

Procedure



REGIONAL COUNCIL

Waste Collection

December 2024

Document Control

This page will be re-issued every time amendments are made to controlled documents. Amended documents will have their revision status and issue date updated accordingly.

Version	Clause(s)	Changes	Author	Issue Date
0	All sections	Overall document review	Jodie Carwood	2024
1		Reviewed	Governance	Nov 2024
2		Approved	Council - (Res: 24-28/0213)	Dec 2024
3				
4				

Contents

1. Introduction	4
2. Definitions	4
3. Waste and Recycling Collection	6
4. Residential Waste Collection Services	6
4.1 Collection Day	6
4.2 Newly Constructed Dwellings	7
4.3 Missed collection Service	7
4.4 Damaged or stolen bins	7
4.5 Additional bins	7
4.6 Infirm Service	7
4.7 On-Property Collection Service	8
4.8 Public Holidays	8
5. Commercial Waste Collection Service	8
6. Multi-Residential Waste Collection Service	8
7. Combined Residential and Commercial Premises	8
8. Exemptions	9
Related Documents	9

1. Introduction

Lockyer Valley Regional Council (Council) has developed the following standard procedure for the collection of waste in the Lockyer Valley Region.

2. Definitions

<i>Declared Waste Collection Area</i>	The entire local government area of Lockyer Valley Regional Council. Declared Waste Collection Areas can only be changed by Council resolution.
<i>Indemnity Agreement</i>	An indemnity agreement is sometimes called a "hold harmless agreement". It can be a contract or a section of a contract. An indemnity agreement is contract language that indemnifies (holds harmless) one of the parties in a contract for specific actions that might cause damage to the other party.
<i>Dual Bin Service</i>	<ul style="list-style-type: none">• One 240L general waste collection wheelie bin (red lid) per week• One 240L recycle collection wheelie bin (yellow lid) per fortnight. The kerbside dual bin system supplied by Council for the collection of waste and recycling. The frequency of servicing and the size of the bins for each element of the service may be changed by Council resolution from time to time.
<i>Commercial Premises</i>	Any of the following: <ul style="list-style-type: none">a) a hotel, motel, caravan park, café, food store or canteen.b) an assembly building, institutional building, kindergarten, child minding centre, school or other building used for education.c) premises where a sport or game is ordinarily played in public.d) an exhibition ground, show ground or racecourse.e) an office, shop, or other premises where business or work is carried out.
<i>Residential Properties</i>	Either: <ul style="list-style-type: none">a) a single unit private dwelling; orb) premises containing two or more separate flats, apartments, or other dwelling units.
<i>General Waste</i>	As defined in Local Law No. 7 (Waste Management) 2018 waste other than regulated waste; and for part 2, any of the following – <ul style="list-style-type: none">(i) commercial waste;(ii) domestic waste; recyclable waste.
<i>Recyclable Waste</i>	As defined in Local Law No. 7 (Waste Management) 2018 means clean and inoffensive waste that is declared by the local government to be recyclable waste for the area of the local government. Examples of waste that may be declared to be recyclable waste – glass bottles, plastic containers, paper, cardboard, steel and aluminium cans, and green waste
<i>Green Waste</i>	As defined in Local Law No. 7 (Waste Management) 2018

means: grass cuttings, trees, bushes, shrubs, lopping's of trees, bushes or shrubs, or similar matter produced as a result of the ordinary use or occupation of the premises; and food organic waste.

Kerbside GO Service

One 240L green waste collection wheelie bin (green lid) per fortnight

LVRC

Lockyer Valley Regional Council (LVRC)

3. General Waste and Recycling Collection

Council will provide a dual bin service to all occupied residential properties within the Declared Waste Collection Area, provided the service can be performed in a safe manner, as determined by Council in agreement with its waste collection contractor.

Council will appoint a licensed waste collection and recycling contractor for the purpose of providing standard waste and recycling collection services under this Procedure.

4. Residential Waste Collection Services

4.1 Bin Placement

The occupier of a residential premises is responsible for placing the bin/s in an accessible location at the property prior to 6.00am on collection day. The bin/s should be 1 metre apart and no more than 1 metre from the kerbside or road verge, with the front of the bin facing the street and handle facing towards the road verge, to facilitate automated lifting by Council's waste collection contractor, unless approval has been given for an alternate arrangement such as an Infirm Service, On-Property Collection Service or alternate collection point.

Bin/s must be returned to within the property boundary as soon as possible after collection and not longer than 24 hours after the scheduled day of service.

Council may direct residents to place bins at nominated collection points to allow for safe servicing of the bins by Council's waste contractor.

4.2 Green Waste

The kerbside GO service is offered to residential premises as a voluntary, user-pays service and enable residents to place their garden waste in a green lidded bin collected fortnightly.

4.3 Condition of Use

The occupier of the premises must ensure only appropriate materials are placed in the bin, bins are not overloaded, and the lid is closed.

The occupier of the premises must ensure each waste bin is clean and in good repair. Damaged bins should be reported to Council for replacement as soon as possible.

The occupier of the premises must ensure that the bin is loaded such that:

- the waste items will flow freely from the bin, into the collection vehicle when being serviced.
- the bin is not overloaded, enabling the bin lid to be fully closed when presented for servicing.
- Waste items are safely contained within the bin and cannot fall from the bin during servicing.

4.3 Newly Constructed Dwellings

All newly constructed dwellings in Council's Declared Waste Collection Area will be provided with a residential waste collection service. Wheelie bins will only be supplied once the property has a Building Application lodged with Council and has been issued with a Certificate of Plumbing – Final Certificate. Council is the only authority permitted to issue a Certificate for Plumbing – Final Certificate. Council shall supply and charge for a waste and recycling service as soon as practicable.

4.4 Missed Collection Service

A wheelie bin may not be collected if it:

- Is overfull and the lid does not fully close;
- Is not supplied by Lockyer Valley Regional Council;
- Is not in an accessible position to facilitate collection;
- exceeds a total weight of 80 kilograms; or
- Has not been presented at the collection location by 6.00am on the scheduled collection day.

If Council is notified a wheelie bin has not been emptied on the scheduled collection day, every effort will be made to arrange a missed collection as soon as practically possible.

If a missed collection is required because the occupier has not complied with this procedure, the occupier may be required to pay a missed collection charge before the missed collection will be provided.

4.5 Damaged or stolen bins

Damaged or stolen bins should be reported to Council for replacement as soon as possible.

4.6 Additional bins

Orders for additional waste services are only able to be completed by the landowner. Fees apply for each additional wheelie bin collection service in accordance with Council's annual Revenue Statement and are charged on the property rates.

4.7 Infirm Service

Council provides an assisted service for occupiers unable to place their wheelie bin at the collection location because of a medical condition or disability, who have no able-bodied person residing at the premises.

This service is provided to residents who are:

- an infirm, or have a physical or sensory disability; and
- Have no able-bodied person living at the property; and
- Produce a medical certificate or letter from a doctor stating they are unable to move the wheelie bin to the roadside; that is; incapacitated in some way, for example in a wheelchair or on crutches or physically disabled.

On collection day, Council's waste collection contractor will walk onto the property, remove the bins and after emptying them, return the bins to the storage location.

This service is only available for properties less than 100m from the public road, and where it is safe for the operator to carry out the service.

Note: If this service is approved, an updated medical certificate or letter from a doctor will be required annually to have the service continued.

4.8 On-Property Collection Service

Council provides an on-property collection service where the collection vehicle will enter the property and operate the waste collection vehicle on internal roadways of the property to perform waste collection services. This service is generally for occupiers unable to place their wheelie bin at the collection location.

Prior to approval being granted for this service, the collection contractor must confirm that the property has a designated vehicular access that is suitable for a collection vehicle and the property owner has signed an Indemnity Agreement.

4.9 Public Holidays

Bins are serviced as per usual on all public holidays including Christmas day, Boxing Day, New Year's Day, Good Friday and Easter Monday. Residents must ensure that wheelie bins are presented at the collection point by 6.00am on public holidays as bin collection times may vary from the time that collection usually occurs.

5. Commercial Waste Collection Service

Council can provide a commercial premises with a dual bin service for those businesses within townships in the Declared Waste Collection Area.

This service is at a cost to the business and charges are outlined in Council's annual Revenue Statement and Fees and Charges Schedule.

6. Multi-Residential Waste Collection Service

Multi-residential properties within the Declared Waste Collection Area are required to have both recycling and general waste services at a rate of a dual bin service per residential unit. Where Development Approvals have been granted prior to the introduction of this Procedure and under exceptional circumstances, upon application, the rate of services may be considered by Council (e.g. student dormitories).

7. Combined Residential and Commercial Premises

In cases of premises involving both residential and commercial activities, the following applies:

- (a) If the quantity of waste and recycling generated by the total activity on the site can be handled by the service provided for the residential dual bin system, then such a service will be provided and be deemed a domestic waste collection service.
- (b) Where more than one weekly general bin, and one fortnightly recycling bin, is required to handle the quantity of waste or recycling generated, then the additional services will be supplied and charged for as commercial waste or recycling services.

8. Exemptions

The following outlines the waste collection exemptions permitted in the Lockyer Valley Regional Council area:

1. Any property that Council considers it is unable to reasonably provide a waste collection service to, such as:
 - (a) Inadequate truck turn-around space;
 - (b) Roads are deemed unsafe or unsuitable; or
 - (c) The property is unoccupied for a minimum period of twelve months.
2. Short term exemptions are permitted at the discretion of Council's Manager Waste Services (for a period of no more than 6 months). This is to enable sufficient time to appropriately deal with collection difficulties; for example, an agreed waste collection point on the property needs to be confirmed with all parties.

9. Compliance

Council may conduct audits of the contents of waste, recycling, or organics bins to ensure appropriate materials are being placed in the bins. This provides for safe collection systems and cost-effective recycling programs. Council may directly notify customers should inappropriate materials be disposed of in their bin.

If it is determined the bins are not being used for its proper purpose, the collection service may be suspended or terminated, and the bins retrieved by Council.

Related Documents

Lockyer Valley Regional Council Register of Fees and Charges
Lockyer Valley Regional Council Revenue Statement
On-Property Authorisation and Indemnity Form
Local Law No. 7 (Waste Management)
Subordinate Local Law No. 7 (Waste Management)