesses it may be necessary to use a commercial service offering larger front lift bins. It is important that businesses recognise that Councils kerbside service is designed to meet the needs of residents and average size businesses.

Many local businesses have found other sustainable ways to manage their waste:

- Coffee grinds can be spread direct onto your garden, no composting required.
- Newspaper can be soaked in water and feed to your home worm farm.
- Large cardboard can be donated to childcare and kindys for activities.
- Glass jars can be advertised on Facebook - Copper Coast Freebies for people who make preserves, jams, chutneys.
- End of large paper rolls donated to childcare.

#### **17) What are Childcare Centre/Kindergarten/Primary School/High School entitled too?**

Council engaged KESAB to undertake an education program with education facilities and review on-site waste handling systems in early 2021 supporting Councils new kerbside waste scheme.

Schools are entitled to receive 1 x 240L recycle bin and 1 x 240L organics bin collection per 100 students, each fortnight, which they are required to purchase the compliant bins. Additional bin collections are available above this entitlement and will incur a fee as outlined in Council's Register of Fees and Charges.



**18) Will Council allow residents the option of paying extra and having a 240 litre waste bin?**

No, the standard bin for residential properties is the 140 litre size and Council's goal is to reduce waste to landfill and increase waste recovery. Refer to [Whichbin.gov.au](http://Whichbin.gov.au) and Council's website for ways to separate waste and get the most from the service offered by Council.

**19) Are we allowed to have additional bins for general waste if we want them?**

Additional bin collections are available for purchase if needed but with increased recycling and green organics collection, additional general waste bins should not be necessary in most cases. Council has staff available to assist you with a review of your recycling practices.

**20) If I have extra waste that I can't fit into my bin can I take it to the Resource Recovery Centre?**

Excess waste can be taken to the Resource Recovery Centre. A fee will be incurred, by waste stream and a weigh in / weigh out bases as outlined in Council's Register of Fees and Charges.

**21) With going to fortnightly collection of kerbside waste we are simply going to have to use public litter bins for our extra waste. I am a member of the public so I am entitled to do so!**

Public litter bins are installed in areas of high recreational use, tourist destinations and town centres for waste generated as part of recreational activities. The proper use of public litter bins assists to keep our towns and tourist destinations tidy. Public litter bins are not intended for use by businesses or residents to dispose of household waste.

**Breaches could attract a warnings or a fine for illegal dumping of rubbish.**

**22) What do I do if my bin was not emptied / collected?**

Before you report a missed collection:

- Double-check that it is your collection day
- Make sure it is placed in an accessible location
- Make sure you're familiar with what you can and can't put in your bins
- Check there isn't a note from the contractor (eg bin too heavy)

If your bin was placed out at the correct time (residents - 7.30 am / businesses - 8.30 am) and not collected, report it direct to Wardles Garbage Contractors. Unfortunately, you cannot order an extra collection or ask for the truck to return if you missed your collection time or for any other non-compliant reasons. You may need to take your waste to the Resource Recovery Centre.

**23) What if my bin was only half emptied?**

If your bin didn't completely empty, it may be as some items got stuck. To stop this from happening, make sure not to cram as much into your bin as you can and place heavier items at the bottom so they don't jam lighter items in the bin. The force applied by the truck mechanism during emptying will not remove items that have been compacted into the bin.

If lawn clippings in your green waste bin are getting stuck, place drier material at the bottom such as sticks and leaves. This helps with air flow so the lawn clippings don't get stuck at the bottom.

**24) Why can I only put up to 75 kg in my bin, when it is rated at 100 kg plus**

If the bin contents exceed the allowable limit, the bin is at risk of coming loose or being damaged by the mechanical arm and falling in the back of the garbage truck. The truck has the technology that sounds an alert when the bins are too heavy and the driver will leave a note advising the resident or business of this. This will require you to remove some of the waste and take it to the Resource Recovery Centre.

**25) Why can't I paint the lid of my bin?**

Painting the plastic lid of your bin is not allowed. It will fade and reduce the life of the recycled material. Lids can be replaced through Wardles Garbage Contractors.

**26) Damaged bins – who is responsible for replacing them?**

Damaged bins are a risk to the owner and also the contractor emptying it. It is also at risk of falling into the truck as the mechanical arm loses grip. If the bin is in a poor state, the Council contractor has the right to refuse to empty it and request the owner to purchase a new bin. If the bin is over filled (exceeding 75 kgs), the Council contractor has the right to refuse to empty it and request the owner to reduce the contents to a suitable weight.

Should the bin be damaged by Councils contractor, it must be reported direct to Wardles Garbage Contractor. If it can be reasonably identified that the damage to the bin was the caused by the contractor, the Contractor will fix/replace the bin.

**27) What do I do if I live in a Housing SA property and don't have a bin or it has been stolen?**

If you living in a Housing SA property, and your bin is stolen, you will need to report it to the police as you will need to quote the Police Report number to Housing SA for a replacement.

**28) Council will continue to research, investigate and provide education – how will this be done?**

Council will continue to engage KESAB to undertake a second resident bin audit and build on first program with education facilities waste handling. Council will survey businesses and residents on the new service. Data will be collected and analysed to assist with future improvements to kerbside collection services and waste material handling.