

Kerbside Waste Collection Policy

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Responsible Division	Infrastructure
Related Documents	<i>Alexandrina Council Strategic Plan (A2040)</i> <i>Environmental Action Plan</i>
Applicable Legislation	<i>Local Government Act 1999</i> <i>South Australian Public Health Act 2011</i> <i>Environmental Protection (Waste to Resources) Policy 2010 (SA)</i> <i>Local Nuisance and Litter Control Act 2016 (SA)</i>

1. Purpose

- 1.1 The Kerbside Waste Collection Policy (the **Policy**) sets out the kerbside waste and recycling collection services provided by the Alexandrina Council (the **Council**), through its subsidiary Fleurieu Regional Waste Authority (**FRWA**), for, municipal solid waste (**MSW**), co-mingled dry recyclables and food organics garden organics (**FOGO**).

2. Objectives

- 2.1 The objectives of the Policy are to:
- (a) provide a sustainable kerbside waste and recycling collection service;
 - (b) set clear guidelines for the provision of waste collection services; and
 - (c) establish service levels which minimise waste material being sent to landfill.

3. Scope

- 3.1 Council provides numerous waste and recycling services to the community. Council will implement services that maximise waste diversion to reduce the volume of material being sent to landfill, by maximising recycling and reuse.
- 3.2 This Policy applies to waste and recycling collection for rateable assessable properties within the Alexandrina Council area.

4. Definitions

In this Policy:

Additional services means additional collections that are purchased from FRWA in addition to the standard kerbside waste collection services provided by Council. The standard provision of collections is described in this policy.

Bin bank means the centralised location, typically in a rural area, where rateable assessable properties store their MGBs for collection.

Community Service Organisation means an incorporated and not for profit organisation established for community service purposes and run predominately by volunteers. Examples include Surf Life Saving Clubs, Rotary and Lions.

Fleurieu Regional Waste Authority (FRWA) means a local government regional subsidiary of the Alexandrina Council, City of Victor Harbor, District Council of Yankalilla and Kangaroo Island Council who undertake kerbside waste collections.

Food organics garden organics (FOGO) means domestic organic matter including:

- (a) Food and kitchen scraps (e.g. fruit, vegetables, dairy, meat, bones, shell fish).
- (b) Paper and cardboard not suitable for recycling because it is too small (e.g. shredded paper or pieces smaller than a credit card) or has organic matter on it (e.g. pizza boxes, paper towel, tissues).
- (c) Organic garden material (e.g. tree prunings, weeds, garden clippings) which are capable of being commercially composted.
- (d) Pet waste (including cat litter that is compostable, noting that not all cat litter is compostable)
- (e) Certified compostable packaging and cutlery.
- (f) And any other materials or items that may be specified by FRWA from time-to-time and noted on the [Council's](#) and [FRWA's](#) website.

Mobile Garbage Bin (MGB) means wheeled containers used to collect and store domestic waste-to-landfill, recycling and organic waste produced at a rateable assessable property and approved by the Council.

Municipal Solid Waste (MSW) means the waste to landfill component of the waste stream arising from mainly domestic but also commercial, industrial, government and public premises including waste from council operations, services and facilities that is collected on behalf of the council via kerbside collection, but does not contain commercial and industrial waste (general), listed waste, hazardous waste or radioactive waste.

Rateable assessable property means dwellings, business, industrial and commercial premises (excluding vacant land and Class 7 and 10 structures as per National Construction Code) to which Council rates are applied.

Recyclables means materials (excluding organics) which can be processed for further reuse at a recycling facility, such as bottles, cans, paper, card, aluminium, tin and rigid plastics packaging. (e.g. milk and detergent bottles, takeaway food containers, margarine containers), and any other materials or items that may be specified by the Council from time-to-time and noted on FRWA's website.

Small Business means non-manufacturing; that by nature of the business only produces waste that would typically be generated at residential premises to the same amount as an average household may produce.

Standard waste collection service comprises the following:

- (a) One (1) 140 litre MSW MGB (blue or red lid)
- (b) One (1) 240 litre Recyclables MGB (yellow lid)
- (c) One (1) 240 litre FOGO MGB (green lid) – limited to properties within FOGO collection zones (attachment 1) will also receive waste collection of one (1) 240 litre food and garden organics bin (green or lime green lid).

Waste management plan means a plan that describes the waste management activities of the organisation or business, ensuring that the waste minimisation hierarchy of “waste avoidance, reduction and reuse” is applied.

5. Policy Statement

- 5.1 Council is committed to providing residential waste collection services to rateable assessable properties that is appropriate to the user, whilst being sustainable and financially responsible.
- 5.2 The Policy provides guidance for Council and its community to support sustainable waste management practices and services across its operations.

6. Provision of MGBs

- 6.1 It is the responsibility of the ratepayer/resident to purchase MGBs, spare parts and to undertake all repairs and replacement, unless circumstances as set out in clause 8.4.
- 6.2 MGBs and spare parts can be purchased at the Waste and Recycling Depots located at Goolwa and Strathalbyn.
- 6.3 All MGBs stamped with the FRWA logo or Alexandrina logo are the property of FRWA (on behalf of Council) and must only be used and retained at the rateable assessable property to which they have been assigned.

7. Standards for MGBs

- 7.1 Unless otherwise approved by Council in writing, MGBs for the kerbside collection services must comply with Australian Standard 4123 - Mobile Waste Containers, and must be provided in the following sizes and lid colour:

Waste Stream	Volume & Lid Colour
Municipal Solid Waste (MSW)	140 litre bin with a blue lid or red
Recyclables	240 litre bin with a yellow lid
Food Organics Garden Organics (FOGO)	240 litre bin with a green or lime green lid

8. Replacement of stolen or damaged MGBs

- 8.1 Replacement of stolen MGBs is the responsibility of the ratepayer/resident.
- 8.2 Owners of MGBs are encouraged to clearly write the property address at the front of the bin to discourage theft.
- 8.3 Replacement of lost bins and repair of damaged bins are the responsibility of the ratepayer/resident. Note: Bins exposed to continued sunlight will start to deteriorate/fail after 7 years of exposure.
- 8.4 If MGB damage has occurred as a result of negligence by the collection driver then FRWA will repair or replace the damaged part or bin free of charge, subject to an investigation into the alleged damage.

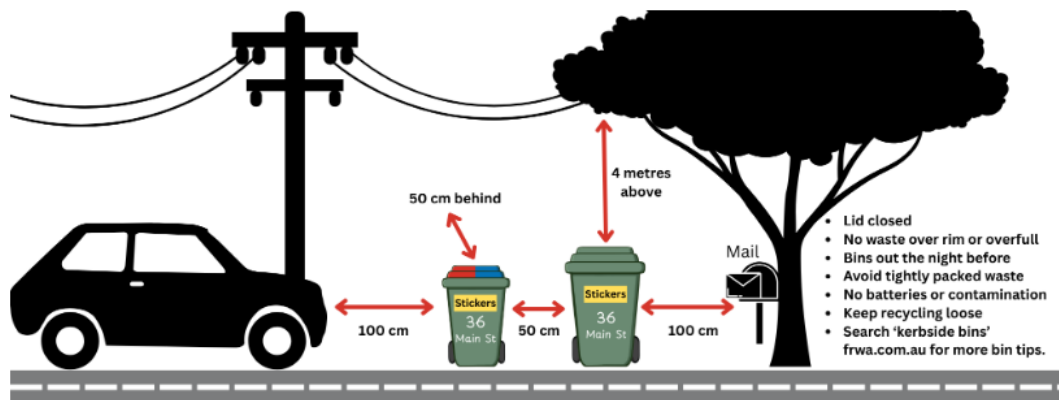
9. Service Entitlement

- 9.1 The waste minimisation hierarchy of “waste avoidance, reduction and reuse” underpins the Council's provision of waste and recycling services.

- 9.2 The Council will provide a regular kerbside waste collection service consisting of MSW and Co-mingled dry recyclable waste to all residential and commercial properties with properties in urban and built-up areas provided with a FOGO Service to encourage recycling and reduce the volume of waste sent to landfill.
- 9.3 For the purposes of waste collection, service entitlement is based on rateable assessable property not on the number of allotments, number of dwellings or Certificates of Title for the land.

10. Collection of Waste

- 10.1 The collection frequency for the standard waste collection service is fortnightly.
- 10.2 Between mid-December and the end of January, every year, Recyclables and FOGO are collected weekly.
- 10.3 MGBs must be appropriately maintained and placed and removed from the front of premises in line with current advice/determination by [FRWA](#) to ensure that collection can occur as required and that the MGB does not cause obstruction or nuisance.



- 10.4 Collections will be undertaken by FRWA. Collection trucks will only collect bins placed on the roadside for collection and correctly presented as detailed above. In addition FRWA will not access private land, unless a non-standard waste service has been negotiated for the premises in accordance with this Policy. Other non-standard waste services using other approved bin types (e.g. large capacity bins) are set out in this Policy.
- 10.4 Properties not on a collection route may have to use an established bin bank or place their bin on a nearby collection route.
- 10.5 MGBs may not be collected for the following reasons, noting that recollection would not occur until the next scheduled collection run, subject to the MGB being presented correctly.
- (a) Fail to use an approved MGB – See [clause 7](#) Standards for MGBs
 - (b) Are late in placing a MGB out for collection
 - (c) Place insanitary or prohibited waste out for collection – See clause 21 Prohibited Waste
 - (d) Place a MGB out for collection that weighs more than 50 kg
 - (e) Overfill a MGB so that the lid does not close / material protrudes from the MGB

- (f) Place a MGB in a location that can't be reached by the collection vehicle
- (g) Place a MGB incorrectly with the handles towards the kerb
- (h) Fail to use MGBs correctly, leading to contamination of recyclables or organics
- (i) Fail to place a MGB in a location so the collection driver can easily identify which property the MGB belongs to i.e. do not place your MGB in front of someone else's property
- (j) Stickers issued annually for the Exceptional Circumstances Program – see clause 16 -, must be attach to the front of the additional MGB(s). MGBs without correct year stickers will not be collected

10.6 When the contents of a MGB have not been emptied, an exception will be raised by the collection driver within the FRWA waste tracking system, indicating the reasons for refusal. FRWA has the discretion to accept MGBs that could be refused under this Policy.

11. Residential Properties

11.1 Each rateable assessable property will be entitled to receive the standard waste collection service.

11.2 It is an exception to this general provision where groups of properties share the same bin storage areas or kerbside bin presentation areas where:

- (a) It is not physically practical to store all bins within a property
- (b) It is not possible or is hazardous to fit all bins on the kerbside for collection
- (c) In the case of new dwellings seeking Development Approval, where more than ten (10) bins would need to be presented at the kerbside for any collection service; or
- (d) It is not possible to place bins in a manner suitable for safe and convenient kerbside collection by FRWA's collection vehicle.

11.3 In these circumstances, a non-standard waste service may be applied for and granted at the absolute discretion of the Council, in consultation with FRWA, as set out under the Additional Collections Services [clause 16](#) of this Policy.

11.4 The Council will not provide an additional collection service where:

- 11.4.1 A body corporate or group of properties has in place commercial service arrangements and is seeking to have concurrent collection arrangements through a Council provided service; or
- 11.4.2 A condition of Development Approval remains ongoing and stipulates a requirement for private commercial waste collection. However, if either of these circumstances change (such as a commercial contract terminating or a planning condition being varied through a new Planning Consent), these may be eligible to use Council services subject to meeting the requirements of this Policy.

12. Sporting Complex and Grounds and Community Service Organisations

12.1 Sporting complexes and grounds and Community Service Organisations are key community facilities and where practical are supported by Council.

- 12.2 Subject to a Waste Management Plan being submitted by the complex / grounds committee or lead sporting club and being approved by Council (in consultation with FRWA), these facilities may be eligible for a weekly collection of MSW bins up to ten (10) per week, alongside Recyclables and FOGO bins appropriate to facilitate the waste management needs of the site. Noting that Recyclables and FOGO will be collected fortnightly.
- 12.3 Without a Waste Management Plan in place the location will be limited to a Standard Waste Collection Service per each rateable assessable property within the site.
- 12.4 The following transitional arrangements will be in place from the date of Policy coming into effect:
- 12.4.1 Each relevant location or organisation will have two (2) years to complete a Waste Management Plan.
 - 12.4.2 No change to existing arrangements will occur until a Waste Management Plan has been approved or the transitional period has expired, whichever comes sooner.

13. Land Lease Developments, Retirement and Lifestyle Villages and Multi Dwelling Properties

- 13.1 A standard waste collection service will be provided to each rateable assessable property.
- 13.2 Where there is only one rateable assessment the property is only eligible for one standard waste collection service. This being subject to the value of the rates being paid. Where the required rates are being paid Council can consider authorising additional services.
- 13.3 Alternatively provision of additional waste collection services for these developments can be sourced directly from FRWA.

14. Commercial Properties

- 14.1 Whilst it is not a core (or legislated) responsibility of the Council to collect waste generated by businesses, a standard waste collection service will be made available to rateable assessable properties to encourage the correct sorting and disposal of waste, where the nature and volume of waste generated is comparable with that of domestic properties.
- 14.2 Waste and materials as a by-product of commercial processing or industrial activity and building waste is not able to be included for collection.
- 14.3 The standard waste collection service and frequency of collection offered to rateable assessable properties will not be increased if a property has a number of tenancies or sub-leases (e.g. where several businesses coexist within the one rateable property).

15. Primary and Secondary Schools

- 15.1 Waste collection services and the provision of MGBs for schools is the responsibility of the Department for Education (for public schools) and in the case of a private school, the school administration.

- 15.2 To assist schools divert waste from landfill and recycle material, schools can purchase additional services and MGBs from FRWA to facilitate their waste management needs.

16. Exceptional Circumstances

Transitional arrangements to cease the service for those under the Large Family and Nappies criteria

- 16.1 The service will continue free of charge for those renewing and applying under the Special Medical Needs criteria. Noting that any new applications received after this Policy came into effect will be required to pay the cost of the MGB as per the FRWA fees and charges. Refer to clauses 16.5 to 16.15 for general conditions of the service.
- 16.2 This service will cease as per the following transitional arrangements in clause 16.2, for those renewing and applying under the following criteria –
- A large family
 - Nappies
- 16.3 The following transitional arrangements are in place from the date this Policy came into effect.
- 16.3.1 Renewals for those who already have exceptional circumstance service under the Large family and Nappies criteria and were originally approved before the 1 July 2026 –
- 2026/27 – Will remain free (100% discount).
 - 2027/28 – Annual collection fee \$55 (75% discount).
 - 2028/29 – Annual collection fee \$110 (50% discount).
 - 1 July 2029 onwards - The exceptional circumstances provision will cease for those renewing for the Large family and Nappies criteria.
 - The cost of any replacement MGBs will be as per the FRWA fees and charges
- 16.3.2 New applications for the Large Family and Nappies criteria, received prior to this Policy coming into effect –
- Will remain free (100% discount), but the cost of the MGBs will be as per the FRWA fees and charges.
 - Can be renewed as per the arrangements in clause 16.3.1.
- 16.3.3 From the date of this Policy coming into effect exceptional circumstances provision will cease for new applications for the Large family and Nappies criteria.

General conditions

- 16.4 Under exceptional circumstances rateable assessable properties which have one of the following qualifying criteria present within the household may be able to access additional subsidised MSW waste collection services.
- 16.5 Please refer to FRWA's Fees and Charges for fees associated with the provision of additional bin collection services, noting the discounting provided in clause 16.2.

16.6 Qualifying criteria:

- 16.6.1 A large family – A large family or household, in which 5 or more persons live for at least 5 nights per week on average, will be entitled to one (1) additional 140L MSW MGB.
 - 16.6.2 Nappies – Households in which one or more permanent residents wear nappies. This includes babies and young children – will be entitled to one (1) additional 140L MSW MGB. This definition does not include households where children in nappies visit, family day care facilities or childcare centres (which, as commercial properties, should refer to clause 14)
 - 16.6.3 Special Medical Needs - Households with special medical needs, where an extra volume of waste is produced due to a resident's medical condition including persons of any age with continence issues - will be entitled to one (1) additional 140L MSW MGB. This does not include premises generating medical waste from a business or commercial activity, such as home massage, podiatry or similar.
- 16.7 Households which meet two or more of the above qualifying criteria may apply for a maximum of two (2) additional 140L MSW MGBs.
- 16.8 Households will not be provided with more than two (2) additional 140L MSW MGBs except under circumstances as approved individually by Council.
- 16.9 The provision of additional 240L MSW bins or swapping a 140L MSW bin for a 240L MSW bin is not allowed under the Policy.
- 16.10 To receive an exceptional circumstance service residents will be required to apply to Council via the Council website and provide proof of identity (rates notice) or occupancy (utilities account).
- 16.11 Stickers will be issued, which the household must attach to the front of their additional MGB(s) – MGBs without correct year stickers will not be collected.
- 16.12 Households that have exceptional circumstances will need to renew their service each financial year by completing an on-line Renewal Form to confirm their continued eligibility and paying the additional fee.
- 16.13 FRWA will manage annual renewals for the service and are responsible for the collection of fees. More information on these services can be found online at [FRWA website](#).
- 16.14 MGBs provided under this clause remain the property of FRWA and must be collected/returned by the applicant to/from a FRWA Waste and Recycling Depot at Goolwa or Strathalbyn.

17. Additional Waste Collection Services

- 17.1 Anything additional to the standard waste collection service entitlement may be requested for rateable assessable properties and will incur a fee depending on the additional service being requested.
- 17.2 The additional MGBs are not included in the fee and may be purchased from FRWA or from third parties which align with the Standards for MGBs set out in [clause 7](#) Standards for MGBs.

- 17.3 Additional waste collection services can be requested for MSW, Recycling and FOGO).
- 17.4 These additional services are administered and delivered by FRWA who are responsible for the collection of fees and the terms and conditions of each service. More information on these services can be found online at [FRWA](#) website.

18. Other Services

- 18.1 FRWA provide a range of additional collection services to meet the waste management needs of the community. These include:
- (a) Pre-Booked collection service
 - (b) Commercial food waste collections
 - (c) Caravan park collections
 - (d) Event bins
- 18.2 These services are administered and delivered by FRWA who are responsible for the collection of fees and the terms and conditions of each service. More information on these services can be found online at [FRWA](#) website.

19. Missed Services and Complaint Resolution

- 19.1 Any missed collection, damage to MGBs or general feedback on FRWA services can be lodged with FRWA through their website and by phone. See the [FRWA](#) website for further details.

20. Enforcement and withdrawal of service

- 20.1 The Council reserves the right to withdraw waste collection services from rateable assessable properties or to take other enforcement action at any time, due to non-compliance with the requirements of this Policy, the *Local Nuisance and Litter Control Act 2016* (SA) or other legislation as relevant.
- 20.2 The Council (or FRWA) reserves the right to cease a collection service for any commercial or industrial premises when there is repeated misuse of MGBs, including continually leaving bins on the kerbside after collection or continually placing bins so they are inaccessible to FRWA's collection vehicles, subject to stickers being placed on these MGBs to advise that future collections may not be made unless remedial action is taken.
- 20.3 The Council (or FRWA) reserves the right to temporarily withdraw waste collection services from any residential premises or to take other enforcement action under relevant legislation, due to non-compliance with the requirements of this Policy (including for the reasons set out above), the *Local Nuisance and Litter Control Act 2016* (SA) or other relevant legislation as required.

21. Prohibited Waste

- 21.1 The following substances are prohibited from being placed within MGBs:
- 21.1.1 Hot ashes, liquids, dust and fine loose material (unless it is securely wrapped in paper), pool chemicals, paints, varnishes and solvents, listed waste ([Environment Protection Act 1993](#)) as amended from time-to-time, batteries,

car batteries, acids and alkalis, soil, sand, gravel, rocks, building materials including concrete, bricks, masonry, tiles, asbestos, bitumen, vehicle bodies, engines and parts, tyres, explosives and ammunition, gas bottles, medical waste (includes prescribed waste from dental and veterinary practices), wastes resulting from medical or veterinary research, radioactive waste.

- 21.1.2 Any other item or substance that could constitute a hazard to the waste collectors, to the mechanism of the collection vehicle and/or to the environment as determined by the Council or FRWA from time-to-time.

22. Availability of Policy

- 22.1 This Policy will be available for inspection on the Council's website
www.alexandrina.sa.gov.au
- 22.2 Copies can also be provided upon payment of a fee in accordance with Council's Schedule of Fees and Charges.