

Extension of Waste Services Kerbside Collection Policy

Version no.2

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Document Control

Responsible GM	Jody Riordan	
Division	Regional City Planning & Assets	
Last Updated (who and when)	Kelly Nilo, Resource Recovery Officer – Waste	2024
Document History		
Authority	Date	Description of Change
Council	5 December 2011	New Policy
Council	5 August 2024	Minor amendments.
References	Refer to section 8 and 9 of this policy	
Next Review Date	August 2028	
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1. Background

The Kerbside Collection Services Policy provides guidance to Latrobe City Council when responding to requests for variations to the provision of kerbside waste collection services to the community. Changes to the level of services or manner in which they are provided must consider the objectives outlined by this Policy whilst also being responsive to Victorian government regulations.

2. Objectives

This policy relates to the following Strategic Objectives contained within Latrobe 2026: The Community Vision for Latrobe Valley and the Council Plan:-

Natural Environment Latrobe Valley enjoys a beautiful natural environment that is managed and protected with respect to ensure a lasting legacy for future generations.

- Provide and promote environmentally sustainable waste management practices to attain best practice 'final storage quality'.
- Promote and implement waste management practices which attract investment and deliver economic development to Latrobe City.

The processes of developing levels of service, engaging contractors, developing business plans, setting fees and charges will be consistent with the objectives of this Policy.

3. Scope

Latrobe City Council manage the municipalities kerbside, Garbage, Recycling and Green waste collections. The policy applies to when an area is not serviced by the Latrobe City's kerbside garbage and Recyclables collection Service.

4. Principles of Management

When an area is not serviced by Latrobe City's kerbside garbage and recyclables collection service, the following actions shall occur:

If Latrobe City has received a letter requesting a new service, the Council officer shall:

- Check Pathway and customer request systems and verify the residents property address;
- Verify the number of residents that reside in the area of the new service;
- Consult with the contractor to determine if extending the requested service is financially viable and at what cost;
- Consult with the contractor to determine if there are any physical constraints within the proposed extension area that will limit the safe operation of the collection service;
- Print out names and addresses, and send a standard letter and survey form to all potential service users on the route;
- Collate responses and report the results of all surveys to the next available Council meeting for a resolution regarding the inclusion into the City's kerbside garbage and recyclables collection area, and

- Residents will be advised in writing of the outcome and, if a service is to be provided, the letter will include advice on the commencement date, a recycling and green waste calendar for the collection area, bin placement requirements and the cost (pro-rata for the remainder of the year).

If the consultation with the collection service contractor results in the deeming of the area to not be financially viable to provide a collection service, then the survey process will not be undertaken. This will be communicated back to any person expressing an interest in the matter, such as the person or persons who made the initial request.

If the collection service contractor deems the proposed extensions area to be a safety concern, remedies will be sought to reduce the risks of providing a service in the area. If remedies are not available, are too costly or obviate applicable legislation (e.g. *Occupational Health and Safety Act 2004*), then the survey process will not be undertaken. This will be communicated back to any person expressing an interest in the matter, such as the person or persons who made the initial request.

If the participation rate is less than 50%, a service will not be implemented in the area.

If the participation rate will be greater than 50%, when the service provider has confirmed collection can be undertaken in a financially viable and safe manner and a suitable location for presentation of bins has been identified, the General Manager Regional City Planning and Assets is delegated the authority to implement a collection service in a new area and will be authorised to implement the service without referring the application to Council (the survey results will still be presented to Council).

5. Accountability and Responsibility

Accountability and responsibility for this policy is outlined below.

5.1 Council

- Responsibility to ensure this Policy is consistent with Latrobe City Council Strategic Direction and other Latrobe City Council Policy, and
- Responsibility for the decision to approve this Policy by Council Resolution.

5.2 Chief Executive Officer

- Overall responsibility for compliance with this policy
- Overall responsibility for enforcing accountability.
- Overall responsibility for providing resources, and
- Overall responsibility for performance monitoring.

5.3 General Manager

- Responsibility for compliance with this policy
- Responsibility for enforcing accountability.
- Responsibility for providing resources, and
- Responsibility for performance monitoring

5.4 Manager

- Develop frameworks and procedures in compliance with this policy.

- Enforce responsibilities to achieve compliance with frameworks and procedures, and
- Provide appropriate resources for the execution of the frameworks and procedures.

5.5 Employees, Contractors and Volunteers

- Participate where required in the development of frameworks and procedures in compliance with this policy, and
- Comply with frameworks and procedures developed to achieve compliance with this policy.

6. Evaluation and Review

This policy will be reviewed on request of Council, in the event of significant change in the Executive team, significant changes to legislation applicable to the subject matter of the policy or, in any other case, during each Council term (generally four years).

7. Definitions

The collection of a 120/240 litre waste Mobile Garbage Bin (MGB), a 240 litre recycling MGB and a 240 litre green waste MGB from Latrobe City Council residence/Home/commercial properties.

8. Related Documents

Kerbside collection Policy Version 13 POL-6.

9. Reference Documents

- Local Government Act 2020
- Sustainability Victoria 'SV2020' strategy
- Circular Economy (Waste Reduction and Recycling) Act 2021
- Provision of Kerbside Waste and Recyclables Collection Service, Contract Number LCC-837

10. Appendices

Nil