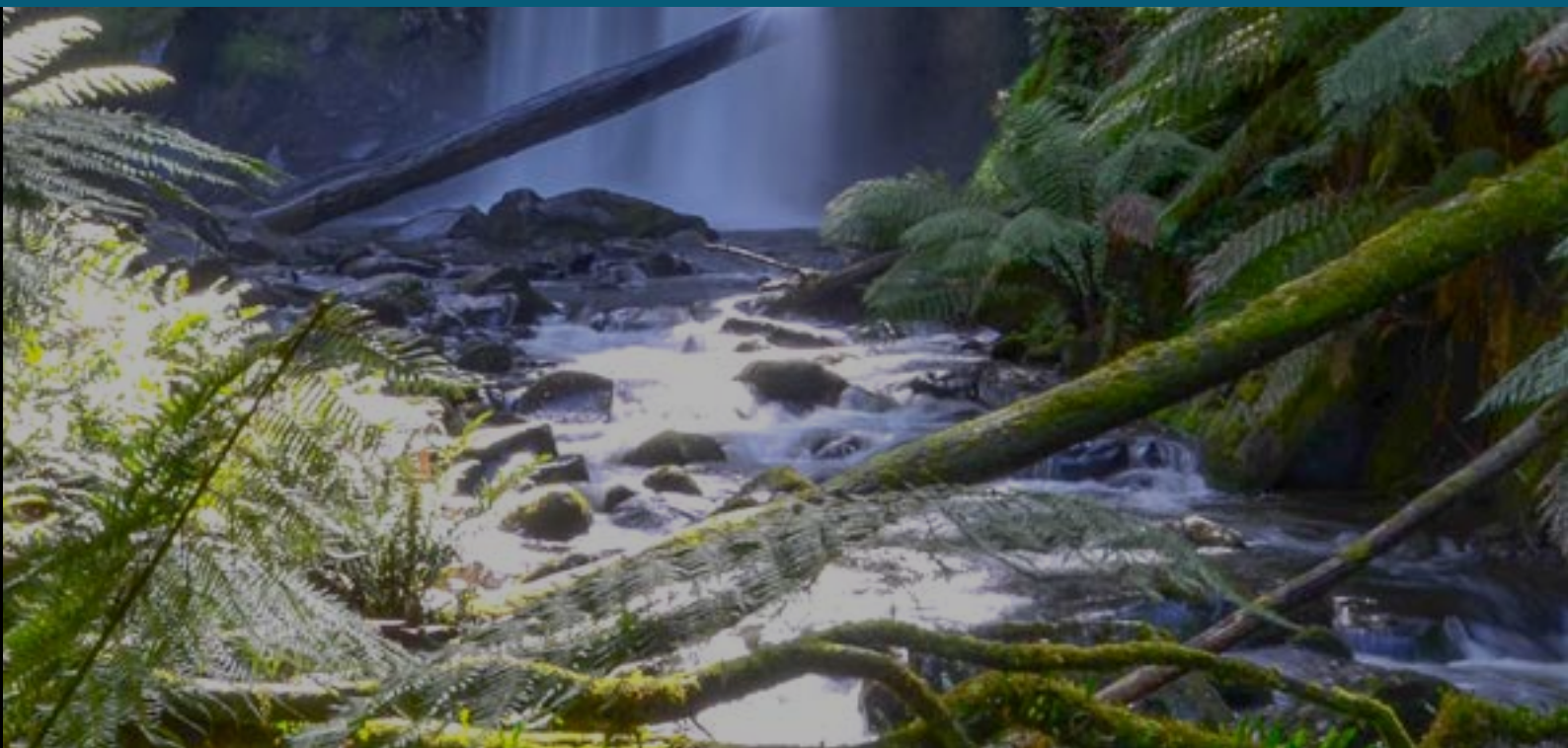




Colac Otway  
SHIRE

**Waste Collection  
Operational Guidelines  
2021-2030**



## PURPOSE

In 2021 Colac Otway Shire adopted the Resource Recovery and Waste Management Strategy (2021-2030) The strategic objectives within this document are:

### 1. Sustainable management of resources

To engage, educate and promote sustainable practices.

### 2. To Recover / reuse more resources

To provide convenient and affordable waste services that meet the needs of the community to reduce their potential environmental, social and financial costs.

### 3. To Protect the environment

To minimise negative impacts of waste on the environment.

The following guidelines allow Colac Otway Shire to provide kerbside, and waste management services that are equitable, reasonable and transparent through a Waste Management Charge that enhances the level of resource recycling, recovery and reuse for residents and the community.

The waste management operating guidelines are to be read in conjunction with the Council's Resource Recovery and Waste Management Strategy 2021-2030, along with the Local Laws General No 2.

## SCOPE

1. Comply with the intent of the applicable Commonwealth and State environment legislation, regulations, standards, policies and initiatives.
2. To provide regular and reliable collection services which are safe, equitable, sustainable, consistent, convenient and comprehensive and meets the needs of the residents/ratepayers.
3. Reduce waste to landfill
4. To reduce contamination by the separation of glass from the co-mingled recycle stream.
5. Communicate with and educate our community about effective ways to reduce, reuse and recycle waste.
6. To provide an effective community education service to increase awareness of the principles of waste minimisation

7. Continue to monitor, collate and report quality waste and recycling data across the municipality.

8. Protect public health and minimise the environmental impacts associated with waste management service.

9. Ensure Council provide innovative solutions and strive for best practice waste and recycling services to process all types of waste generated across the municipality.

10. Adopt greater use of recycled materials and resources across all aspects of procurement.

## OUTCOMES

1. Delivery of regular and reliable waste management services in the Colac Otway Shire.
2. Reduction in the volume of waste disposed to landfill.
3. Reduction in the level of contamination in the recyclables stream.
4. Reduction in the level of contamination in the Organics stream.
5. Separate glass from the kerbside co-mingled recycling stream.

TERM	DEFINITION
BIN -MGB	A mobile garbage bin (MGB) provided by Council as a container for the temporary storage of waste and recycled materials.
BUSINESS PREMISE	A premise lawfully used for a commercial, light industrial, institutional or other non-residential purposes and includes short-term accommodation such as tourist accommodation in a hotel, back packer hostel or serviced apartment.
BUILDING/ CONSTRUCTION MATERIALS	Building/ construction material is made of materials such as bricks, concrete and wood damaged or unusable.
COMPOSTABLE BAGS	Council approved compostable bags which are supplied by Council used as a liner in the kitchen organics caddies to be used in conjunction with the organics kerbside bins.
CONTAMINATION	Waste other than the defined waste for each Collection Service. The portion within a household recycling bin which is not deemed to be recyclable. Specifically, a bin is considered contaminated if it contains any item that is not identified as recyclable. Contamination Includes food waste, green waste and dirty soiled items. Contamination includes dirty and soiled recyclable items bagged recycling, plastic bags and other soft plastics.
COLLECTION ZONE	Means those areas shown on the map - Attachment A - serviced by existing recycling service and organics collection contract.
COMMINGLED RECYCLABLES	Co-mingled recycling such as rigid plastics, paper, cardboard, steel & Aluminium can be collected in a single bin for recycling.
DOMESTIC WASTE	Waste produced in the course of a residential activity but does not include the following waste: Fully Commingled Recyclables, Organic waste, Prohibited material, construction and building material.
GROSS CONTAMINATION	Contamination includes higher levels of materials that do not meeting the definition of Recyclable and Organics all waste streams.
HARD WASTE	Selected solid waste items, as specified by Council, which arise from residential premises that cannot be collected by the general waste, co-mingled or organics recycling collection services.
MULTI-UNIT DEVELOPMENT	Means properties with multiple dwellings forming a high density cluster. It may include multiple flats, residential units or dwellings on a single property or be in multiple ownerships, for example strata titles.
ORGANICS	Organics waste or green waste is organic material such as food waste, garden and lawn clippings. It can also include animal and plant based material.
ORGANICS/ ORGANICS WASTE	Means any material that the Council Representative may from time to time nominate for inclusion in the Organics Collection Service.

TERM	DEFINITION
PRESCRIBED WASTE	Any waste defined as a prescribed waste in the Environment Protection (Prescribed Wastes) Regulations
PROHIBITED WASTE	Prohibited Waste means material not to be accepted into the any kerbside MGB.
PROHIBITED MATERIAL	<ul style="list-style-type: none"> <li>• Slops, liquid waste, night soil, toxic chemicals, hazardous or offensive waste;</li> <li>• Window glass, ashes, dirt, dust or other matter from any vacuum cleaner, hair or moist refuse unless it is securely and safely wrapped in paper or other impermeable container to prevent its escape;</li> <li>• Oil, fuel, paint, solvents, transmission/brake fluid, poison, pharmaceuticals, acids, alkalis, extinguishers, gas cylinders, fertilisers, solvent based glues, battery acid, lead acid batteries and like substances;</li> <li>• Pool, garden, garage, photographic and household chemicals.</li> <li>• Syringes, needles or any infectious material including any sharp object contaminated with human tissue</li> <li>• Trade waste of any kind</li> <li>• Furniture, building material, bicycle frames, piping, sheet metal, white goods, machinery parts, car parts and bedding</li> <li>• Disposable nappies and sanitary napkins unless cleaned of solids and securely wrapped in impervious material before being placed in the MGB;</li> <li>• Any materials that may damage the MGB or damage the collection vehicle and its equipment;</li> <li>• Excavation material and builder’s rubble;</li> <li>• Prescribed waste pursuant to the Environment Protection Act (Vic 2017) and</li> <li>• Medical waste excluding dialysis waste.</li> </ul>
RESIDENTIAL TENEMENT	A Tenement used for residential purposes in whole or in part.
RECYCLABLES	Recyclables means any material that the Council Representative may from time to time nominate for inclusion in the Recyclables Collection Service.
RESIDENT	A person occupying a residential tenement within the municipality.
RESIDENTIAL WASTE	Any waste generated from a residential tenement from normal residential activities
USER	An owner or occupier of a tenement in the municipal district who uses any service provided under this Contract
WASTE	Any material put out for the Collection Services provided under this Contract.
WORKING DAY	Monday to Friday of any week excluding Christmas Day and Good Friday when they fall on a weekday.

## REFERENCES

- Local Government Act (Vic 2020)
- Public Health and Wellbeing Act (Vic 2008)
- The Environment Protection Act (Vic 2017)  
- Waste Act and Waste Authority
- Recycling Victoria Policy (Vic 2020)
- State-wide Waste & Resource Recovery Infrastructure Plan (Vic 2018)
- Barwon South West Waste Resource Recovery Implementation Plan (2017-2026)
- Resource Recovery and Waste Management Strategy 2021-2030 (Adopted by Council 26th July 2021)
- Local Law General Two-(Adopted by Council on 25th September 2013) - Part 8
- Kerbside collection operational guidelines 2021-2030

## PROCEDURE

### Extent of Service

Council is authorised under the Local Government Act 2020 and responsible for the collection and disposal of refuse from all properties within the collection zone, which is described as:

- Urban areas (including Colac, Apollo Bay, Wye River / Separation Creek / Birregurra or
- On roads or adjacent to these roads between the urban areas as shown on the attached map.

Council is also entitled to apply Rates and Charges for this service.

### The Standard Kerbside Collection Service consists of:

- 120 litre general waste (red lid) bin collected weekly/fortnightly.
- 120 or 240 litre co-mingled dry (yellow lid) recycling bin collected fortnightly.
- 120 or 240 litre organics (lime green lid) garden waste bin collected fortnightly and
- 120 or 80 litre glass only (purple lid) recycling bin collected every four weeks.
- Kitchen food Caddy and roll of caddy liners.

STANDARD KERBSIDE SERVICE	MGB SIZE
 Recycling	240L or 120L recycle bin collected fortnightly. Additional 240L recycle bin available, extra annual fees apply.
 Fogo	240L or 120L FOGO organics bin collected fortnightly. Additional 240L organics bins available, extra annual fees apply.
 Landfill	120L general waste bin collected weekly/ fortnightly. Upgrade to 240L general waste bin. Additional 240L or 120L general waste bins available, extra annual fees apply.
 Glass	120L or 80L glass bin collected every four weeks. Additional 120L or 80L glass bins available, extra annual fees apply.
	Kitchen caddy and liners (one per household)

For Multi-Unit Developments: options for a 120 litre Recycling Bin, a 120 litre Organics Bin and or a 80L glass only recycle bin.

The Standard Kerbside Collection Service is compulsory for all properties rated as residential and rural residential located within the kerbside collection territory regardless of the size or type of the property.



## COLLECTION ARRANGEMENTS

- Kerbside collections are to be provided from Monday to Friday, exclusive of Christmas Day, New Year's Day and Good Friday.
- Where a collection day falls on either or both of the excluded days the waste will be collected on the next day (including Saturday if it is the next day).
- The Kerbside Collection Service must not be undertaken at times that contravene EPA Guidelines i.e. neither before 6:00 am or after 6:00 pm. or sunset (whichever comes first), on any day.
- Contractors can start collections earlier than 6am. On proclaimed Code Red, Extreme and Total Fire Ban days or during a proclaimed heatwave with repeated days in excess of 35 degrees.

## ALTERNATE AND ADDITIONAL BINS

- Service Users may request either an additional bin or to change the size of their existing bin upon application to Council and payment of an additional annual fee.
- Delivery and Administration Charges may be levied for bin changeover and ongoing use of the alternate and additional bin.
- Up to one additional general waste bin and two additional organics bins or recyclables bins or glass bins, may be provided for any residential tenement, for properties whose residents have exceptional circumstances and/or five or more residents permanently residing.
- Additional general waste bins, organics bins, recyclables bins or glass bins, may be provided to any school or commercial premises by Council upon agreement regarding the costs involved.
- Council will provide delivery of reduced waste bins or additional / upsized recycling or organics bins at a "Change-Over Fee" determined annually by Council as part of the Annual Budget.

## OWNERSHIP OF BINS

- Bins supplied by Council are owned by Council and collection is to occur only with bins hot stamped with the Council logo.
- Council will arrange for ongoing bin repair and replacement for fair wear and tear.
- Residents must not relocate bin infrastructure if they move properties as the bins are registered to the property address.

- In terms of additional bins, residents must notify Council in writing of their residential change of address, whereby Council will arrange transfers/ retrievals of any/all additional bins if appropriate/ necessary.

## EQUITY PROVISIONS

- Council actively supports residents and service users that have special circumstances that require exceptional arrangements to be implemented to enhance their kerbside collection service.
- Where the resident is too elderly or frail, or otherwise unable, to put out the Bins at the kerbside; a wheel out service can be provided by the Collection truck operator upon approval from Council's Waste Department.
- For the organic service: a 120 Litre Organic Bin is also available for properties where residents are physically unable to wheel out a 240 Litre bin and/or by request.
- Use of additional 240L Recycle Bin are available to properties whose residents have exceptional circumstances and/or six or more residents permanently residing.
- Three extra weekly recycling kerbside collections are to be offered from December through January to assist with extra recycling during Christmas and New Year Eve
- Three extra weekly organics kerbside collections are to be offered throughout October/ November to help the community prepare for in advance of the fire danger period.
- Additional green waste skip bins are placed at some coastal townships in November to assist residents cleaning up properties in preparation for fire season.
- Exemptions to Additional Service fees are available for residents with medical conditions upon proof of condition from the doctor that generate additional waste and/or recyclables.
- One Free 6x4-trailer load of green waste can be taken to the Transfer Stations in Apollo Bay and Alvie in the month of November, to assist residents clean up their properties before the fire season.

## MULTI-UNIT DEVELOPMENTS (MUDS)

- Council encourages the use of Council's waste service and has input into the design and operation of the MUDs during the planning application stage.
- Often Council cannot service multiunit/high density developments with its standard service due lack of storage, limited access for the collection vehicle, limited kerbside collection space for a large number of bins and restricted collection frequencies. In these cases, developers most often propose private waste services be used for waste collection.
- MUDs may share bins or change bin sizes subject to a waste management agreement developed, altered and regulated by the owner/ building management, for example Strata Management Company, Housing Trust or relevant Body Corporate and subject to Council approval.
- Residential aged care facilities will be able to apply for a reduced number of food and organics bins to meet the volume of organic material being generated.

## COMMERCIAL & INDUSTRIAL

- Council aims to accommodate requests for municipal waste services from ratepayers of commercial and industrial properties where the type and quantity of waste is similar to residential waste. A private service may be more appropriate to these types of properties.

## NON-RESIDENTIAL PROPERTIES, COMMUNITY GROUPS AND NOT FOR PROFIT ORGANISATIONS

The following property types are allowed to access the Standard Kerbside Collection Service under a fee for service provision:

- Schools, Kindergartens
- Child Care Centres
- Community groups
- Churches
- Community centres
- Aged care centres
- Sporting clubs
- Recreational facilities
- Schools commercial and industrial.

## TEMPORARY REFUSAL, WITHDRAWAL AND REINSTATEMENT OF SERVICES

- Provision of the Kerbside Collection Service may be refused /postponed if the use of the bins conflicts with the Local Law or
  - A) Bin identification measures have been removed or modified without the consent of Council;
  - B) The bin is presented in a location that is unrelated to the site record where the bin is registered.
- Where there is repeated misuse of the waste collection service ie leaving bins kerbside presenting public risk. Council may issue warnings and take action including cessation of the collection service.



## APPROVED COLLECTION ROUTES

- Given the constraints of the large geographic size of the municipality it is not economically feasible to support a collection service in all areas with a low density of settlement. On this basis collection routes have evolved to include:

- A) Most townships within the shire;
  - B) Rural areas where the ratio of homes to the distance involved makes provision of a service economically feasible; and
  - C) Roads travelled that link collection routes together.
- Council may, from time to time consider altering the day of collection and / or extending or altering the Collection Routes. These changes will be properly communicated to the affected properties.
  - Requests from Residents to extend Collection Routes in rural areas will only be considered where:
    - A) Requests will be considered within the scope of any contract agreement Council has with the service provider.
    - B) the ratio of homes to the distance involved makes provision of a service economically feasible; and
    - C) There is a majority of potential service users in favour of the extension and
    - D) Existing collection routes will only be extended after thorough investigation.

- The following criteria will be considered for extensions to collection areas:

- A) Number of collections on the proposed route;
- B) Additional distance;
- C) Condition of the road; (safe turn around sections)
- D) Written agreement by a majority of effected residents;
- E) Contractor's capacity (plant and staff); and
- F) The extension is able to be fully funded by the service charge/s to be collected.

Council policy will only provide services via roads listed on Council's Register of Public Roads, it is council contract position that waste collection vehicles are not to enter private roads for the provision of this service. Council also in the provision of the kerbside waste service, Council's and appointed waste contractor's will follow best practice when reversing with accordance with Worksafe guidelines i.e no more than 20m.

## BIN PRESENTATION



- Ensure that there is half a metre of clearance between each bin
- Place the bin close to and facing the kerb, with the bin's wheels nearest to the house.
- Ensure that the bin is not placed under a tree or other overhead obstructions and is at least one metre away from power poles, street signs or other objects that may hinder pick up.
- Allow at least one metre between the bin and any parked cars as the mechanical arm will not be able to pick up bins from behind parked cars.
- Ensure that bin lid is closed and that the bin is not overfull.
- Extra items are not to be placed next to the bin as these cannot be collected.
- Do not compress the contents of each bin (such as stomping it down to get more in).

## EDUCATION

- A comprehensive and ongoing education and compliance program will be delivered to support correct and effective use of Council's kerbside services as contained in the RR&WMS.
- Annually a calendar for collections will be produced and available to all service users to clarify collection days.
- A waste & recycling GoodSort App has been develop to assist our community to reduce waste to landfill and recycle right on bin night.
- The RR&WMS plan includes a comprehensive strategic implementation that includes addition promotional and educational activities.



## BIN INSPECTIONS AND AUDITS

- Council operates a bin inspection program to reduce incorrect items (“Contaminants”) being placed in recycling and organics bins.
- Placing Contaminants in the recycling/ glass or organic bins causes health and safety issues at the sorting facility, slows down the sorting process and can cause entire truckloads of recyclables or organics to be sent to landfill.
- Bins identified as holding contaminants will have a sticker placed on the bin as a notification. The contamination sticker will notify what items should be removed from the bin. A card is also left in mailboxes with contaminants marked on card.
- Residents who continue to place the wrong items in their recycling/ glass or organics bins, may have their service cancelled and may receive a fine (infringement notice), in accordance with Local Laws.



## RELATED DOCUMENTS

Kerbside collection waste, recycling and organics calendars.

Unsure which calendar to download:

<https://www.colacotway.vic.gov.au/My-property/Rubbish-recycling/When-Will-My-Bin-Be-Collected>

OR

From November 2021 residents can download the Colac Otway GoodSort App to receive bin reminder notifications for the next four weeks and a digital A-Z guide on the types of waste materials and which bin they go in. The app can also print 12 months calendars.



**CLICK TO VIEW THE FOLLOWING DOCUMENTS**

**WEEKLY COLLECTION CALENDAR (WEEK 1)**

**WEEKLY COLLECTION CALENDAR (WEEK 2)**

**FORTNIGHTLY WASTE COLLECTION CALENDAR  
(WEEK 2)**

**A-Z WASTE GUIDE**

**ADDITIONAL/UPGRADED BIN FORMS (GARBAGE,  
RECYCLING/ GLASS OR ORGANICS)**

**LOST OR STOLEN BIN FORM**

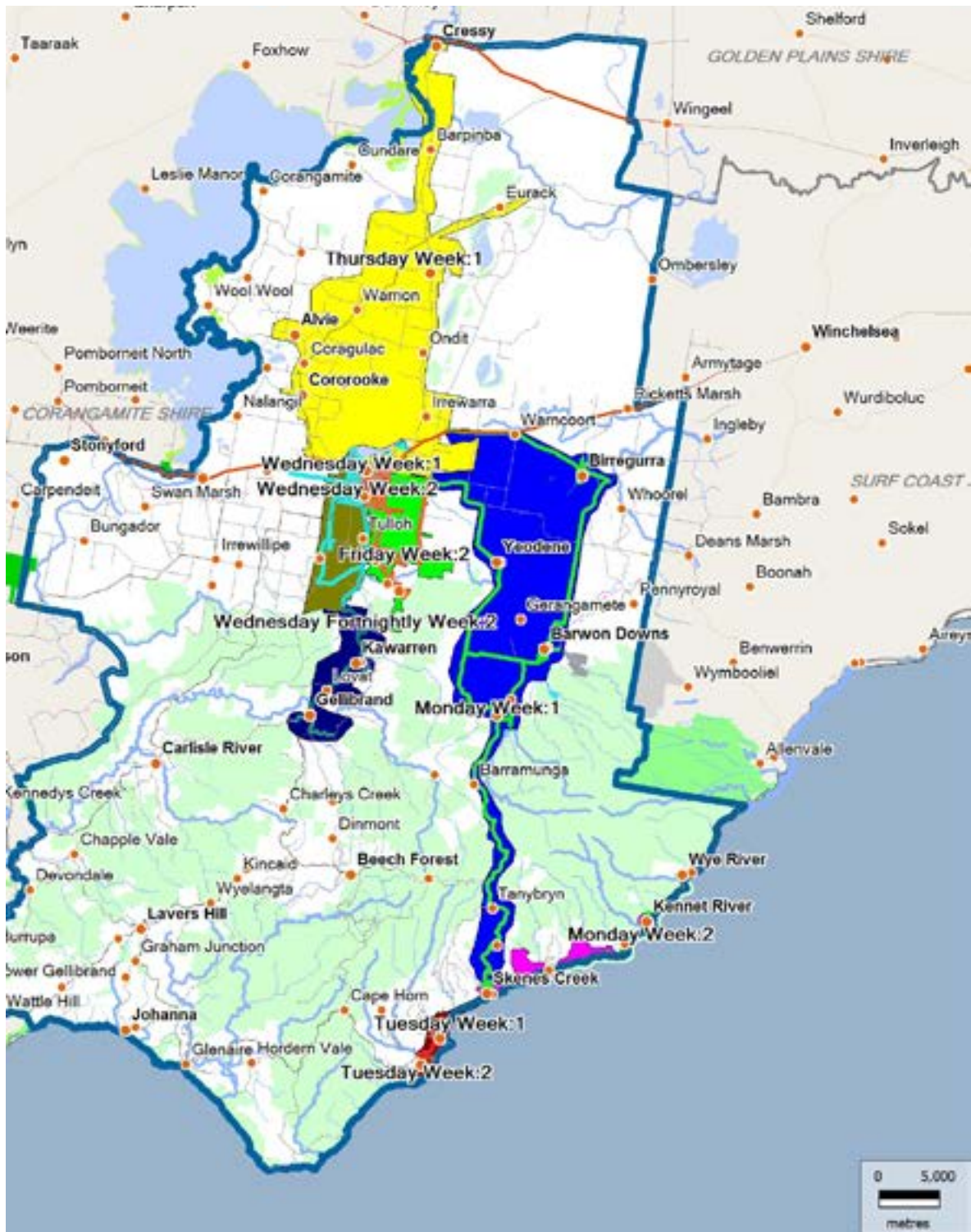
**NEW KERBSIDE SERVICE REQUEST FORM**

**ADDITIONAL WASTE, RECYCLING/ GLASS AND  
ORGANICS INFORMATION**

**LOCAL LAW**

**RESOURCE RECOVERY AND WASTE MANAGEMENT  
STRATEGY 2021-2030**

## WASTE COLLECTION AREAS



Each coloured section represents a waste collection area.  
 Eg: Yellow is the Thursday week one collection area.

POLICY OWNER	Cameron Duthie Manager Service & Operations	DIVISION ENVIRONMENT & INFRASTRUCTURE	Executive
DATE ADOPTED BY EXECUTIVE		POLICY NUMBER	OD - 01
FILE NUMBER		NEXT REVIEW DATE	



**Colac Otway Shire**  
PO Box 283  
Colac Victoria 3250  
E: [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au)  
[www.colacotway.vic.gov.au](http://www.colacotway.vic.gov.au)

**Customer Service Centre**  
Colac: 2-6 Rae Street  
Apollo Bay: 100 Great Ocean Road  
P: (03) 5232 9400  
F: (03) 5232 9586