

Resource Recovery and Education

Code of practice





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Overview

The City of Greater Bendigo continues to work towards the goals of zero recoverable waste to landfill by 2036 and developing a circular economy in Greater Bendigo.

These targets were established as part of the Circular Economy and Zero Waste Policy and our Climate Change and Environment Strategy 2021-2026.

The policy requires City projects and services to use recycled content materials wherever viable and to ensure no materials are purchased that cannot be recycled. The policy seeks to help kick-start a circular economy in the region by creating a demand for recycled content products and circular services.

With the Eaglehawk landfill rapidly reaching capacity, the City is progressing with the procurement of alternative solutions to landfilling end-of-life materials. The City is investigating alternative waste disposal options as well as various technologies, systems and policies to reduce waste and recover more resources from our waste streams.

We know our community wants an efficient, safe, convenient and sustainable resource management system that maximises positive environmental, social and economic outcomes for the region whilst minimising costs and risks to ratepayers.

The City also continues its strong commitment to undertake initiatives that help to educate residents through a multi-level approach to community education that is delivering positive results and improvements.

Our school education program has grown to include local primary and secondary schools, child care centres and pre-schools as well as many community groups.

Over 75 local schools and pre-schools are participating in the kerbside organics service which assists in taking positive messages home and continuing the education about the importance of waste management.

The City regularly attends local community events to raise awareness and encourage proper waste management throughout the year.

Other educational activities include the development of a children's activity booklet and video, the donation of free compost from the organics service, prominent educational messaging on trucks and local buses, and community workshops aimed at reducing and avoiding waste. This is in addition to other significant advertising campaigns to improve kerbside recycling and minimising waste to landfill.

The commercial organics collection is proving successful by providing convenient and cost efficient collection services to local businesses.

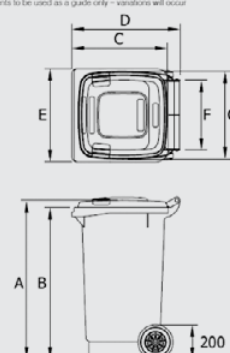


140lt

- Nominal volume: 140 litres
- Net weight: approx 10.4 kg
- Max load: 56 kg
- Permitted total weight: 70 kg

- A 915 mm ■ D 615 mm ■ G 505 mm
- B 870 mm ■ E 535 mm
- C 550 mm ■ F 395 mm

Measurements to be used as a guide only - variations will occur

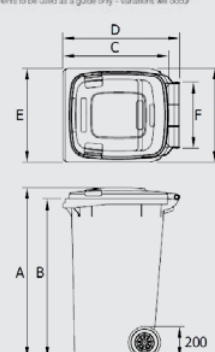


240lt

- Nominal volume: 240 litres
- Net weight: approx 13 kg
- Max load: 96 kg
- Permitted total weight: 110 kg

- A 1060 mm ■ D 730 mm ■ G 550 mm
- B 990 mm ■ E 585 mm
- C 660 mm ■ F 400 mm

Measurements to be used as a guide only - variations will occur



Residential properties

General waste

The City of Greater Bendigo utilises the general waste charge to help achieve its objective of reducing the quantity of domestic waste collected and increase resource recovery, and focus on diverting organic and recyclable waste from landfill.

The general waste fee is charged to all residents in the City and is calculated based on both the costs associated with collecting general waste bins, as well as all other waste related services to the community including street sweeping and cleaning, public litter bins, transfer station operations, school education sessions, information materials and events provided to the community.

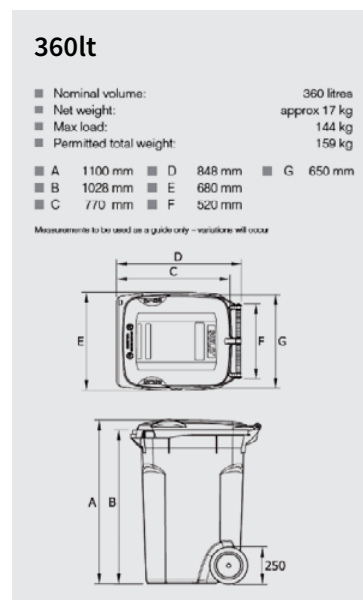
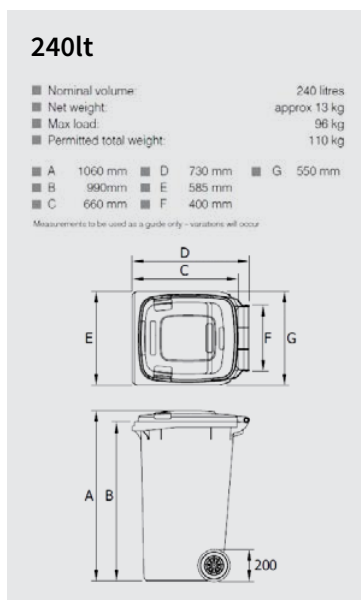
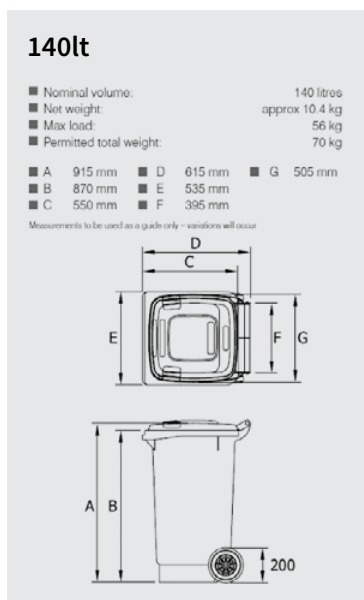
The bin sizes available for general waste are 140lt or 240lt (pictured right). All new bin allocations will be a 140lt bin. Residents can request to upsize to a 240lt bin for an additional ongoing charge.

For newly built properties who have not been allocated a bin in the past, a one off new bin supply fee will apply for the maintenance and replacement of the bin if required in the future.

Recycling

A recycling charge is imposed for recycling bins. The bin sizes available for recycling are 140lt, 240lt and 360lt. There is no differentiation of the annual collection fee for any of these sizes. Please see below for dimensions of available bin sizes.

For newly built properties who have not been allocated a bin in the past, a one off new bin supply fee will apply for the maintenance and replacement of the bin if required in the future.



Organics

An organics charge is imposed for organics bins for all residential properties located within the City of Greater Bendigo. The owner of any residential property has a choice of selecting either a 140lt or 240lt organics bin (refer to general waste bin dimensions). There is no differentiation of the annual collection fee for any of these sizes.

The organics charge is compulsory for all residential properties, other than where an exemption has been approved as per the Kerbside Organics Exemption Policy. All properties receiving the organics collection service will receive a kitchen caddy and liners. A secondary organics bin can be requested at a reduced rate.

For newly built properties who have not been allocated a bin in the past, a one off new bin supply fee will apply for the maintenance and replacement of the bin if required in the future.



Contamination of kerbside bins

Contamination occurs when items that do not belong in a particular bin are placed in that bin. This is a list of items that can and cannot be placed in the kerbside bins provided by the City. Please consult the City of Greater Bendigo **Put the right thing in the right bin!** reference guide for an extended list or the **A-Z Guide to Disposing of Waste** on the [City website](#).

Items considered to contaminate a waste bin (but not limited to)

- Batteries
- Building and trade waste (bricks, rubble, timber or tiles)
- Electronic items/ E-waste
- Hazardous waste including poisons and chemicals
- Hot ashes
- Recyclables
- Garden clippings
- Food waste
- Syringes
- Gas bottles
- Paints, solvents, pesticides, oils or chemicals

The following items should be placed in your waste bin:

- Residual waste that can't be placed in the organics or recycle bin
- Low quality plastic takeaway containers
- Soft plastics such as plastic bags or wrap (accepted at any of our Transfer Stations and Eaglehawk Recycle Shop)
- Small polystyrene or foam trays (large pieces of polystyrene packaging are accepted at any of our Transfer Stations and Eaglehawk Recycle Shop)
- Nappies, sanitary items or incontinence products and aids
- Longlife cartons e.g. TetraPaks



Items considered to contaminate a recycling bin (but not limited to)

- Household general waste
- Plastic bags or plastic wrap (soft plastics)
- Syringes
- Clothing and shoes
- Polystyrene/foam trays
- Garden clippings
- Food scraps
- Broken glass, mirrors, ceramics or light bulbs
- Nappies
- Gas bottles
- Used, soiled, waxed or labelled paper (including baking paper, parchment paper, cooking paper and butter wrappers)
- Low quality plastic takeaway containers
- Longlife cartons e.g. TetraPaks
- Disposable coffee cups
- E-waste

The following items should be placed in your recycling bin:

- Steel cans including aerosol cans, aluminium cans, aluminium foil and pie trays
- Egg cartons
- Cardboard boxes, cereal and food boxes
- Glass bottles and jars (if you are unable to access a glass drop-off point)
- Rigid or hard plastic bottles and containers
- Telephone books, school and office papers, junk mail, envelopes, flyers, brochures, newspapers and magazines



Items considered to contaminate an organics bin (but not limited to)

- Household general waste
- Plastic bags
- Plastic wrapping such as cling wrap
- Liquids
- Nappies, incontinence products and aids
- Fabric and textiles (old clothing, bedding and linen)
- Bottles and cans
- Glass
- Treated/laminated timber
- Syringes
- Used or soiled, waxed and labelled paper, includes baking paper, butter wrappers, parchment paper and cooking paper

The following items should be placed in your organics bin:

- Food scraps e.g. fruit scraps, dairy products, vegetable peels, rice, bread, pasta or cereal
- Fish, seafood and oyster shells (cooked or raw)
- Meat, poultry and bones (cooked or raw)
- Egg and egg shells
- Tea bags and tea leaves
- Coffee grounds
- Pizza boxes and raw brown cardboards e.g. egg cartons, toilet rolls
- Garden material including prunings, sticks (up to 100mm), flowers, grass clippings and weeds
- Paper towels and tissues
- Bamboo and wooden cutlery



Contamination process

The City's Resource Recovery and Education unit conduct visual audits of residential kerbside bins to help us educate our community about what goes in each bin.

Mobile bins remain property of the City and audits are conducted on a regular basis in-line with the process highlighted below.

The City understands that kerbside bins may be contaminated accidentally by the resident therefore the following stipulates how the City will respond to each contamination case.

First offence

- Contaminated bins are identified and it is noted on the City's request system that the property has had a contamination offence.
- A photo will be taken for reference
- Officer issues first contamination letter with details of the contaminant. Educational material will be provided.
- Where a bin is deemed to be significantly contaminated it will not be collected until the resident sorts the waste correctly, regardless of the number of times the property has been audited.

Second offence

- Contaminated bins are identified and it is noted on the City's request system that the property has had a second contamination offence.
- A photo will be taken for reference.
- Officer issues second contamination letter with details of the contaminant. Educational material will be provided.
- Residents will be advised if contamination occurs for a third time they will need to sort and dispose of waste at the nearest landfill or transfer station.

Third offence

If the bin is still contaminated, The bin will be tagged and left behind. Residents will be advised to sort and dispose of waste at the nearest landfill or transfer station. For resumption of bin collection services to occur, the resident must contact the City's customer service team confirming the bin has been emptied of contamination. The bin will be checked before being emptied.

Ongoing contamination

Incident will be referred to local laws.

Properties exempt from organics collection

- If a property with an organic exemption is found to have a contaminated general waste bin – for example containing food or garden organic material, the waste bin will be tagged by an officer or driver and noted on the City's request system that the property has had a contamination offence.
- Officer issues first contamination letter advising that the resident will need to sort the waste before the driver can return and advising that if contamination occurs again the organics bin and associated charges will be reinstated to the property.
- If during a follow up audit the waste bin is found to be contaminated again with food or garden organic material, the organics service will be reinstated to the property. The resident is then unable to reapply for an organics exemption for a 12 month period.

Kerbside audits conducted in 2023 found that

44%

of waste in the average residents general waste bin could have gone in the recycling or organics bins.



Exemption of services

All exemption applications must be completed by the owner or acting agent of the relevant property. *All requests for exemptions must be requested in writing.*

Organics

An exemption application for the organics service is available to residents who can demonstrate that they already manage their organic material effectively on their property in accordance with the organics exemption policy as noted below.

The resident must be able to identify how they are managing the following on site:

- Fruit and vegetable scraps including citrus
- Bread, rice and cereal
- Bones, meat, poultry and seafood
- Weeds, leaves, prunings, grass clippings and branches

Management systems that are accepted include:

- Composting systems
- Worm farms
- Mulching machinery
- Household animals
- Private contractor/gardener

Organics Exemption Policy

An exemption from the organic collection service may be granted in the following circumstances:

Residences from the time of the collection service being implemented and continuing thereafter, effectively managing all organic material on the property.

The following details the process in which an exemption must be made and considered:

1. An application must be made using the appropriate form and supporting documentation attached.
Note: Applications must be made by the resident or by a person acting on behalf of the resident where the resident is unable to make an application for medical reasons.
2. The application must be submitted to the City for consideration.
3. A City representative will assess the application and make a time to visit the property to assess onsite the properties process for dealing with food or garden organic material. When a property is over 1 hectare or 2½ acres, photos of management systems are to be submitted with the application, no visit required.

4. Determination of whether an exemption will be granted.
5. Organics bin removed if necessary and orange exemption sticker placed on the property's general waste bin.
6. Notification to the property owner in writing.
7. Notification to the Rates and Valuations Unit.

To maintain an organics exemption, households:

- a) must not utilise the general waste or recycling bin for the disposal of food or garden material unless approval is provided by the City's Resource Recovery and Education unit.
- b) will accept a request for an onsite re-visit, including properties over 1 hectare or 2½ acres, to have their management system inspected by the City to ensure the systems are still in operation and are effectively managing all food and garden material.
- c) an exception to onsite management will only be made when a contractor is used to maintain the garden. The contractor must remove all garden material for composting or other processing that diverts the material from landfill. This must be used in conjunction with onsite management systems for food scraps such as composting systems, worm farms or household animals.

Exemptions to kerbside collection services

The following conditions will qualify for an exemption from receiving the Garbage, Recycle or Organic Waste collection services and be exempt from having the annual charges levied at the discretion of the Manager of Resource Recovery and Education. All requests for exemptions must be in writing.

Rural Residential

- a) Where it is established that the garbage truck cannot reasonably access a legal property entrance to empty bins from the roadside.
- b) Where it is deemed by the City of Greater Bendigo Waste Manager to be a burdensome imposition for the bins to be taken to the nearest collection point.
- c) Where it is the property owner who elects not to take bins to a collection point.
- d) Where a Dependant Persons Unit is erected as a second dwelling on a property, is occupied by an immediate family member and the property owner elects to not take delivery of an additional bin.

Urban Residential

- a) Where a Development Approval is issued which requires the property owners make private arrangements for the collections of domestic garbage refuse and recyclable materials.
- b) Where a Dependant Persons Unit is erected as a second dwelling on a property, is occupied by an immediate family member and the property owner elects to not take delivery of an additional bin.

Commercial and other non-residential

Where a ratepayer or their agent informs the City of Greater Bendigo 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.

Properties not exempt from services

- a) The property is vacant for any period of time such as a rental property or holiday home.
- b) The property owner has elected to have services cut off.

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 organize a private collection that meets the needs of the resident.

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 organize a private collection that meets the needs of the resident.

Collection services

Community Local Law PART B - ENVIRONMENT

2.1 Kerbside waste collection

- a) The occupier(s) of any premise where a kerbside waste collection service is provided shall use waste receptacles which are approved by Council.
- b) In Residential areas, waste receptacles shall not be placed outside the property boundary except within twenty four (24) hours either side of the day of refuse collection.
- c) In Commercial areas waste receptacles shall not be placed outside the property boundary between 10.00am (1,000hrs) and 5:30pm (1,730hrs) each day, regardless of the frequency of collection.
- d) Municipal litter bins must not be used for the disposal of general residential or commercial waste.
- e) The occupier(s) of any premises where a kerbside waste collection service is provided will have regard to any matters prescribed within the City of Greater Bendigo's Waste Services Code of Practice.

Kerbside collection service standards

The occupier of every dwelling or property to which the City provides a waste, recycle or organics collection service must comply with the following requirements:

- Use only City provided mobile bins in connection with the relevant collection service, which bins remain the property of the City;
- Deposit general waste only in the mobile general waste bin, recyclables only in the mobile recycling bin and food or garden organic material in the mobile organics bin (per the table on page 6);
- Not place any contaminated material in a mobile bin (per the table on page 6);
- Comply with direction of the City to remove any contaminated material from any mobile bin if requested;
- Comply with direction of the City to remove all contents of a mobile bin containing contaminated material if requested;
- Leave the mobile bins out for collection on days designated by the Council or such other days as may be directed by an authorised officer;
- Not leave any mobile bin out for collection for more than 24 hours either side of the designated collection day;
- Place all mobile bins:
 - Out the night before the day of collection;
 - Out for collection in a manner specified in any written advice made available to the occupier by the City;
 - Out for collection leaving 50cm between the adjacent bin and, as far as practicable;
 - Out for collection ensuring the bin (including contents) does not exceed 60 kilograms;
 - Adjacent to the kerb outside the front of the premises, leaving a clearance of at least 1.6 metres of any fixed object (poles, fences etc) and free of any other obstruction to collection; or
 - At an alternative collection point as approved or designated by an Authorised Officer.
- Maintain all mobile bins in a clean and sanitary condition;
- Not fill the bin beyond its capacity and ensure the lid of any mobile bin is closed, except when being accessed;
- Ensure that no mobile bin, caddy or roll of liners are removed from the premises to which they have been allocated;

- Not cause any deliberate damage to mobile bins;
- Any person who is in possession of a mobile bin, which is not at the property to which it has been allocated by the City, must notify the City of the location of the mobile waste bin and make it available for retrieval by the City;
- Not use or store on the property any City provided mobile bin that is not registered to that property;
- Contact must be made with the City in the event that the bin is damaged or stolen and arrange for repair or replacement

Commercial collection

Waste collection for community and special events

The fees and charges for mobile bins provided for community events or special events can be found on the City's website www.bendigo.vic.gov.au

The City offers recycling, organics, and general waste collection service for special events.

A guide for event holders and food vendors to eliminate single-use plastics at events is also available via the website.

Commercial collection

The City levies a 'fee for service' option for commercial and non-residential properties.

As an extension of this service, an optional multi-day collection service is available to properties which are 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 available.

The charge per bin for multi day collection is calculated by multiplying the one day per week bin charge by the number of days collection required. More information can be found on the City's website www.bendigo.vic.gov.au/waste



Landfill and transfer station conditions of use

Depositing of waste at municipal landfill sites, recycle and waste transfer facilities

The municipal landfills and any waste transfer station facilities are available for the disposal of waste subject to the fees, charges and terms and conditions as determined by the Council each financial year. Eaglehawk Landfill is licenced to accept prescribed waste (asbestos and Category C and D soil).

A person using a municipal landfill or waste transfer station facility:

- Must pay the fees and charges and comply with the terms and conditions determined by the Council for use of the landfill or transfer station
- Must deposit waste in accordance with the directions of the facility attendant or authorised officer or delegated officer and in accordance with any signs erected at the landfill or transfer station
- May only deposit material permitted by any Environment Protection Authority Site Licences applying to the landfill or station

Please note:

- Liquids, hot material and reportable prescribed industrial waste cannot be received at landfills or transfer stations unless specified in the licence conditions for the site
- Commercial operators and private customers are the responsible parties for any items that are disposed of at landfills or transfer stations
- All commercial operators will not be accepted at Eaglehawk Landfill after 4pm
- From April 1, 2020 the Eaglehawk Landfill are not accepting vehicles greater than 10 metres in length
- From July 1, 2020 the City will no longer be accepting building rubble and concrete from residents
- If deemed necessary, the facility attendant or authorised officer or delegated officer are entitled to refuse entry to any private or commercial customers at any of the landfill or transfer station sites



- Materials which can be recycled such as cardboard, paper, glass, steel etc. are required to be removed from all collection vessels prior to disposal at Eaglehawk Landfill
- A person must not, without a permit, or consent from an authorised officer or delegated officer, remove material of any kind that has been deposited at any municipal landfill site or transfer station facility
- The City has introduced two new charges for contaminated waste and low density waste. Contaminated waste refers to loads which either contain materials which are not accepted at the Eaglehawk Landfill such as refrigerator panels and e-waste or considerable amounts of recyclable materials such as paper, cardboard or metal.

From October 1, 2018 the City has an obligation to report overweight vehicles to the National Heavy Vehicle Regulator. On the first and second instance that an overweight vehicle is identified at the Eaglehawk Landfill weighbridge the driver of the vehicle will be notified of the weight and advised that they are overweight according to the National Heavy Vehicle Regulator Guidelines. A letter will also be sent to the owner/operator of the vehicle on both occasions. On the third instance the driver will be notified and a letter will be sent to the owner/operator and also the National Heavy Vehicle Regulator.



References

National Legislation

National Waste Policy 2019

State Policy - Recycling Victoria Policy 2020

Recycling Victoria is the Victorian Government's 10-year policy and action plan for waste and recycling. It outlines our sweeping plan of reform to establish a recycling system that Victorians can rely on. It transforms how our economy uses materials and how our state reuses, repairs and recycles.

EPA ACT 2021

The Environment Protection Amendment Act (the Act) will transform Victoria's environmental protection laws and Environment Protection Authority Victoria (EPA).

Local Government Act 2020

The development of Governance Rules is a new requirement for Victorian Councils. The purpose of the Rules includes to:

- Regulate proceedings at meetings of Council,
- Regulate the procedure for the election of the Mayor and Deputy Mayor, and
- Support local community participation in the system of local government

Circular Economy and Zero Waste Policy

The purpose of this policy is to reduce the material footprint of the City's work to support the residents of Greater Bendigo and use its size to stimulate a market for circular economy solutions in the region.

Greater Bendigo Council Plan (Mir Wimbul) 2021-2025

The Council Plan is a critical document that guides the work of staff at the City of Greater Bendigo. The goals within this plan will help to deliver on the community vision to create a bright and happy future for us all as we prepare to support a population of 200,000 people by 2050.

Climate Change and Environment Strategy 2021-2026

The Climate Change and Environment Strategy 2021-2026 is an investment in regenerating and protecting our natural environment, but it goes beyond that.

TP9204 Organics Exemption Process Technical Procedure

City of Greater Bendigo Organics Exemption Policy

City of Greater Bendigo - General waste, recycling and organic waste charge policy

Rates and evaluations

City of Greater Bendigo Customer Service Charter

City of Greater Bendigo Community Local Law