

RESOURCE RECOVERY AND EDUCATION (WASTE) CHARGES POLICY

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| Responsible Officer: | Manager Resource Recovery and Education |
| Owner: | Resource Recovery and Education |
| Responsible Director: | Presentation and Assets |
| Relevant Legislation/Authority: | <i>Local Government Act 2020</i> <i>Local Government Act 1989</i> <i>The Circular Economy (Waste Reduction and Recycling) Act 2021</i> <i>Environment Protection Act 2017</i> |
| DOCSETID: | 3759834 |

1. PURPOSE

This policy relates to the bins and waste services charge levied by City of Greater Bendigo (the City) on all tenements where the service is available. The purpose of this policy is to detail the services provided to the community within the charges and conditions regarding eligible exemption criteria.

2. BACKGROUND

The City provides bins for general waste, recycling and organics collections to tenements within the Municipality. Charges are levied annually under the *Local Government Act 1989* (the Act) to fund a number of services such as domestic and commercial kerbside collections, cartage and disposal of collected material, the operation of landfills and transfer stations, the management of waste contracts, street cleaning, community behaviour change programs and resource recovery strategic planning including local circular economy solutions. The charges are compulsory for residential tenements, other than where exemptions, as set out in this policy, apply.

3. SCOPE

This policy applies to all resource recovery charges levied by council (as represented on the annual rates notices).

User fees and charges relating to cost recovery for disposal of waste at transfer stations and landfills are not in the scope of this policy, these are set in accordance with the City's Pricing Policy.

4. DEFINITIONS

N/A

5. PRINCIPLES

To ensure consistency in applying Resource Recovery and Education (waste) charges to properties within the Municipality and applying the required equity lens for specific household conditions where specific policy conditions may apply to support unique collection needs.

6. POLICY

6.1 RESOURCE RECOVERY AND EDUCATION (WASTE) CHARGES

The charges are set annually and published in the City's budget. The City utilises the revenue received from the charges to provide a range of services including:

- collection and disposal services to the residents of the Municipality
- street cleaning
- community behaviour-change programs
- operation and remediation of landfills and transfer stations
- governance of waste management contracts
- resourcing for long term strategic planning, which includes compliance with the The Circular Economy (Waste Reduction and Recycling) Act 2021 and implementing initiatives in line with State Government (Recycling Victoria) reforms and internal policies (Climate Change and Environment Policy).

The charges are set out in Schedule A – these will be updated annually when the City's Budget is adopted by Council.

6.2 COMMERCIAL RESOURCE RECOVERY CHARGES

The City levies a 'fee for service' option for commercial and non-residential properties, known as the Commercial General waste/Recycling or Organic Charge for all commercial and non-residential properties.

As an extension to this service, an optional multi-day collection service of one, two, three, five, six or seven days per week collection and disposal of contents of bins from properties zoned as or used for commercial purposes in the Bendigo Central Business District, Kangaroo Flat, Eaglehawk, Golden Square, Strath Hill/Strath Village and Woodbury Court Shopping Centres is offered. The details for these charges, as per other charges, is confirmed each year in the City's annual budget.

Commercial properties can have multiple bins of all three kerbside streams at their request based on the agreement to pay the required City collection fees. Any request for alteration to the number or size of bins or to the frequency of collection in the six multiple day collection areas for a property must be made/authorised by the property owner; their representative; or the nominated ratepayer (for commercial leases).

The charges are set out in Schedule A – these will be updated annually when the City's Budget is adopted by Council.

6.3 APPLICATION OF CHARGES

In accordance with Section 162 of *the Act*, council may declare a service rate or an annual charge or any combination of such for the collection and disposal of refuse (S162(1)(b)). The service rate or charge may be declared on the basis of any criteria specified by the council (S162(2)).

Annual charges are levied from the date of occupancy of any tenement. On delivery of the initial kerbside bin, and any additional general waste kerbside bins, maintenance services over and above one bin of each service per tenement, a one-off bin supply and ongoing maintenance charge is levied.

Charges for commercial and non-residential properties and general waste supply & maintenance charges are subject to the appropriate amount payable pursuant to *A New Tax System (Goods and Services Tax) Act 1999 (CTH)*.

6.4 RESOURCE RECOVERY FINANCIAL RESERVE

Waste related fees and charges are only utilised to support waste and resource recovery related expenditure. This reserve is a part of the mechanism employed by the City to ensure this utilisation. Funds held will take account of the City's annual kerbside and waste charge fees. Long term, the reserve enables peaks and troughs related to waste expenditure to be managed efficiently and transparently.

6.5 SETTING CHARGES

Resource recovery charges and supply & maintenance charges will be adopted annually by Council as part of the budget process in line the City's Revenue and Rating Plan 2021-2025 and Pricing Policy and in accordance with *the Act*.

6.6 ELIGIBLE EXEMPTIONS TO CHARGES

Under the circumstances set out below an application may be made for an exemption from receiving the general waste, recycling or organic kerbside collection services and be exempt from the charge at the discretion of the Manager Resource Recovery and Education or their delegate.

The following process will be followed for an application for exemption:

1. An application must be made to the Manager Resource Recovery and Education using the appropriate form and attaching required supporting documentation. Applications must be made by the property owner or by a person acting on behalf of the property owner, where the property owner is unable to make an application for medical reasons.
2. The request will be reviewed by the Manager Resource Recovery and Education, or their delegate.
3. The property owner will be notified in writing of outcome of the application.

6.6.1 General waste charges

a) Residential General Waste Charge Waiver

An exemption to general waste kerbside collection and charges may be granted:

Where it is established that the garbage truck cannot reasonably access a legal property entrance to empty bins from the roadside; and

- it is deemed by the Manager Resource Recovery and Education to be a burdensome imposition for the bins to be taken to the nearest collection point; and
- the property owner elects not to take bins to a collection point.

Where a dependant persons unit is erected as a second dwelling on a property; and

- is occupied by an immediate family member; and
- the property owner elects to not take delivery of an additional bin.

Where a development approval is issued which requires the property owners make private arrangements for the collections of domestic refuse.

b) General Waste Bin Upsize Fee Waiver (Medical Exemptions)

A ratepayer may apply for an upsize to a 240L general waste bin free of charge or be excluded from the general waste collection where:

- the fortnightly general waste collection is not suitable for the needs of the ratepayer; and
- a ratepayer can provide a letter from a general practitioner or specialist advising that the fortnightly kerbside collection of general waste is not suitable for the needs of the ratepayer.

If the ratepayer chooses to be excluded from the kerbside collection service, they must organise a private collection that meets the needs of the resident.

c) Private business located at residential property

A ratepayer may apply to be excluded from the general waste collection service where:

- a ratepayer runs a service from their private residence, such as a family day care, or child-minding service; and
- the service creates a larger than usual quantity of nappies or incontinence products.

If the ratepayer chooses to be excluded from the kerbside collection service, they must organise a private collection that meets the needs of the resident.

d) Commercial and other non-residential

An exemption may be granted where a ratepayer or their agent informs the City in writing, to the effect that other arrangements have been made for the collection and disposal of refuse in respect of that ratepayer's property.

6.6.2 Organic Waste Charge

Residents may make an application to be exempt from the Organics kerbside collection service in accordance with the City's Kerbside Organics Exemption Policy.

6.6.3 Exceptional Circumstances

If exceptional circumstances apply, and an application for exemption does not fit the criteria within this policy, then approval for an exemption may be granted by the Director Presentation & Assets.

7. ROLES AND RESPONSIBILITIES

Manager Resource Recovery and Education is responsible for adhering and overseeing the implementation of this policy and assessing applications for exemptions.

Council is required to approve the annual charges (refer Schedule A) through the Budget adoption process in accordance with Section 162 of *the Act*

The Financial Strategy Unit is responsible for overseeing and managing the Waste Reserve Fund and issuing the annual charges on rates notices.

8. RELATED DOCUMENTS

Readers are encouraged to access relevant documents and/or resources which are available as per the below.

These include:

- *Local Government Act 2020*
- *Local Government Act 1989*
- *The Circular Economy (Waste Reduction and Recycling) Act 2021*

- *Environment Protection Act 2017*
- Revenue and Rating Plan 2021-2025
- Financial Reserves Management Policy
- Complaint Handling Policy
- Pricing Policy
- Climate Change and Environment Strategy
- Circular Economy and Zero Waste Policy
- Kerbside Organics Exemption Policy

Further information or advice on this policy should be directed to Resource Recovery and Education

9. HUMAN RIGHTS COMPATIBILITY

The implications of this policy have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.

10. ADMINISTRATIVE UPDATES

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this, such a change may be made administratively. Examples include a change to the name of a City unit, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be made through consultation with the staff Consultative Committee and with the approval of EMT or where required, resolution of Council.

11. DOCUMENT HISTORY

| Date Approved | Responsible Officer | Unit | Change Type | Version | Next Review Date |
|---------------|---------------------------------|-------------------------------|-------------------------------------------------------------------------------------|---------|------------------|
| 24/01/2018 | Leesa Mein | Financial Strategy | Review and update | 1 | 23/01/2022 |
| 10/10/2019 | Nathan Morsillo | Financial Strategy | Minor administrative update to enable agents (as needed) process relevant requests. | 9 | 23/01/2022 |
| 29/1/2024 | Nathan Morsillo & Katelyn Stone | Financial Strategy | Carriage of policy and detail of exemptions to sit with Manager RR&E. | 9 | N/A |
| January 2024 | Brooke Pearce | Resource Recovery & Education | Review and update to accommodate service change. | 10 | January 2027 |