

## WASTE COLLECTION SERVICE GUIDELINES

### Overview

The Waste Collection Service Guidelines is written in conjunction with the adopted Waste Management Policy (Policy).

Council is committed to providing waste collection services to property owners/occupants and businesses that is appropriate to users but also sustainable and financially viable.

The guidelines provide waste collection services and technical information available in the Copper Coast Council.

Residents and businesses of the Copper Coast are provided with a waste collection of the three main (3) waste streams which requires waste to be separated and placed into the approved mobile garbage bins (bin) and placed out for collection by Council's appointed Contractor.

The costs associated with each standard entitlement for waste collection service is incorporated in the annual property rate Fixed Charge. Variations to the standard entitlement will incur additional charges in accordance with Council's Register of Fees and Charges.

**Advance Notice** – From the 1<sup>st</sup> July 2021, existing waste collection services will change to increase removal of valuable resources currently being sent to landfill. By placing food and garden waste (known as FOGO or organics) into the green bin, will divert waste from landfill.

Residential properties within and outside the Town Service Area, and the Rural Centralised Collection Points will receive a three-bin kerbside fortnightly collection of general household waste; recyclables and organics.

Information will be included with the kitchen caddy bin delivery.

### Who can access the Waste Collection Service?

#### Business Premises within the Township Service Area

Business premises in rateable commercial, industrial and light industrial zones within the Township Service Area (as outlined on the attached Maps) are entitled to a standard entitlement as outlined in Table 1.1 via a kerbside collection service.

Council extends the kerbside collection service to include occupied Essential Services premises that are exempt from paying a Fixed Charge and will receive the standard entitlement. This includes Hospitals, Police, Fire, Defence and Utility Services.

#### Residential Premises within the Township Service Area

Occupied residential rateable properties within the Township Service Area (as outlined on the attached Maps) are entitled to a standard entitlement as outlined in Table 1.1 via a kerbside collection service.

#### Residential Premises outside the Township Service Area

Occupied residential rateable properties in general farming/sheep and grazing zoned land are entitled to a standard entitlement as outlined in Table 1.1 via the access to centralised waste collection points. Residents are required to apply to receive the service by completing an application form. The application will be assessed and if approved will receive a letter and bin identification stickers to access the service.

#### Home Industry (in Residential areas)

Any Business operating from a residential premises is entitled to a residential collection only.

#### Rental Holiday Home (in Residential areas)

Short term rental and holiday accommodation properties generate waste greater than the standard entitlement. Owners and property managers are required to have in place systems that encourages separation of each waste streams; suitable storage areas and bins that are emptied regularly to prevent excess waste impacting the local neighbourhood.

#### Properties Leased from Council

Council-owned leased properties will be entitled to the standard entitlement. Any variation must be negotiated and formalised in the Council lease agreement.

#### Exempt Premises

Properties classified as **exempt** from being able to access the waste collection service include:

- a dwelling that is unsuitable for human habitation;
- vacant land;
- primary production land without a dwelling;
- properties with more than one residential dwelling who pay one fixed charge will receive one waste collection service (if additional bins are requested a fee will apply in accordance with Council's *Fees and Charges Schedule*);
- where collection truck is unable to safely access a property and an alternative collection point has not been arranged.

### Standard Entitlement (Waste Collection Service)

The standard entitlements are as follows:

Waste Stream	Residential Properties <u>Within</u> Township Service Area	Residential Properties <u>Outside</u> Township Service Area	Businesses <u>Within</u> Township Service Area
General Household	One (1) weekly 140L collection service	One (1) weekly 140L collection service	One (1) weekly 240L collection service
Recyclable	One (1) fortnightly 240L collection service	One (1) fortnightly 240L collection service	One (1) weekly 240L collection service
Green Waste	One (1) monthly 240L collection service	One (1) monthly 240L collection service	One (1) weekly 240L collection service
Green Waste - Additional	In addition, property owners with an occupied residential dwelling are entitled to deliver two (2) 6x4 trailer loads to the RRC annually, at no extra charge. A current rate notice must be presented to the staff at the RRC on arrival.		Not applicable.

Table 1.1

# WASTE COLLECTION SERVICE GUIDELINES

## Accessing / Amending the Waste Collection Service

### New Waste Collection Service

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

- Within the Township Service Area – to make contact with the Council Contractor and advise the address and collection commencement date.
- Outside the Township Service Area – complete and submit the application form to Council and receive approval prior to accessing the service.

### Access as Existing Waste Collection Service

Any business or resident moving into a premises that was previously receiving a kerbside collection, can access the same service without needing to advise the Contractor.

### 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 (eg placement of bin due to changes to access of the property will require a minor change to the standard entitlement) and can be done by contacting the Contractor direct to arrange.

## Additional Waste Collection Services

Residents are required to separate all waste into the recyclable waste, green waste streams 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.

In the event that the standard entitlement does not meet your waste needs, you are entitled to apply to Council to receive additional bin collection services (maximum is two (2) additional bins per waste stream, and will be collected on the same day as the existing normal service).

Additional bins require an annual additional bin collection sticker which are issued at Council's main office in Kadina and placed on the front of the bin. Annual 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 a compliant additional bin at their own cost.

### Exceptional Circumstances Collection Service

Council understands that one system 'does not fit all' and has established exceptional circumstances as follows:

**Large Families** is 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 140 litre general household waste bin exempted from payment.*

**Households that produce nappies or incontinence products** is where a permanent resident residing in a residential dwelling uses disposable nappies or incontinence products that results in the production of an extra volume of waste. There are disposal systems which compress and store used nappies and incontinence products in a tube that store, odor free, approximately one week's worth of the used products. One such product is the *Tommeé Tippee Sanagenic bin disposal system*. This does not include households where children in nappies visit, family day care facilities or childcare centres (the latter two facilities are considered commercial operations and need to pay for an additional service or make other arrangements).

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

**Households with special medical needs (excluding materials that will cause an infectious disease threat, needle stick injuries or cytotoxic and radioactive waste)** who are permanent private households that produce medical waste. This does not include premises generating medical waste from commercial operations (eg home massage, chiropractors).

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

Households that have exceptional circumstances will need to apply to Council each financial year by completing a self-identified questionnaire on the relevant Application Form.

Households will be required to reapply each year confirming their continued eligibility and provide proof of residency in the Council. This includes either a current Rates Notice (if homeowner) or current utilities account (if occupant) and photo identification to receive any subsidies as part of the waste collection services each time they re-apply for exemption.

An approval letter and sticker (for bin identification) will be issued each year. The sticker must be placed on the front of their exceptional circumstances bin prior to 1<sup>st</sup> July each year. Bins without the correct year stickers will not be collected.

Households granted under exceptional circumstances will be required to purchase an additional compliant bin at their own cost.

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### Resource Recovery Centre

Council's Resource Recovery Centre located at 14 Recycle Way, Wallaroo is open to the public to receive waste. Charges will be incurred in accordance with the adopted Register of Fees and Charges (based on type of waste stream and weight). Refer to Resource Recovery Centre Guidelines for further information.

### Engage a Private Contractor

You have the option to engage a private contractor but any additional charges incurred are at the residents/businesses expense. Commercial mobile bins (140L, 240L, 360L, 660L and 1100L) are available by private arrangement with Council's Contractor.

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

### **Other Collection Services outside Standard Entitlement**

#### **Shacks (north of Wallaroo)**

Any shack owner who does not receive a kerbside collection service or a centralised waste collection service, is entitled to apply to Council for approval to deliver one (1) bag of general household waste and one (1) bag of recyclables to the Resource Recovery Centre each week. Access to the service must be applied for on the appropriate form. Applications will be assessed and if granted, a letter of approval issued for presenting each time.

#### **Holiday Season**

With the influx of tourists and holiday makers to the area, from December 2021, Council will increase collection services over the peak summer season. The residential three (3) bin waste streams will be collected weekly for a six (6) week period.

#### **Educational Facilities**

Educational facilities (childcare centres, kindergartens, and schools) are offered one (1) general waste bin, one (1) recycling bin and one (1) FOGO bin collection per 100 staff and students. The educational facilities are required to purchase compliant bins at their own cost and implement a system that supports waste separation. Contamination and miss management of the service could result in the service being cancelled. Prior to service commencing, an onsite meeting with Council's Contractor is required to ensure a safe and accessible collection for students, visitors and the contractor.

#### **Clean Up Australia Events**

Council encourages local groups 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 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.

As part of the annual budget process Council will determine limits of 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 asset owner, for example, footpath, road, easement, reserve, park etc.

### Application Criteria

As Council is unable to provide assistance for all requests, applications are assessed by the Director of Development Services in accordance with the following criteria:

- Community organisation or individual's capacity to meet waste disposal costs;
- Level of community service the organisation/individual provides;
- Availability of funding; and
- Efforts to reduce waste, include collaboration with other agencies.

### Assessment Criteria

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

Applications received are assessed and the applicant advised of the outcome. Successful applicants and the Contractor will be notified accordingly. 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.

# Waste Management

## WASTE COLLECTION SERVICE GUIDELINES

### Technical Information

#### Bin Specifications and Design

The bins are required to meet the EN840 Standards and AS4123 Two Wheeled Mobile Garbage Bin Specifications. It is essential that your bin is compliant as it may affect it being collected by Council's Contractor.

The standard and specification outline the bin design for uniformity, functionality and safety for users, Contractors' and mechanical emptying systems plus also capacity and strength of the bin ensuring it is suitable for the intended purpose. This includes being UV-stabilised and chemical resistance to increase the life of the bin.

#### Bin Capacity and Colour

Council requires bins to comply with specific capacity (litres) and lid colour per the relevant waste stream collection as summarised below.

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

*Residential services can still utilise the 120 litre green lid bin that is currently being phased out.*

*Painted bin lids are not permitted.*

*The body of all bins must be the standard dark green colour.*

**IF IN DOUBT, CONTACT COUNCIL**

#### 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.

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 with Council).

Bins and replacement parts (including lids, pins and wheels) are available from Council's Contractor.

Local businesses stock compliant bins and replacement parts:

- Wallaroo Garbage Contractors, Moonta
- Shippy's Hardware, Moonta

- True Value Hardware, Wallaroo
- Kadina Building Supplies, Kadina
- Vennings (Moonta Road) Kadina
- Stratco, Kadina

#### 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.

#### 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.

#### **Collection Schedule** (including Public Holiday variation)

The Waste Collection Calendar can be downloaded from Council's website or accessed on 'MyLocal' Services App.

In the event that a regular collection day falls on a public holiday, the services will continue on that same day as normal; with the exceptions of Good Friday, Christmas Day and New Year's Day which will be delayed by one (1) day.

With the influx of tourists and holiday makers to the area, from December 2021, Council will increase collection services over the peak summer season (eg Christmas until students return to school in the new year), with the aim of providing the three (3) bin waste streams collected weekly for a four (4) week period.

Any changes 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.

## Waste Management

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### Catastrophic Days/Fire Ban Days/Extreme Weather

Waste collection services may 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.

**All such changes to the waste collection schedule will be advertised on Council's website and Facebook.**

### Collection Point (including Bin Placement)

The bin collection point will generally be undertaken from:

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

Bins <u>must</u> be placed:	Bins <u>must not</u> be placed:
<ul style="list-style-type: none"> <li>• on the verge with the wheels facing the property;</li> <li>• no more than one (1) metre from the kerb.</li> </ul>	<ul style="list-style-type: none"> <li>• under a tree canopy;</li> <li>• behind parked cars;</li> <li>• too close to garage doors, letter boxes or other objects.</li> </ul>

- Centralised Waste Collection Points – off the road, giving the Contractor room to safely collect bins without disrupting traffic or causing a danger.

Multiple bins must be placed at a minimum of 1.0 metres apart to allow clear access for collection truck's automatic grab arm. For residents who reside; or commercial businesses who operate in cul-de-sacs, narrow roads or areas that the Contractor vehicle may have access issues, the Contractor will contact those directly affected to make suitable arrangements for the placement of bins.

Council does not support or encourage the Contractor to access private property for the purpose of collecting kerbside waste due to, but not limited to:

- Private roads are not specifically designed for large vehicles, thereby resulting in a higher potential for damage to vehicles, roads or private property. The safety of waste collection employees 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.

In circumstances where there is no other option except for the Contractor to drive onto private property, including where the Contractor was not aware of it being private property until after the fact or after receiving a request, the Contractor will inspect access and all conditions relating to driving a waste collection vehicle on the property, the road condition and safety aspects and advise in writing the outcome (inc. terms and conditions).

### Prohibited Waste

There are many important reasons for the placement of waste into the correct bin, and include but not limited to:

- handling and storage safety that may cause a risk to an individual or processing equipment;
- storage and transport issues (combustion/fire risk, gas emission);
- unable to deliver to be recycled due to contamination, resulting in the materials being sent direct to landfill.

**The substances allowed/prohibited from the different kerbside collections are as follows:**

#### Recyclables – Yellow Bin

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

Recyclable items must not be placed in plastic bags as this will result in the recyclables not being processed at NAWMA Material Recovery Facility and will be sent to landfill.

#### Green Waste – Green Bin

**Note – Ceasing 30<sup>th</sup> June 2021, being replaced with FOGO.**

ALLOWED	PROHIBITED
<ul style="list-style-type: none"> <li>✓ sweepings (including hair)</li> <li>✓ shredded paper</li> <li>✓ ash (cold)</li> <li>✓ grass clippings</li> <li>✓ weeds (excluding noxious)</li> <li>✓ flowers and leaves</li> <li>✓ trimmings &amp; prunings</li> <li>✓ green waste (less than 30cm in diameter &amp; 1 metres in length)</li> </ul>	<ul style="list-style-type: none"> <li>X food scraps</li> <li>X plastic bags</li> <li>X general rubbish</li> <li>X soil, sand, gravel, rocks</li> <li>X noxious weeds</li> <li>X fruit tree trimmings in fruit</li> <li>X green waste (greater than 30cm in diameter &amp; 1 metres in length)</li> </ul>

Should the above substances contaminate green waste kerbside collection, this will result in the contents not being made into compost and sent direct to landfill.

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### Food Organics and Green Organics (FOGO) – Green Bin

**Note - Commencing 1<sup>st</sup> July 2021, replacing Green Waste**

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

Should the above waste be contaminated, will result in the waste not being made into compost and sent direct to landfill.

### General Household Waste – Red Bin

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

Pursuant to the Public and Environmental Health Regulations 1991, Section 4(2), Sanitation Control of Refuse, all general household waste placed in the bin must be wrapped or sealed in a disposable container to minimise discharge of fluids and emission of offensive odours.

### Non Compliance

Non-compliance may result in penalties or other actions as deemed appropriate by Council, including refusal of the Waste Collection Service where:

- The bin being used is not compliant with EN840 Standards and AS4123 Two Wheeled Mobile Garbage Bin Specifications;
- The bin is not the correct colour and size as outlined above;
- The bin is not of a maintained standard;
- More than one (1) bin (without approval sticker visible)
- The contents of the bin contain prohibited waste as outlined in Prohibited Waste;
- The contents of the bin is over full preventing the lid from closing;
- The contents of the bin is compacted and unable to be moved freely when being emptied;
- The 140 litre bin and its contents weigh more than 75 kg;
- The 240 litre bin and its contents weigh more than 75 kg;
- The bin is placed in a location that the collection vehicle cannot be easily accessed;
- There is repeated and recorded misuse of the bin;
- An occupier has repeatedly failed to remove bins within the twenty four (24) hours after being emptied.

The Contractor will endeavour to communicate the reason the collection was not collected by placing a high visibility 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.

### New Development - Strata Title, Multi-unit or Similar 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.

### Pilfering

As a deterrent against activities that impact on kerbside collection operations, Council may prosecute pilferers of waste and recyclables.

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### Missed Collection Services

In the event a bin being missed on the scheduled collection day, the Contractor must be contacted directly.

A missed scheduled collection will be subject to the bin having been presented in accordance with all the requirements set out in these guidelines.

The Contractor will endeavour to arrange a missed kerbside collection service (including a collection service where the bin was not fully emptied).

**However, if the bin did not comply with the requirements set out in these guidelines, the resident will be responsible to make other arrangements at their own cost to be emptied.**

### Hard Refuse Collection (Free Kerbside Giveaway)

Council coordinates Free Kerbside Giveaways twice a year. Council will promote the Free Kerbside Giveaway events schedules for the last weekends in May and November. Residents are entitled to place any 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.

### Complaints

All complaints in regard to Waste Management Services must be made in writing to the Coordinator of Waste and Inspectorate or in his/her absence, the Director of Development Services.

Complaints will be managed in accordance with Council's Complaints Policy which is available on Council's website.

### Maps

The maps outlining the Waste Collection Service areas which include the township service area and centralised collection points outside the township service area; or as agreed to with Council's Contractor can be accessed electronically via the link <https://arcg.is/0Pz88j>

- Residential service area are shaded in grey
- Business service area is shaded in \*
- Centralised Waste Collection Points are marked in red (at the following locations):

1.	Thrington Road (west of Copper Hill Road), Boors Plain
2.	Thrington Road (between 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