Kerbside Waste, Recycling & Green Waste Service Policy

Keywords: Waste, rubbish, recycling, kerbside

Strategic Plan	*Greener Future:* *Embedding sustainability across Council operations and the community* *Integrate sustainability principles into all aspects of service delivery and infrastructure*
Classification:	*Environment and Regulatory Services and* *Infrastructure and Operations*
First Issued/Approved:	*July 2012*
Review Frequency:	*Good Governance Practice: Every 4 years*
Last Reviewed:	*October 2026*
Next Review Due:	*October 2030*
Responsible Officer(s):	*CEO*
Council File Reference:	*Council Policies (P)*
Applicable Legislation:	*Local Government Act 1999;* *Environmental Protection Act*
Relevant Policies:	*"Rating Policy";* *"Procurement (Contracting and Tendering) Policy";* *"Code of Conduct – Council Employees";* *"Public Consultation and Community Engagement Policy"* *Fees and Charges Policy* *Cash Handling Policy*
Related Procedures:	*In conjunction with Public Consultation (If required by Council)*
Delegations:	*As per Council's Delegation Register*

1. Introduction

The Kerbside Waste, Recycling & Green Waste Service Policy sets out the entitlement of properties to a kerbside waste, garden organics and recycling collection service in the Berri Barmera Council area.

2. Definitions

Council	Berri Barmera Council
Local Government Land	As per the meaning in the Local Government Act 1999 Chapter 11
Bin	either a 140L or 240L Mobile Garbage Bin
Green waste	• Small pruning's, cuttings and branches no larger than one metre long and 500 millimetres in diameter • Lawn clippings, leaves, weeds and cut flowers
Recyclables	the following containers, packages and products: • Newspapers, magazines, junk mail, stationery, office paper, envelopes, telephone books, egg cartons, cardboard

	• Empty liquid paperboard cartons • Glass bottles & jars (excluding crockery) • Aluminium rigid & semi rigid packaging • All rigid plastic packaging • Steel rigid packaging, including aerosol cans • Any other recyclables as nominated by Council
MGB	Mobile Garbage Bin
Prohibited materials	may include hot materials, oils, solvents, building materials or masonry, heavy materials or any other material classified as a listed waste under the Environment Protection Act 1993 or that is classified as a hazard to the collection vehicle or collection system.

3. Principles

As part of our approach the Kerbside Waste, Recycling & Green Waste Service Policy will apply to all properties within the designated kerbside waste and recycling collection area provided by Council.

The provision of this service will be funded through a differential service charge and will become part of Council's Annual Business Plan.

Individual requests relating to the Kerbside Waste, Recycling & Green Waste Service Policy due to unforeseen circumstances or variations from the policy framework will be assessed and decided by the Council CEO using discretionary power when required.

4. Policy Statement

4.1 Kerbside Waste and Recycling Services

3-bin system – Landfill (red lid), Recycling (yellow lid) and Organics (green lid)
All main residential township properties will receive a 3-bin system consisting of:

- weekly landfill collection service
- fortnightly recycling and green waste collection service

2-bin system – Landfill (Red lid) and Recycling (Yellow lid)
Residents in rural areas outside of the townships will receive a 2-bin system consisting of:

- weekly landfill collection service and
- fortnightly recycling collection service
- Commercial and industrial premises within the township and rural areas will also receive a fortnightly recycling service (no green waste service).

4.2 Bin Ownership

All waste and recycling bins issued by Council remain the property of Berri Barmera Council and are provided for use at an individual property. Initial bins supplied to a new property will be provided at no cost.

Each bin is uniquely numbered, and the serial number is recorded against the property in the Bin Register within Council's Rating Module and added to an internal database system.

4.3 Bin Size, Type & Use

Council will supply to the *township areas* within designated collection area:

Townships

Bin Size, Type and Use	Collection frequency
140 litre, Red Lid – Landfill	Weekly
240 litre, Yellow Lid – Recyclables	Fortnightly – alternate
240 litre, Green Lid – Organics	Fortnightly – alternate

Council will supply the following to the *rural areas* designated collection area:

Rural

Bin Size, Type and Use	Collection frequency
140 litre, Red Lid – Landfill	Weekly
240 litre, Yellow Lid – Recyclables	Fortnightly – alternate

**Note, a green waste service is not provided to rural areas.*

5. Exemptions

In accordance with Council's Rating Policy and Annual Business Plan, the following property types are exempt from waste management services and associated charges:

- *Vacant Land/Vacant Commercial/Vacant Industrial Premise.*
- *Primary Production - where no dwelling exists.*
- *Other*

6. Premises Serviced

6.1 Commercial Contract

For premises which are currently serviced by the provision of a private commercial collection, existing arrangements will remain unchanged. Waste management service charges will not be applied where recycling services are not provided.

6.2 Schools

All schools throughout the district who wish to opt in for a waste collection service have the option of either the 2 or 3 bin service.

6.3 Berri Cottage Homes

Council has agreed to provide one red bin per unit and one yellow bin between 2 units. Each unit will be charged for 1 red bin and half a yellow bin.

6.4 Multiple Tenancies

Where multiple tenancies exist at the one rateable property, the appropriate number of recycling bins will be placed commensurate with the number tenancies and the property owner will be charged accordingly.

6.5 Commercial & Industrial MGB Provision and Replacement

Council will provide the same service per rateable property for commercial and industrial premises within the kerbside collection area with the exception of green waste.

Businesses are responsible for the appropriate disposal of waste material produced in excess of this amount as the service is not intended as a substitute for a commercial scale service. Those businesses with a commercial contract for the collection and disposal of waste will be exempt.

6.6 Council Owned Properties

Council owned properties that are classified as rateable land and where the tenant is required to pay the rates for this property shall, where the property meets the requirements for a kerbside collection service, be eligible for the same service as a residential property and charged the annual waste management service charge.

Council owned properties that meet the requirements for a kerbside collection service and where council is responsible for the provision of waste services through a management agreement or other agreement, will be provided with one designated weekly waste collection and one fortnightly recycling service where the service is warranted and at the discretion of Council.

6.7 Derelict/Abandoned/Demolished

If a property owner believes a property, they own is derelict/abandoned/demolished, then upon application in writing by the owner if it is determined to be so by an authorised Council representative, they will not be charged the waste management fee for that property.

If bins have been issued to such premises, then they must be returned to Council.

7. New and Additional Services

Residents must submit a written request (via a Customer Service Request) to Council for the provision of new or additional waste, recycling, or green waste services.
Approved new services will incur charges as adopted in Council's Annual Business Plan.

Applications for additional services, if approved, are subject to the following conditions:

- It is the resident's responsibility to contact Council to cease the collection of any additional bin and return the bin(s) to Council.
- If the property is sold, the additional service will cease, and all additional bin(s) must be returned to Council.

Charges for new or additional services will be billed on a pro-rata basis for the portion of the year that the service is provided and will be included on the rate notice.

Where an additional red waste bin is requested, it will be provided with the understanding that an additional premium charge applies. This charge offsets increased State Government waste levy costs to Council (refer to Council's latest adopted Annual Business Plan).

8. Replacement Bins

Costs: Replacement Mobile Garbage Bins (MGBs) will be supplied at a flat rate as identified in Council's Fees and Charges Schedule.

Except where the exceptional circumstance outlined below applies, the replacement bin charge is payable regardless of the age or registration status of the bin, or the reason for replacement (e.g. damage, theft, or misuse).

Exceptional circumstance – change of ownership or tenancy: A replacement bin may be provided at Council's discretion at no charge where a property changes ownership or tenancy and an existing Council-owned bin is determined by Council to have been damaged or rendered unserviceable by previous owner/tenants or by waste services contractor, provided the new owner/tenant has not caused or contributed to the damage. Notification of the damage must be made to Council within three (3) months of change of ownership or tenancy. This provision provides an equitable distinction between resident/tenant-caused damage requiring replacement and pre-existing Council-owned asset failure.

This change aims to streamline administration and provide a fair, consistent approach to bin replacement across all properties.

Fees and charges associated with the service will continue to be reviewed annually and may be adjusted in line with CPI or at the discretion of Council.

8.1 Operational Considerations

To ensure adequate stock is available, Council will incorporate the ordering of new kerbside waste bins into standard operating budgets as part of "business as usual."

This is necessary due to the **minimum 12-week turnaround** from order placement to delivery and to meet community needs without service disruption.

9. Charges

9.1 Annual Waste Management Charge

Council applies an annual service charge and/or a charge when setting its Council's rates this will be included within Council's Annual Business Plan.

9.2 Premises Exempt from Kerbside Service Provision

Properties assessed by Council as exempt from receiving the kerbside waste collection service will not be subject to the annual waste management service charge.

A written application must be submitted to the Chief Executive Officer (CEO) requesting an exemption. This applies to not-for-profit organisations, charitable entities, or properties with demonstrated special needs or similar circumstances.

Exemptions may be granted at Council's discretion following a formal assessment process. As part of this process, applicants must provide evidence demonstrating how all waste materials are being appropriately managed. This includes supplying documentation such as a current agreement or invoice from a licensed contractor or waste service provider.

Properties approved for an exemption will not receive a kerbside waste collection service. Owners or occupiers must instead arrange their own waste and recycling disposal. Acceptable alternatives include using local waste transfer stations or engaging a private waste management contractor.

It remains the responsibility of the property owner or ratepayer to ensure that appropriate waste disposal methods are followed, and that all relevant environmental and public health standards are maintained.

10. Collection Times

Kerbside collection services operate between 7:00 a.m. and 5:00 p.m. on scheduled collection days. All MGBs must be placed at the kerbside, or an agreed collection point, at the front of the property by 6:00 a.m. on the day of collection.

It is preferred that MGBs be placed out the night before collection to ensure service. Bins not placed out by 6:00 a.m. may be recorded as a non-collection.

11. Refusal of Service

Where contamination is observed in either a green waste or a recycling MGB, the contractor will refuse collection.

Where prohibited materials (see below) are placed into the waste MGB, collection will be refused by the contractor. Repeat offenders may have their service suspended.

"Prohibited materials" may include hot materials, oils, solvents, building materials or masonry, heavy materials or any other material classified as a listed waste under the Environment Protection Act 1993 or that is classified as a hazard to the collection vehicle or collection system".

MGBs exceeding 60 kg will also be refused collection, as they surpass the maximum weight capacity of the vehicle's robotic arms.

In all cases of refusal, the contractor will notify the resident by attaching a sticker to the MGB explaining the issue.

The onus is on the resident to contact the service provider to organise re-collection.

12. Extensions of green waste collection areas

Where the service can be extended to properties adjoining townships, and the contractor agrees that the service can be extended for no additional cost for collection, the Chief Executive Officer is delegated to approve the additional collections.

13. Flats and Units

Where the principle of "user pays" cannot be justified due to no green waste, the Chief Executive Officer is delegated to vary collections while ensuring the ethos of waste minimisation.

14. Service Complaints

In accordance with Council's contractual agreements, all complaints regarding the kerbside waste collection service must initially be directed to the Council's service provider.

This includes complaints relating to damage to Mobile Garbage Bins (MGBs) or other property.

Any incident believed to have occurred during a scheduled collection must be reported by the owner, within ten (10) business days of the event. This timeframe allows the contractor to review CCTV footage, which is only retained for a limited period, ensuring a thorough investigation and verification of the reported damage. Complaints received outside this period cannot be investigated due to data limitations.

If the property owner is not satisfied with the response from the service provider, they may contact Council to discuss the matter further. Council will review the issue and advise on any available options or escalation pathways.

Council records customer complaints and refers them to the contractor for action. As part of contract management, the General Manager meets with the contractor quarterly to review and discuss relevant issues.

VERSION CONTROL

The electronic version of this policy stored on the website is the controlled version.

Printed copies are considered uncontrolled.

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Date	List of amendments
15 May 2026	Clarified bin system descriptions Clarified that bin supplied to new properties are provided at no cost Clarified exemptions Removed reference to rebates and replaced with exemption Shifted to flat rate model Added section in relation to stock management Clarified collection times Clarified service refusal Added section around complaints
October 2026	Minor amendments including exceptional circumstances