

WASTE SERVICES POLICY

QUALITY CONTROL			
EDRMS REFERENCES	12/114 – D12/11959		
RESPONSIBLE POSITION	Director Infrastructure and Environment		
APPROVED BY	Council		
REVIEW DATE	February 2026	REVISION NUMBER	3
EFFECTIVE DATE	ACTION	MINUTE NUMBER	
June 29, 2005	Adopted	41267	
August 26, 2015	Public Exhibition	45044	
October 28, 2015	Adopted	45100	
28 February 2024	Public Exhibition	47459	
24 April 2024	Adopted	47506	

1. INTRODUCTION

The purpose of this policy is to define conditions and to provide for the setting of fees for the collection and disposal of waste and commercial wastes which originate in the Broken Hill local government area.

2. POLICY OBJECTIVE

The purpose of this policy is to:

- Provide a regular and efficient household waste collection and disposal service to meet the needs of the Broken Hill Community in a cost-effective manner.
- Provide a range of commercial waste service options to meet the needs of the business community of Broken Hill.

3. POLICY SCOPE

This policy defines conditions and provides for the setting of fees for the collection and disposal of waste services which originate in the Broken Hill local government area.

4. POLICY STATEMENT

4.1. Domestic Waste Services

- A domestic waste service consists of one mobile garbage bin (MGB). Single dwellings can also elect to have a fortnightly organic bin (green waste, food waste, cardboard and paper).
- A domestic waste service charge shall be paid for each separate residential unit.
- A domestic waste service charge shall be an annual charge and shall be paid if the residential unit is occupied for any period during the rating year.

- d) There shall be no reduction in charges for non-use periods except:
 - i. where the unit is unoccupied for the whole of the rating year.
 - ii. where the residential unit is completed and occupied during the year for the first time, in which case a pro rata charge shall be applied.
 - iii. where the residential unit is permanently unoccupied, a pro-rata charge shall be applied.

4.2. Disabled Waste Services

- a) This service is available where all adult persons normally resident, have a physical disability, which precludes them from placing the mobile garbage bin kerbside. This service is in lieu of a Domestic Waste Service.
- b) Application shall be made annually to continue this service.

4.3. Organics Collection Bins

- a) Organics Waste Bins (green waste, food waste, cardboard and paper) are available to single dwellings for the recycling of household garden waste.
- b) This service is collected fortnightly from the kerbside.
- c) This service attracts no charge; however, a bin supply fee applies as prescribed in the fees and charges.

4.4. Additional Services for Households

Additional Domestic Waste services are available to households that require more than one service. Each additional service will attract the annual charge as prescribed in the 'fees and charges'.

4.5. Collection and Storage of MGBs

- a) Council will provide a regular service to collect domestic waste contained in the MGB supplied by Council.
- b) The MGBs are assigned to the property and are not to be removed from the property upon sale of a property or change in tenancy.
- c) MGBs should be placed out for collection no later than 6am on collection day. MGB's should be presented away from parked cars, trees, and poles to increase collection efficiency.
- d) MGBs should be removed from the kerb, or collection location as soon as possible after collection and stored within the property boundary in a secure place, to avoid vandalism, and theft.

4.6. Commercial Waste Service

- a) A commercial waste service charge shall be paid for each separate commercial unit.
- b) A commercial waste service charge shall be an annual charge and shall be paid if the commercial unit is occupied for any period during the rating year.

4.6.1. Permissible reduction in Commercial Waste Charges

- a) There shall be no reduction in the commercial waste service charge for non-use periods except:
 - i. Where the unit is unoccupied for the whole of the rating year; or
 - ii. where a new commercial or industrial unit is completed and occupied for the first time, in which case a pro rata charge shall be applied; or

- iii. where a business is receiving an adequate Council dumper bin service either separately or collectively with other units in the same complex for the whole of the year.
- iv. Where a new or additional commercial service is applied for, in which case a pro rata charge shall be applied.
- b) Where a complex generates only a small amount of waste, such as an office building with multiple tenancies, Council may exempt the payment of a commercial waste service charge by each separate tenancy and may assess the number of commercial services required for the whole complex.
- c) Where a residential premises incorporates a registered business on the same allotment, a domestic waste service will be charged provided the categorisation for rating purposes is residential, and the residential usage is the dominant use, otherwise a commercial waste charge is applicable.

4.6.2. Assessment of Commercial Waste Services

Where a business which generates large quantities of waste does not have an adequate trade waste bin service, the number of commercial waste services required by that business shall be assessed by Council in accordance with the amount of waste generated by the business.

4.7. Trade Waste Bin Services

- a) A trade waste bin service shall be provided by Council on request, subject to the completion of a Trade Waste Agreement. Commercial and industrial premises will be encouraged to use this service where the normal commercial waste service appears to be inappropriate.
- b) Industrial bins used for this service may be privately owned or leased from Council.
- c) Under special circumstances Mobile Garbage Bins can be hired under a Trade Waste Agreement following assessment by Council. Mobile Garbage Bins are charged at a collection fee per bin.

4.8. Additional Waste Services – Temporary Hire

- a) Council provides temporary hire bins for occasions where additional waste is generated in households and/or events.
- b) Trade waste bins are available for hire at weekly or monthly rates as prescribed in the 'Fees and Charges'.
- c) Hire for Special events includes a range of trade waste and mobile garbage bins, Council will assess the requirements of the event. Rates for these events are prescribed in the 'Fees and Charges'.
- d) Hirers are responsible for all waste bins whilst leased under the short-term arrangements.
- e) Cleaning Fees apply to waste bins following short term hire as prescribed in the 'Fees and Charges'.

4.9. General Requirements

- a) The discontinuation of any waste service charge for unoccupied premises shall only occur from the date of receipt of notification.
- b) Mobile waste bins for domestic and commercial waste services shall be provided by Council and shall remain the property of Council.

- c) Replacement mobile waste bins will be charged at a fee determined by Council each year in its fees and charges. Fees will not be applicable to replacement bins that have deteriorated by normal wear and tear.
- d) The annual waste charges for residential, commercial and trade waste services shall be set by Council each year in its fees and charges.
- e) Any application for a reduction in waste charges in accordance with this policy shall be made in writing to the General Manager and be accompanied by the necessary support documentation.

5. IMPLEMENTATION

5.1. Roles and Responsibilities

The following Council officers are responsible for the implementation and the adherence to this policy:

- **Director Infrastructure and Environment/Waste and Sustainability Manager** – Implementing actions under this policy.
- **Waste Coordinator** – Implementing actions under this policy.
- **Communications Staff** – Providing information to the community regarding waste services addressed in this policy.
- **Customer Service Staff** – Providing information to the community regarding waste services addressed in this policy.
- **Finance** – Implementation of annual fees for domestic and commercial services and invoicing trade waste fees and charges.

5.2. Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

5.3. Associated Documents

The following documentation is to be read in conjunction with this policy.

- Schedule of Fees and Charges
- Trade Waste Agreements

6. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be every two years from the effective date. The responsible Council officer will be notified of the review requirements three (3) months prior to the expiry of this policy.

The Director Infrastructure and Environment is responsible for the review of this policy.

7. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with the following:

- *Local Government Act 1993 (NSW)*
- *Waste Avoidance and Resource Recovery Act 2001, No.58*
- *Protection of the Environment Operations Act 1997, No.156*

- Protection of the Environment Operations (Waste) Regulation 2014
- Broken Hill Integrated Waste and Recycling Strategy 2010-2030

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Waste Services Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

8. DEFINITIONS

Commercial or Industrial Unit – shall mean a single unit which may be on a separate parcel of land or may be part of a multi-unit complex and includes a shop, factory, motel, hotel, caravan park, garage, service station, workshop, warehouse or other commercial or industrial premises which is being used as one individual business.

Commercial Waste Service – shall mean a weekly waste collection service for a commercial or industrial unit and one service comprises up to three mobile garbage bins or one 600 litre bin.

Domestic Waste Service – shall mean a weekly waste collection service for a residential unit and comprises one mobile waste bin. Single dwellings can also elect to have a fortnightly organics (green waste) collection subject to availability.

Disabled Collection Service – shall mean a weekly collection service for a residential unit, where Council collects the bin from the premises instead of the kerbside and comprises of one yellow lidded mobile garbage bin.

Organics Collection Service – shall mean a fortnightly collection service for a residential unit and comprises of one organics bin. This service is a free service and is subject to availability of bins.

Trade Waste Bin Service – shall mean a waste collection service with a capacity in excess of 1.5 cubic metres and comprises at least one dumper bin.

Residential Unit – shall mean a single dwelling, a flat unit in a residential flat building, a unit in a duplex residential building, a residential unit incorporated in a factory, shop or other commercial or industrial building but does not include a caravan in a caravan park.