Waste Services Guideline

WELLINGTON
SHIRE COUNCIL

Get it Sorted!

Waste Services Guideline

Purpose

This Guideline supports the Waste Collection Policy by providing the detailed operational requirements, service standards, eligibility criteria and procedures that guide the delivery of Council's kerbside waste, recycling, organics and hardwaste services.

While the Policy sets out the high-level principles for service provision and charging, **this Guideline contains the full technical, procedural and service-level detail required for implementation**.

This Guideline may be updated administratively to reflect service improvements, operational changes or updated State Government requirements.

Overview

Council plays an important role in assisting the community to reduce waste generation, increase resource recovery, and promote alternatives to landfill disposal — while ensuring safe, cost-effective and logistically feasible service delivery.

Council is committed to improving diversion from landfill wherever practicable; however, this must be balanced against the need to maintain safe and efficient collection operations, particularly in a regional and rural context.

Under the provisions of the *Circular Economy (Waste Reduction and Recycling) Act* 2021, Council is required to provide waste and recycling services in line with Recycling Victoria's Service Standards, Framework, and associated Guidelines. These Service Standards set out the expected quality and performance benchmarks for the delivery of waste, recycling, and resource recovery services by Victorian Local Councils and Alpine Boards.

Council recognises the importance of transitioning to a circular economy and is committed to supporting sustainable material use and recovery through improved waste services and community education.

1. Waste Charges and Fees

Under the *Local Government Act* 1989, Council has the authority to declare service charges for the provision of waste, recycling, and resource recovery services. In exercising this power, Council will apply the principles outlined in the Ministerial Good Practice Guidelines for Local Government Service Rates and Charges, including:

- **Cost recovery** – charges should not exceed the reasonable cost of providing the service.
- **Transparency and accountability** – charges must be clearly linked to the service provided.
- **Equity** – ensuring those who use or benefit from the service contribute fairly.
- **Efficiency** – minimising unnecessary complexity or duplication in charging methods.

1.1 Waste Infrastructure and Management Charge

The Waste Infrastructure and Management Charge is a general service charge applied to all rateable properties in Wellington Shire.

The charge contributes to:

- Capital investment in landfill sites (open and closed), transfer stations, and associated plant and equipment.
- Operational expenses for Kilmany Landfill and the transfer station network.
- Infrastructure upgrades and long-term rehabilitation liabilities.
- Community-focused programs that support diversion from landfill including–Detox Your Home, and future initiatives aligned with Council's sustainability goals.

1.1.1 Farm Enterprise Exemption

To reduce the administrative and financial burden on primary producers, the Waste Infrastructure and Management Charge may only need to be applied to the primary farming property.

Additional rated properties that are managed in the same farming enterprise will be exempt from the WIC in the following circumstances:

- The primary farming property is in the Wellington Shire
- The rated land does not have a dwelling, or the dwelling is separately rated

1.2 Kerbside Service Charge

The Kerbside Service Charge recovers the direct costs of providing Council's kerbside waste collection service. This includes;

- Supply, maintenance and replacement of bins
- Collection services for each material stream
- Waste disposal gate fees (excluding the EPA Waste Levy Charge)
- Transport and processing costs

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- Hard waste collection services and
- A proportion (30%) of operational and administrative costs related to service delivery

This charge:

- Applies to all rateable properties where Council has resolved to provide a kerbside waste service, regardless of the actual uptake or use of the service by the resident.
- Is applied per service provided – additional or upsized bins will attract additional charges.

This approach ensures that all eligible users contribute equitably to the cost of maintaining a standardised, accessible, and environmentally responsible waste management system. The charge is structured in line with the principles of full cost recovery, operational sustainability, and Council's obligations under the *Circular Economy (Waste Reduction and Recycling) Act* 2021 and *Local Government Act* 2020.

1.3 EPA Waste Levy Charge

The EPA Waste Levy Charge recovers the cost of the Victorian Government's statutory waste levy on the landfilled component of the kerbside collection service, the general rubbish bin. No profit margin is applied, in accordance with cost recovery principles.

This charge:

- Applies to all rateable properties where Council has resolved to provide a kerbside waste service, regardless of the actual uptake or use of the service by the resident.
- Is levied per service provided – additional or upsized General Rubbish (Red Lid) bins will attract additional charges.
- Does not apply to materials collected via the Recycling (Yellow Lid), or Food Organics and Garden Organics (Green Lid) services or hard waste.

2. Kerbside Collection Services

2.1. Service Provision

Council will provide kerbside collection services in accordance with Recycling Victoria's Service Standard, as legislated under the *Circular Economy (Waste Reduction and Recycling) Act* 2021. This includes mandatory provision of a General Rubbish service (Red Lid), a Mixed Recycling service (Yellow Lid), and a Food Organics and Garden Organics (Green Lid) service.

- The kerbside collection service applies to all properties within the Declared Collection Areas (Section 2.6), except where an exception or exemption is specified.

Council provides an annual hard waste collection to properties that receive a kerbside collection service. This service is not a mandated requirement under the Recycling Victoria's Service Standards but is offered to support responsible disposal of bulky household items. The cost of the service is included in the Kerbside Service Charge.

- Eligible properties are entitled to one hard waste collection per year.
- Residents using the hard waste service must adhere to the conditions and limitations set by Council, including acceptable items, placement guidelines, and volume restrictions.

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2.2 Service Eligibility

Collection locaations must be compatible with the physical access constraints of the property and the safe operation of collection vehicles. Wellington Shire Council identifies the closest accessible area for residents to place their kerbside bins for collection using the below considerations.

2.2.1 All properties - Service Eligibility and Council Rights

Council kerbside waste services will only be provided where all of the following conditions are met:

- The property is located within the Declared Collection area or is classified as an existing legacy property.
- Bins can be safely presented at an accessible roadside collection point, without requiring collection vehicles to enter private property.
- Collection vehicles must be able to access the collection point safely at all times. Kerbside collection will only be provided on constructed public roads maintained by Council or the State Government, where the road formation, surface, width, alignment, turning areas and bridge load limits are suitable for heavy waste collection vehicles.

Where these conditions cannot safely or consistently met, Council may:

- Designate an alternative collection point (e.g. a shared bin pad or consolidated pickup location), or;
- Where no safe and practical alternative exists, refuse or withdraw the kerbside service for that property.

Council will work collaboratively with affected property owners or managers to identify solutions and improve access wherever practical. If no suitable arrangement can be established, responsibility for arranging alternative private waste collections services will rest with the property owner or manager.

2.3 Service Options

2.3.1 Mandatory Standard Service

Council provides a mandatory standard service to all eligible ratepayers within the Declared Collection Areas.
Eligible ratepayers may also elect to receive additional optional bins based on their needs. Kerbside Service and EPA Waste Levy charges will vary based on the service option selected.

Service	General Rubbish Red Lid	Recycling Yellow Lid	Food Organics/Garden Organics (FOGO) Green Lid
Mandatory Standard Service	120L	240L	240L
Collection Frequency	Fortnightly	Fortnightly	Weekly**
Optional Additional Bin/s**	120L/240L*	240L	240L

* Can opt for 240L bin if 2 x 120L services are requested
** From July 2026

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2.3.2 Optional Upgrades and Additional Bin Services

Upgrades and Additional bin services are **not** a mandatory requirement under the Recycling Victoria's Service Standards.

2.3.2.1 Eligibility and Requests

- Properties within the declared collection area may request an upgrade or additional bins for an extra charge, subject to Council approval.
- An upgrade or additional bin can only be requested and authorised by the ratepayer or their managing agent.

2.3.2.2 Charges and Billing

- Charges follow the 'user pays' principle to encourage waste minimisation. Properties with the standard service incur lower charges, while properties requiring additional bins incur progressively higher costs.
- Adjustments to the service that result in a change to the total charge are applied pro rata from the request/delivery date.

2.3.2.3 Responsibilities

- Owners or occupiers must notify Council if the bins listed on the Rates Notice differ from those at the property or if additional services are no longer required.
- Payment of the Kerbside Service Charges on the Rates Notice signifies acceptance of the services provided.

2.4 Conditions of Collection Service

Residents receiving a kerbside collection service must comply with the following conditions and Council's Community Local Law 2021 –

- Place bins out for collection prior to 6am and collect as soon as possible on the same day.
- Contain no prohibited waste.
- Any waste spilt from overflowing bins prior to the collection must be removed by the occupier responsible for the bins.
- The bins must be maintained by the occupier of the property to which the bin relates, in good order and in a clean and sanitary condition.
- Council provided bins remain the property of Council.
- Contain only waste types approved for each bin type regulated through Recycling Victoria's Service Standards.

Other conditions

- Bins must be placed at the kerbside or alternative area requested/approved by Council. Where access is limited, bins may be required to be presented at an alternative location approved by Council, which may be in front of an alternate property.

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- Bins must be placed away from overhead service lines and street trees.
- Bins must be placed 1m apart or alternative separation distance approved by Council.
- Bins must be placed on the straight section of the road for properties located within a court bowl or dead-end street

Bin inspections may be conducted by Council and/or contractors to audit bin contamination, review bin accessibility for collection and the number of services.

2.5 Exceptions and Exemptions

The following property types are exempt from the Mandatory Kerbside Collection Service but may elect to receive a service upon request. Any elected service must also meet the eligibility and access conditions set out in Sections 2.2.1 Service Eligibility and Councils Rights, 2.4 Conditions of Collection Service and 2.6 Declared Collection Areas.

Commercial Properties
Properties primarily used for commercial or industrial purposes are exempt from receiving a kerbside waste service. However, they may request a service subject to meeting serviceability criteria and being located within a declared collection area.

Temporary Dwellings, Dependable Persons Units, Vacant Lots, and Non-Rateable Properties
These property types are not automatically provided a kerbside waste collection service. If the service is requested, approval will depend on compliance with the declared collection boundary and eligibility criteria.

Not-for-Profit Aged Care Housing
Properties managed by not-for-profit organisations, administered by volunteer community boards, and primarily providing housing for elderly citizens are exempt from mandatory service. However, these organisations may elect to receive a kerbside collection service subject to meeting serviceability criteria and being located within a declared collection area.

2.5.1 Legacy Properties

In recognition of historical arrangements, legacy properties located outside the declared collection area currently retain access to kerbside collection services and are eligible for the same level of service as those within the declared collection areas.

No new kerbside collection services will be extended to properties outside the declared collection areas.

2.5.2 Multi-Unit Properties & Developments (MUDs)

2.5.2.1 Existing Multi-Unit Developments

Multi-Unit Developments (MUDs) present unique challenges for kerbside waste and recycling services due to limited on-site space, shared bin infrastructure, and variable access conditions. Council recognises these complexities and aims to support effective waste management through clear service expectations and responsibilities.

- Existing multi-unit properties are expected to provide and maintain adequate on-site bin storage for all current and future kerbside collection streams, including garbage, recycling, and organics services.

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- Sufficient roadside space must also be available to allow safe and orderly bin presentation on collection days. Bins must not obstruct pedestrian or vehicle access and must be positioned for servicing by side-lift collection vehicles.
- Residents, managers, or the Owners Corporation are responsible for moving bins between on-site storage areas and the nearest designated public roadside collection point on collection days.
- Where existing storage does not meet Recycling Victoria's Service Standards requirements, (e.g., introduction of Food Organics/Garden Organics), Council may require onsite upgrades or improvements to retain access to the service.
- If these conditions cannot be met, Council may review service eligibility in accordance with Section 2.2.1.

2.5.2.2 Future Multi-Unit Developments (New or Redeveloped MUDs)

Future Multi-Unit Developments (MUDs) must incorporate best-practice waste management design from the outset to ensure safe, efficient, and compliant service delivery.

The Victorian Planning Provisions sets out objectives and strategies for land use development, including waste management as outlined in Clause 58.06-3 – Waste and Recycling Objectives

All future MUDs must be designed in accordance with Waste Management and Recycling in Multi-unit Developments – Better Practice Guide (Sustainability Victoria, 2019), unless superseded by a council-approved waste management design guideline, which will take precedence. Waste management design must include:

- Sufficient on-site and roadside bin storage capacity for all required waste streams, including provision for a minimum 4-bin service for all dwellings or buildings.
- Measures to protect public health and residential amenity minimising odour, noise, risks associated with waste vehicle access and movement.
- A comprehensive Waste Management Plan (WMP) submitted as part of the planning application. The WMP must:
    - Estimate waste volumes for all mandated streams, based on the number of dwellings and in line with Recycling Victoria's Service Standards
    - Identify secure, screened, and adequate on-site bin storage areas for all waste streams.
    - Describe how and by whom bins will be moved to the roadside collection point on collection days.
    - Confirm that the roadside presentation is feasible, safe and complies with Council guidelines.
- Planning permit approval for new or redeveloped MUDs will be conditional on demonstrating compliance with these waste management requirements, ensuring the development supports sustainable, accessible and efficient kerbside waste services. Waste management may be added as a condition to any planning permit.

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2.6 Declared Collection Areas

2.6.1 Principles for Declared Collection Area

Given the geographically dispersed population within the municipality, providing universal kerbside collection services is not financially viable. To ensure equitable, cost-effective service delivery, Council defines and maintains a Declared Collection Area (DCA) – a spatial boundary identifying properties eligible to receive kerbside waste services.

The establishment and review of the Declared Collection Area is guided by the following criteria:

Land Zoning: Priority is given to areas zoned as Township Zone (TZ), as well as adjoining Low-Density Residential Zone (LDRZ) or General Residential Zone (GRZ), where higher population densities support efficient service provision. Where zoning does not reflect actual population distribution due to recent development or rezoning, Council may adjust the boundary accordingly.

New Growth Areas: Where clusters of new development are considered suitable for kerbside service, Council officers may recommend inclusion in the DCA. Affected ratepayers will be notified and consulted prior to any change being finalised.

Road Access: Collection points must be accessible on roads maintained by Council or the State Government.

Physical Access Constraints: When defining or extending the DCA, Council will consider the physical capability of collection vehicles to safely access properties within the proposed boundary. The DCA will not extend into areas where:

- Roads do not provide all-weather access or adequate pavement strength
- Turning circles, gradients or bridge load limits restrict vehicle movements, or
- The presence of barriers (eg. Bollards, culverts, narrow bridges, or safety rails) prevent safe collection.

Cost Efficiency: The cost-of-service provision must be sustainable.

2.6.2 Periodic Boundary Review

Council will review the Declared Collection Area and the application of Service Standards at least every three years to reflect changes in zoning, urban growth, and infrastructure. This ensures service provision continues to align with the municipality's evolving needs.

- Council officers may amend the declared collection area as necessary, considering factors such as changes in accessibility, zoning, infrastructure, or financial viability.
- Declared Collection Area boundary revisions shall be approved by the CEO.

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3. Enforcement

3.1 Kerbside Contamination Response Procedure

Council applies a seven-stage contamination response to properties that repeatedly contaminate bins. The process emphasises education, support, and early resolution wherever possible.

Action	Purpose
Step 1 – Contamination Label placed on Bin	Notification and awareness of contamination. Education provided if the household makes contact.
Step 2 – First Notification Letter to Occupier	Opportunity for 1:1 engagement. Awareness, education and support strategies may include phone calls or distribution of educational materials.
Step 3 – Second Notification Letter to Owner and Occupier	Escalation of issue and opportunity for 1:1 engagement. Ensures both owner and occupier are aware of ongoing contamination.
Step 4 – A Notice to Comply will be issued.	A Notice to Comply will be issued by an authorised officer of Council with a two-week timeframe to comply allowing for direct engagement and behavioural correction.
Step 5 – Apply the local law and issue infringement.	If compliance is not achieved the local law will be applied and infringements may be issued.
Step 6 – Audit/Inspections	The Collections Contractor/Council will closely monitor the contamination of the bin for a period of 3 months.
Step 7 – Compliance Achieved	The Collections Contractor/Council will continue to monitor the contamination of the bin as per contract.

Council's contamination management process does not include removal or suspension of kerbside waste services from residential premises. Service withdrawal can create community health risks, conflict between neighbours, and increased illegal dumping. Ensuring all households retain access to waste services supports overall community health and resilience.

3.1.1 Responsibilities of Owners and Occupiers

The Kerbside Contamination Response Procedure applies to all residential properties receiving a Kerbside Collection Service.

Where the occupier is also the property owner, they are both behaviourally and financially responsible for the proper use of the Kerbside Collection Service.

Where the owner and occupier differ, the following principles apply:

- Responsibility for day-to-day waste sorting behaviour lies with the property occupier; therefore, Council will engage with the occupier first when contamination occurs.

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- Where the occupier fails to correct contamination after the multi-step process, the property owner (ratepayer) will be notified, as they hold financial responsibility for the waste service. Local Laws will investigate and an infringement will be issued to the owner where required.

For commercial or exempt properties that have opted to receive a Council provided Kerbside Collection Service, at step 4 a Notice of Intention to withdraw the service may be provided. The service may be withdrawn if the property reaches Step 5 – Apply the local law and issue infringement.

3.2 Illegal Dumping

Illegal dumping of waste in public places, parks, roadside areas, recreation bins, or outside Council-operated facilities such as transfer stations is a serious offence. Individuals found responsible for such activities may be subject to enforcement action under the Council's *Community Local Law 2021* and/or the *Environment Protection Act 2017*. Penalties may include fines or further regulatory action, depending on the nature and extent of the offence.

DEFINITIONS

Contamination – Materials that cannot be processed by the receival facility (e.g., plastic in green bin), materials which are hazardous to health or the environment (e.g. syringes), not domestic in nature (e.g. building products, paint), or is illegal to place in the bin (e.g. asbestos, batteries) in accordance with Recycling Victoria Service Standards and Wellington Shire Community Local Law 2021.

Declared Collection Area (DCA) - A spatial boundary determined by Council under its powers in the *Local Government Act 2020* to provide and charge for waste and recycling services. All properties within this boundary are required to receive at least the minimum standard service and are subject to the associated service charges, regardless of individual use or preference.

Council may amend the Declared Collection Area, or exclude individual properties, where service provision is not reasonably or safely practicable due to access, safety, cost, or operational constraints

Legacy properties – are residential properties located outside the declared collection area that retained a right to a bin collection service during Council amalgamations in 1994 and have paid a Waste Kerbside Service Charge (historically referred to as Garbage Charge) as part of that right.

Multi-Unit Developments (MUDs) – means two or more dwellings (whether attached or detached) on one lot of land. This may include Nursing Homes, retirement villages, residential flats.

Non-rateable land- as per the definition contained in Section 154 of the *Local Government Act 1989*.

Not for Profit-as per the definition of the Australian Tax Office.

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