RURAL CITY OF WANGARATTA
WASTE MANAGEMENT POLICY 2025

1. PURPOSE

The purpose of this Policy is to outline the obligations of Council and users of Council's waste services in connection with the collection and disposal of waste.

This Policy is incorporated into Council's Community Amenity Local Law 2025.

2. SCOPE

This Policy applies to all residents and ratepayers in Council's municipal district.

3. OBJECTIVES

The key objectives of this Policy are to:

3.1 ensure the efficient and responsible delivery by Council of its waste collection services;

3.2 ensure the lawful and responsible use of Council's waste collection services by residents and ratepayers;

3.3 implement and maintain environmentally responsible processes for the collection and disposal of waste in Council's municipal district; and

3.4 assist Council in meeting its obligations under the *Circular Economy (Waste Reduction and Recycling) Act 2021* and the National Waste Policy.

4. DEFINITIONS

Terms used in this Policy which are defined in the Local Law have the same meaning as in the Local Law.

In addition, unless the contrary intention appears, the following terms are defined for the purposes of this Policy:

"approved bin" means a waste collection bin approved by Council for use as part of a waste collection service as specified in Schedule 2.

"collection service" means any or all of the kerbside domestic waste, household organics and recyclables collection services provided by Council.

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"**domestic waste**" means all waste or rubbish produced or accumulated in or on any land but excludes:

(a) hot or burning materials;
(b) nightsoil, sewerage, and animal excreta unless it is wrapped in a manner which prevents its escape;
(c) slops or liquid wastes;
(d) waste generated from building work;
(e) waste generated from the restoration, repair or servicing of motor vehicles;
(f) waste from a vacuum cleaner, hair, moist refuse or similar waste, unless it is wrapped or contained in a manner which prevents its escape;
(g) ash, unless it is:
    (i) cold;
    (ii) dampened; and
    (iii) wrapped or contained in a manner which prevents its escape;
(h) trade waste;
(i) recyclables;
(j) oil, paints, solvents and similar substances;
(k) any broken glass, lancet or other sharp object, unless:
    (i) it is wrapped in impermeable material; or
    (ii) contained entirely within an impermeable receptacle from which it cannot escape;
(l) disposable nappies, unless they have been cleaned of faeces and wrapped in impermeable material;
(m) any waste that cannot be contained in an approved waste receptacle due to its size, shape, nature or volume;
(n) medical or veterinary waste;
(o) building materials, including, without limitation, bricks, concrete, timber and metal objects;
(p) furniture and like objects;
(q) motor vehicle parts;
(r) household organics;
(s) any object which may damage the collection mechanism or a vehicle used for the collection of refuse; and
(t) any other substance declared by Council or an authorised officer not to constitute "domestic waste" for the purposes of this Local Law from time to time, the details of which appear on Council's website

"**domestic waste bin**" means an approved bin provided by Council for the purposes of disposing of domestic waste.

"**e-waste**" means electronic waste in the form of electrical or electronic equipment, devices or things (or materials or parts of such equipment, devices or things), the operation of which is dependent on, or designed for the generation, transfer or measurement of, an electric current or electromagnetic field. (EPA). This means any device that has a plug, battery or power cord that is no longer working or wanted.

"household organics" means:

(a) garden clippings, being:
    (i) grass clippings;
    (ii) flowers, leaves, weeds;
    (iii) plants, small shrubs;
    (iv) small branches, sticks (no longer than 40cm, or 10cm in diameter); and
    (v) straw, hay;
(b) food scraps, being:
    (i) fruit, vegetables;
    (ii) meat, seafood, bones (raw and cooked);
    (iii) baked goods, bread, pastries;
    (iv) eggshells, dairy, cheese;

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(v) rice, pasta, cooked leftovers;
(vi) mouldy, out-of-date food;
(vii) takeaway, fried foods;
(viii) cereals, nuts, grains;
(ix) chocolate, lollies; and
(x) coffee grounds, tea leaves, tea bags (without the label, and excluding fabric/silk tea bags); and

(c) other organic material, being:
(i) compostable liners with the certified compostable logo;
(ii) paper towel, tissues, serviettes;
(iii) shredded paper;
(iv) paper (smaller than postcard size);
(v) cardboard bread tags, popsicle sticks;
(vi) human hair, animal hair, animal feathers;
(vii) newspaper (1 or 2 sheets only, used to line the caddy);
(viii) cardboard (single sheet only, used to line the bottom of the bin, excludes staples and sticky tape); and
(ix) Pizza boxes.

"household organics bin" means an approved bin provided by Council for the purposes of disposing of household organics.

"Local Law" means the Community Amenity Local Law 2025.

"**recyclables**" means any empty glass bottles or jars (clear, brown or green), polyethylene terephthalate (PET), high density polyethylene (HDPE), hard plastics (coded or uncoded), aluminium cans and foil, steel cans, clean paper and cardboard, liquid paper board and any other material which Council has resolved to be recyclables for the purposes of this Policy (the details of which appear on Council's website).

"recyclables bin" means an approved bin provided by Council for the purposes of disposing of recyclables.

"recycling and waste centre" means any facility owned and/or operated by Council for the purposes of receiving waste and materials

"**specified e-waste**" means e-waste that consists of rechargeable batteries, cathode ray tube monitors and televisions, flat panel monitors and televisions, information technology and telecommunications

"**service area"** means the defined service area and routes in Schedule 1.

"trade waste" means any waste, refuse, slops or other matter arising from or generated by any trade, industry or commercial undertaking.

"**waste**" means any waste generated on premises, including domestic waste, household organics, recyclables and commercial paper and cardboard.

"waste deposit site" means a landfill and a transfer station operated by Council and includes Bowser Landfill, Wangaratta Organic Processing Facility, and transfer stations located in Wangaratta, Markwood, Moyhu and Eldorado.

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5. COUNCIL COLLECTION SERVICES

5.1 General

5.1.1 Council provides or makes available to the service area within its municipal district a regular domestic waste collection service, a regular household organics collection service and a regular recyclables collection service.

5.1.2 These collection services are provided in accordance with the table set out in Schedule 2.

5.1.3 This Part 5 of the Policy sets out the expectations and obligations of those persons accessing these collection services.

5.2 Placement of approved bins for collection

The occupier of land to which a collection service is provided by Council must comply with the following requirements.

5.2.1 An approved bin must be placed out for collection:
- (a) on the nature strip adjacent the land within 1 metre of the kerb or, if there is no nature strip adjacent the land, within 1 metre of the kerb;
- (b) at least 1 metre away from any tree, poles, posts, parked cars and other fixed objects;
- (c) with a clearance of at least 3 metres above the lid;
- (d) with a clearance of at least 500 millimetres on each side;
- (e) with the hinges of the lid facing the land;
- (f) with the lid closed; and
- (g) before 6am on the day scheduled for collection.

5.2.2 An approved bin must not be placed out for collection:
- (a) where the weight of the approved bin exceeds 70 kilograms;
- (b) in a manner that obstructs the free use of the road (including road reserve, footpath and nature strip) by motor vehicles or pedestrians.

5.2.3 An approved bin must be placed out for collection from, and returned to, the land to which it has been provided by Council:
- (a) in respect of domestic collections services, one day before and after a collection day, unless permitted to do so by an authorised officer; or
- (b) in respect of commercial and industrial services, 12 hours before or after a collection day, unless permitted to do so by an authorised officer.

5.2.4 The occupier of a rural property:
- (a) which is located outside the service area; and
- (b) to which approved bins have been provided,

must comply with this clause 5.2, except that their approved bins may be placed for collection at the nearest cross road that is within the service area.

5.3 Maintenance of approved bins

5.3.1 The occupier of land to which Council has allocated approved bins must keep the approved bins:
- (a) as clean as is reasonably practicable;
- (b) free from vermin; and
- (c) in good working order.

5.3.2 The occupier of land to which Council has allocated approved bins must, as soon as becoming aware of any loss of or damage to one or more of those approved bins, notify Council of that damage.

5.3.3 If the loss of or damage to an approved bin has been caused by the neglect or deliberate act of the occupier of the land, they may be required to pay:
- (a) a fee determined by Council or an authorised officer from time to time for the replacement of the approved waste receptacle; or
- (b) such part of the fee as Council or an authorised officer considers appropriate.

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5.4 **Deposit of waste**

5.4.1 A person must only deposit:
- (a) domestic waste in a domestic waste bin;
- (b) recyclables in a recyclables bin; and
- (c) household organics in a household organics bin.

5.4.2 Without limiting the generality of clause 5.4.1, a person must not deposit in any approved bin:
- (a) hazardous waste or chemicals;
- (b) volatile, explosive or flammable substances;
- (c) dust, fine particle waste, polystyrene beads or similar unless securely wrapped;
- (d) oil, paint, solvents or any other material or item which may damage the bin;
- (e) wire of any description;
- (f) e-waste;
- (g) hot or burning ashes;
- (h) a gas bottle or any container of pressurised gas;
- (i) building or renovation waste;
- (j) soil, bricks or rubble;
- (k) medical waste, veterinary waste or syringes; or
- (l) tyres.

5.5 **Domestic waste**

The occupier of land to which a domestic waste collection service is provided must:

5.5.1 deposit all domestic waste generated on the land which is to be collected by Council into the domestic waste bin allocated to that land by Council;

5.5.2 not place out for collection by Council any domestic waste other than in a domestic waste bin; and

5.5.3 place their domestic waste bin out for collection in accordance with the requirements of clause 5.1.

5.6 **Household organics**

5.6.1 The occupier of land to which a household organics collection service is provided must:
- (a) deposit all household organics generated on the land which is to be collected by Council into the household organics bin allocated to that land by Council;
- (b) not place out for collection by Council any household organics other than in a household organics bin;
- (c) place their household organics bin out for collection in accordance with the requirements of clause 5.1; and
- (d) only deposit household organics which are either loose or contained within newspaper or bin liners approved by Council.

5.6.2 Council will provide to all properties receiving a household organics collection service:
- (a) to residential properties annually:
  - (i) one kitchen caddie; and
  - (ii) one roll of compostable liners; and
- (b) to commercial properties:
  - (i) one roll of either 80L or 240L compostable bin liners.

5.6.3 Council will make available at the Wangaratta Government Centre:
- (a) replacement kitchen caddie for a fee; and
- (b) rolls of composable liners for free.

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5.7 **Recyclables**

The occupier of land to which a recyclables collection service is provided must:

5.7.1 deposit all recyclables generated on the land which is to be collected by Council into the recyclables bin allocated to that land by Council;
5.7.2 not place out for collection by Council any recyclables other than in a recyclables bin;
5.7.3 place their recyclables bin out for collection in accordance with the requirements of clause 5.1; and
5.7.4 only deposit loose recyclables.

6. OFFENCES

6.1 Failure to comply with this policy is an offence against clause 57.1 of the Local Law**.**
6.2 Illegal dumping of waste and littering may also constitute and offence against the *Environment Protection Act 2017*.

7. REPLACEMENT WASTE COLLECTION SERVICES

7.1 **Requirements for replacement waste collection services**

Where a collection service to any land is suspended under clause 57.1 of the Local Law, the replacement waste collection service must:

7.1.1 provide for the separate collection and disposal of domestic waste, household organics and recyclables;
7.1.2 provide for the collection from the land of:
(a) domestic waste at least once every 2 weeks;
(b) household organics at least once every week; and
(c) recyclables at least once every 2 weeks; and
7.1.3 require bins to be placed out for collection in accordance with clause 5.2 of this Policy.

7.2 **Disposal of waste collected by way of a replacement waste collection service**

Waste collected by way of a replacement waste collection service must be disposed of in a way that:

7.2.1 does not allow contamination of household organics and recyclables; and
7.2.2 ensures that the waste is disposed of at one or more of the waste deposit sites, provided that it is disposed at a waste deposit site suitable for disposal of the particular waste.

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8. Exemptions and Exceptions

8.1 **Uninhabitable residences**:
Premises may be eligible for a waste exemption if evidence can be provided that the premises are uninhabitable

8.2 **Emergency waste exemption**:
Residents may be eligible for a waste exemption if affected by a natural or local disaster. Depending on the severity of the situation, a $5 dollar hard waste voucher will be provided, or alternatively fees may be waived, at the discretion of the Director Infrastructure Services.

8.3 **Rural and Urban Medical Waste Residents**:
may be eligible for a waste exemption for medical waste. The option of an additional bin will be provided at no charge, upon receipt of a medical certificate or other document ation deemed appropriate by the Waste Management Coordinator

8.4 **Multi-Level Units and Large Unit Buildings**:

Owners' Corporation Owners' Corporations of more than 8 units can negotiate the overall number and composition of bins and will be charged accordingly, however a kitchen caddie and liners will need to be provided for each residence at the cost to the Owners Corporation. The number of rolls of compostable liners provided for free will be reflective of the number of bins charged. Negotiation of bins will need to occur prior to 1 July of the new financial year to be itemised on annual rates notices. Owners' Corporation representatives will be required to provide evidence of their eligibility under this section and also to complete a form to substantiate their request for a change in services. If approved, the total amount of the service charges will be invoiced directly to the Owners' Corporation representative. Unpaid amounts will result in an immediate termination of these special arrangements and reversion to standard bin services

8.5 **Refund of rates for services not received**:

In the occurrence of paid waste rates without a collection ever occurring, the owner of the property may seek reimbursement. Reimbursement at the error of Council will be up to a maximum of 5 years, if proven there was no waste collection in place

8.6 **Alternative collection arrangements for Business or Commercial Operators**:

Persons or corporations may be eligible for a waste charge exemption where an alternative collection service is utilised. Exemptions will be considered, if written evidence of an alternative service is provided and is satisfactory to Council's requirements, and a waste audit is undertaken at the property by a Council officer. Satisfactory evidence would include a copy of the contract for the provision of future waste collection services or a copy of three month's statements showing a regular collection service is in place. Any information supplied will remain

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confidential. This evidence will be required annually upon receipt of a rate notice including waste charges.

8.7 **Unoccupied commercial properties**

If a commercial property has been unoccupied for a minimum of 12 months, an exemption from waste charges may be granted. It is the responsibility of the landlord to apply for the exemption. The exemption will be applied going forward from the date approval is granted. No retrospective refunds will be given for the period that the commercial property has not been occupied. All exemptions are reassessed before the end of the financial year biannually. At any point, if the property becomes occupied again the landlord must notify Council and arrange waste services..

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9. Council's Four Strike Contamination

Contamination occurs when people place the wrong item in the wrong bin. To ensure the long-term viability and effectiveness of the garbage, organic and recycling kerbside systems, Council has introduced a four strike contamination procedure. This procedure will use both education and enforcement to reduce the rate of contamination in Council bins.

If a garbage, organics or recycling bin containing contamination is presented 4 times within a 4 year period, on the fourth occasion, the bin will be removed and the charges will remain on the property's rates notice

If Council becomes aware of a situation that is causing ongoing contamination issues

i.e. dementia or disability, bins will be taken away and more appropriate bins wi ll be issued to the resident.

9.1 **Contamination Notice Steps**

9.1.1 First offence

(a) The garbage, organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The bin will be recollected upon request, if the contaminants are removed.

9.1.2 Second offence

(a) The garbage, organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The resident will also receive a follow up letter in the mail notifying them of their second offence and outlining the contamination policy steps. The bin will be recollected upon request, if contaminants are removed.

9.1.3 Third offence

(a) The garbage, organics or recycling bin will not be collected and will receive either a contamination sticker or letter which also contains education material. The resident will also receive a follow up letter in the mail notifying

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them of their third offence and outlining the contamination policy steps. The bin will be recollected upon request, if contaminants are removed.

9.1.4 Fourth offence

(a) The garbage, organics or recycling bin will be removed and the waste charge will remain. A letter will be sent to the resident advising them, that in order to reinstate their garbage, organics or recycling bin they are required to provide a letter to Council stating that they will use the bin correctly and only place accepted materials in their bin.

10. Request for Route Extension

If the owner of a rural property wishes to receive a waste and recycling collection service and is not on an established collection service route, the owner of the property may arrange to place their bins at the nearest cross road that is on a collection route. The standard waste collection charges will apply.

The defined service area can be extended as required by the Director - Infrastructure Services after considering matters such as:

a. Viability
b. access and safety of movement for the waste collection truck and other road users
c. whether the additional route is on Council's Register of Public Roads
d. whether the additional distance exceeds two kilometres, including any additional distance to safely turn around, if required.

Access using private roads to provide waste collection can be approved where a specific access agreement has been negotiated with Council, and agreed in writing. Register of Public Roads, letters will be sent to residents notifying them of the proposed change. If residents are consenting with the proposed change, then waste rates will apply to the residential properties along that road. This is based on 80% of residents consenting to the extension.

11. REVIEW

This policy will be reviewed at Yearly intervals

12. ACCESS

This policy is available on Council's website.

13. FURTHER INFORMATION

For further information on this Policy, please contact council@wangaratta.vic.gov.au

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Schedule 1 **Service Area**

Rural City of Wangaratta

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Schedule 2 Approved Bins

Services	Residential Urban Wangaratta	Residential Rural	Glenrowan, Hamilton Park, Oxley and Milawa (Townships)	Commercial Businesses Urban	Commercial Businesses Rural
Standard Bin Service	140Lt garbage bin (fortnightly collection) 240Lt organics bin (weekly collection) 240Lt recycling bin (fortnightly collection)	240Lt garbage bin (fortnightly collection) 240Lt recycling bin (fortnightly collection)	140Lt garbage bin (fortnightly collection) 240Lt organics bin (weekly collection) 240Lt recycling bin (fortnightly collection)	140Lt garbage bin (fortnightly collection) 240Lt organics bin (weekly collection) 240Lt recycling bin (fortnightly collection)	240Lt garbage bin (fortnightly collection) 240Lt recycling bin (fortnightly collection)
Optional service	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240lt)	140Lt garbage bin (same cost) 140Lt or 360Ltrecycling bin (same cost)	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240lt)	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240lt) A weekly or daily garbage or organics services are available at additional costs.	140Lt garbage bin (same cost) 140Lt recycling bin (same cost) A weekly garbage collection may be available at an additional cost.
Additional bins can be obtained outside the standard service at additional costs	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	240Lt garbage bin (higher cost) 140Lt organics bin (same cost as 240Lt) 140Lt or 360Lt recycling bin (same cost as 240lt)	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics Extra 140Lt, 240Lt or 360Lt recycling	Extra 140Lt or 240Lt garbage Extra 140Lt or 240Lt organics* Extra 140Lt, 240Lt or 360Lt recycling *Where an existing service is being provided
Medical certificate	Upgrade from a 140Lt to a 240Lt garbage. If a 240Lt exists then an additional 140Lt will be provided.	If a 240Lt exists then an additional 140Lt will be provided.	Upgrade from a 140Lt to a 240Lt garbage bin. If a 240Lt exists then an additional 140Lt will be provided.	N/A	N/A

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