

	<b>COUNCIL POLICY</b>	
	<b>Waste Management Council Policy</b>	
	Policy Number	CP075
	Directorate	Water and Waste Services
	Owner	Waste Services
	Last Approved	29/01/2025
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### 1. PURPOSE

The purpose of this policy is to provide a safe and efficient General Waste and Recyclables Collection Service that does not compromise the aesthetic characteristics of surrounding properties or the health of the residents in the Fraser Coast Regional Council Local Government Area.

### 2. SCOPE

Fraser Coast Regional Council is committed to providing properties within the Defined Collection Areas, and where possible properties outside this area, with a Waste Collection Service that is equitable, fair, cost effective and innovative.

This document sets out objectives and actions to ensure that FCRC's legislative and strategic requirements are maintained, and that Council continues to meet the needs of the community.

The policy is to be used to provide details covering the responsibilities of Council, property owners and residents, and to assist in the assessment of development applications for the determination of conditions on development approvals with regard to storage and collection of Waste.

### 3. HEAD OF POWER

*Local Government Regulation 2012*

*Work Health and Safety Regulation 2011*

*Environmental Protection Regulation 2008*

*Waste Reduction and Recycling Act and Regulations 2011*

*Environment Protection and Other Legislation Amendment Bill 2014*

### 4. DEFINITIONS

To assist in the interpretation of this Policy the following definitions apply:

**"Bin/s"** means Wheelie Bin/s and/or Bulk Bin/s

**"Bulk Bin"** means a bin with a volume greater than 360L, but no greater than 4500L.

**“Bulk Bin/s Waste Collection Service”** means a combined Bulk Bin/s serviced weekly and 240 litre recycle wheeled bins or Bulk Bins serviced fortnightly E.g.:

- 1 cubic metre General Waste Bin weekly plus a 1 cubic metre recycle bin fortnightly;
- 1.5 cubic metre waste bin weekly plus a 1.5 cubic metre recycle bin fortnightly;
- 2 cubic metre waste bin weekly plus a 2 cubic metre recycling bin fortnightly or a 1 cubic metre recycle bin serviced weekly;
- 3 cubic metre waste bin weekly plus a 3 cubic metre recycling bin fortnightly or a 1.5 cubic metre recycle bin serviced weekly;
- 4.5 cubic metre waste bin weekly a 4.5 cubic metre recycling bin fortnightly or a 2 cubic metre recycle bin serviced weekly.

Recycling Bulk Bins can be substituted for equivalent 240 litre recycle bins serviced fortnightly as a standard combined service.

The number of recycling bins allocated in the Combined Waste Service can be reduced on request without affecting the appropriate charge if approved by Council. In assessing each case, consideration would be given to the type of waste, location and land area.

**“Collection Point”** means the location at which a bin is positioned for servicing, as agreed to by the Contractor, Council and/or the property owner. **Collection Vehicle** - a suitable vehicle or vehicles used by the Contractor to perform the Services.

**“Container”** means a vessel for transporting and temporarily storing waste.

**“Defined Collection Area”** means the area as designated by Council resolution as per Local Law No. 7

**“Dedicated road frontage”** means, as defined in the Road Hierarchy of Council’s Planning Scheme, a length of kerbside or footpath in front of the property alignment where Bins can be presented on the basis that each Bin requires one (1) metre.

**“Equivalent combined waste service”** means by volume, the equivalent number of Standard Waste Services.

**“General Waste”** means waste materials that are not suitable for recycle or reuse.

**“Hazardous substance”** as defined in the *Work Health and Safety Regulation 2011*.

**“On-site collection”** means an internal road system that has been approved by Council for the Collection Vehicle to use to enter the site to service the Bins.

**“Public place bin”** means a Bin provided in a park, street or other public place for the purpose of waste generated in the public place or as otherwise signed.

**“Recyclables”** -means Waste that is deemed suitable for reuse or recycling on economic, social or environmental grounds, or a combination of two (2) or more such grounds by Council.

**“Regulated waste”** as defined in the *Environmental Protection Regulation 2008 and the Waste Reduction and Recycling Act and Regulation 2011*.

**“Standard waste service”** means one (1) waste 240 litre Wheelie Bin serviced weekly and one (1) recycle 240 litre Wheelie Bin serviced fortnightly.

**“Storage area”** means an area designated for storing on-site wheeled or Bulk Bins within the property that has been approved by Council.

**“UNIT - residential/domestic”** means an attached or detached premise, a separate permanent residential occupation or tenancy, occupied residential site or any other type of residential premises on a registered plan.

**“UNIT - commercial/industrial”** means a separate commercial or industrial occupancy and/or tenancy of a commercial or industrial premise, Motel, Caravan Park, backpackers accommodation, multiple accommodation property/resort, occupied commercial/industrial site or any other type of commercial premises on a registered plan.

**“Waste”** means unwanted or unusable materials, substances, items or by-products, from a domestic, commercial or industrial activity collected within the Fraser Coast region.

**“Wheelie Bin”** means a Council issued mobile garbage bin with a maximum volume of 360L.

## 5. POLICY STATEMENT

### 5.1. PLANNING AND DEVELOPMENT

The collection of General Waste and Recyclables should be considered during the planning phase of a development or subdivision. Once the aesthetic and physical limitations of dedicated road footpath collection are exhausted, the development should make allowance for on-site collection. It is the responsibility of the applicant to demonstrate that waste collection issues have been satisfactorily addressed in their submission.

The Waste Collection system should aim to achieve the following outcomes:

- To provide a high-quality Waste Collection Service to the Fraser Coast Regional Council Local Government Area;
- The number of Bins does not compromise the aesthetic characteristics of the streetscape;
- Both the customer and service provider can access the Bin storage area and Collection Point conveniently;
- The location of the Bin storage area does not have an adverse visual impact on surrounding properties;
- The manoeuvring of Collection Vehicles can be undertaken in a safe and efficient manner, without detrimental impacts to any infrastructure;
- The supply and servicing of Bins aligns with the requirements of the current Fraser Coast Regional Council Local Law No. 7 and Waste Collection Contract;
- Noise or odour generated from the Bin storage arrangements does not cause any nuisance;
- No hazardous substance or liquid waste shall be disposed of through the General Waste or Recyclables Collection Service;

- A Waste Collection Service is provided to all properties within the Fraser Coast Regional Council Defined Collection Area unless there is access or other circumstances that restricts the servicing of Bins by a Collection Vehicle as determined by the contractor and assess by Council through a risk assessment.

#### **5.1.1. Access and Manoeuvrability**

Access for Collection Vehicles to Bins or compactors should be maintained at all times. The design should comply with all the relevant requirements for transport, access, parking and servicing as set out in the relevant Council Planning Scheme – Parking and Access Code, and Development Manual.

Designs that require Collection Vehicles to reverse more than one (1) truck length should be avoided. Pavement/carrageway trafficked by Collection Vehicles should not be less than 5.5m wide and constructed to a minimum local access (cul-de-sac) standard in accordance with the relevant Council Planning Scheme – Parking and Access Code, and Development Manual.

For on-site collection service, turning and manoeuvring facilities should be provided (e.g. 21.8m turning radius for Collection Vehicles). Turnaround facilities should be provided for no through roads and staged developments. For sites fronting a road defined in the Road Hierarchy of the Fraser Coast Regional Council's Planning Scheme as a minor collector road for an urban area, and a rural arterial road for a rural area, or above, the waste Collection Vehicles should enter and leave site in a forward motion. In areas of the existing Defined Collection Area that don't have established turnaround facilities to support safe servicing of General Waste and Recyclables, Council and its waste collection contractor may conduct an assessment to determine whether a turnaround can be constructed, whether alternative service options are available, or whether certain properties are unserviceable.

No under building servicing is available therefore the onus is on the developer to allow for the Bins to be placed in an open Collection Point where no overhead restrictions apply. The operating clearance height should be adequate for the type of Collection Vehicle used. Operating clearance heights of 6.7m for front load vehicles and 4m for side load vehicles apply. All entry and exit gates should be of a width and design that allows access to Collection Vehicles.

If access to bin requires key/access card, property owner/manager must provide a sufficient number of keys/access cards to ensure collection contractor is able to access the bin.

One (1) and one and a half (1.5) cubic metre Bulk Bins on wheels should be positioned so that collection personnel do not have to move Bins more than 1m.

The maximum gradient of the manual manoeuvring area shall be no more than 1% (1:100), and loading areas (which may extend to the access ramp) should be limited to 5% (1:20).

Two (2) cubic metre or larger Bulk Bins should be positioned so that the front lift Collection Vehicles can drive directly to the Bulk Bin without the need to manoeuvre the Bulk Bin prior to collection. The maximum gradient of the manoeuvring and loading areas (which may extend to the access ramp) should be limited to 2% (1:50). For a gradient above 2% (1:50), the Bulk Bin's wheels should be removed.

In instances where the gradient of the internal access roads are greater than 5% (1:20), a flat area(s) should be provided at the Collection Point/s for Bins or Bulk Bins, as defined above.

Where the development has been approved for an on-site service only, the applicant or owner must indemnify Fraser Coast Regional Council and its Contractors in respect of damage to the pavement, other driving surfaces and adjoining infrastructure.

### **5.1.2. Storage Areas**

Site location of the storage area should comply with all the following requirements:

- The storage area for Bins should be located inside the front property boundary. Ideally any bulk storage area should be located within ten (10) metres of the front boundary.
- The storage area should not adversely impact adjoining properties including noise, odour nuisance or the attraction of vermin.
- If required, the storage area shall be enclosed on at least three (3) sides and be at a height of at least 100mm over the height of the highest Container with a permanent hardstand area for the Containers to sit on.
- There may be more than one storage area located on a site.
- The storage area should be located within 40 metres of each dwelling unit.
- The storage area shall be of sufficient size to allow for Bin(s) to be stored and manoeuvred.
- Council's advice on the number and size of Bins and the number of collections per week is recommended.
- Where Waste chutes are provided on multi storey buildings, two (2) chutes shall be provided. One chute for General Waste and another chute suitably designed for Recyclables.
- Where Waste chutes are provided these should be constructed to let Waste fall into the centre of the Bin and to allow the temporary closure of the chute while Bins are rotated. The chutes shall be constructed to prevent waste catching or accumulating in the chute. The chute construction shall prevent a person from entering the chute.
- Where Waste chutes are provided, they shall deliver Waste to a storage area only. Bins must be manoeuvred to the Collection Point for servicing.
- Environmental best practices may also require the installation of a grease trap connected to the sewer system and the provision of a roof canopy over the designated storage area. No Containers shall be cleaned or washed where waste water will flow into a stormwater drain or off the subject property. A drainage plan shall be submitted where a wash down area is being provided.
- Where the storage areas and Collection Point/s are at different location/s, Bins that require servicing must be manoeuvred to the Collection Points by 6:00am on collection days.
- It is the responsibility of the Bin user to maintain Bins on a regular basis to minimise odour impacts and the attraction of vermin.

### **5.1.3. Collection Points**

Dedicated road frontage and on-site Collection Points.

Typical Collection Points:

- For a (detached or attached) unit or property fronting a dedicated road, this is at the kerbside, in front of the property alignment.
- Where the approved Collection Point is at the kerbside of the internal road, it is preferred that Bins are placed adjacent to each unit.
- Where there are short dead end streets off the main internal road, sufficient level areas should be provided beside the main internal road (near the intersection) for collection of the Bins.
- Bulk Bins are to be located within ten (10) metres of the front boundary if the Collection Vehicle cannot enter the site and have clear entry and egress.

Typically the following developments have dedicated road frontage Collection Points:

- Detached or attached units in an individually titled subdivision.
- Multi-unit sites with up to six (6) units in low or medium density residential areas.

The maximum number of Bins presented for collection on the road frontage of any property is to be limited by the length of dedicated road frontage. It may be necessary to split the number of Bins/days for collection over a number of days should the kerbside Collection Point not accommodate all Bins.

On-site collection is to be provided for the following cases:

- The dedicated road frontage of the property is too narrow to permit kerbside collection of W Bins.
- Multi-unit sites with more than six (6) units.

For Bins with onsite collection, there must be approved designated Collection Points within the internal road reserve. For Bulk Bin(s) on-site collection, the waste Collection Vehicle must be able to safely enter and leave the site to service the Bin(s) at the approved designated Collection Point(s).

The Collection Point for Bulk Bins shall be of sufficient size to allow the Bin(s) to be manoeuvred for servicing with a minimum of 300mm clearance around the Bin.

## 5.2. SERVICING

The occupiers of residential and commercial premises are required to:

- Ensure that all Wheelie Bins are placed on the footpath or Collection prior to 6.00am on the collection day, and not more than 24 hours prior to the collection day (or as otherwise agreed in writing by Council);
- Ensure that all Bins are removed from the footpath or the Collection Point by the end of the day on which the collection was performed, unless the Bin has been scheduled for maintenance, repairs or replacement;
- Ensure that all Bins are kept clean and tidy;

- Report all damaged, stolen, broken, and unserviceable Bins to Council for repair or replacement as determined by Council; and
- Ensure that all Bins are placed in a manner that they can be safely serviced. (i.e. Wheeled Bins facing the right way.)

Servicing of rural properties may be restricted during periods of inclement weather and where road conditions may be too dangerous for Collection Vehicles to access the Collection Point (e.g. Collection Vehicle could become “bogged” after heavy rain or the road sustaining damage).

All new domestic or commercial properties requiring the commencement of a Waste Collection Service are required to complete Councils Application/Cancellation/Modification of waste service Form available on Council’s website.

### 5.3. WASTE SERVICE LEVELS

As a guide, the minimum number and type of services required at a single unit, multiple units or property are subject to the Collection Point requirements and definitions outlined in this policy and the Revenue Statement. Additional services can be requested by the Property Owner, Managing Agent or Body Corporate upon application on the approved Council Form. Additional services can be allocated based on the quantity of waste generated after consultation with the occupier and either the property owner, Managing Agent or Body Corporate by Fraser Coast Waste Services or on written advice to Waste Services from an authorised person under the *Waste Reduction and Recycling Act 2011*.

Council, at its discretion, may determine to reduce the number of waste service Bins by providing additional Waste Collection Services.

#### 5.3.1. Minimum Services

- Single unit (i.e. dwelling or office or shop) - one (1) standard waste service.
- Two (2) accommodation units on a property (i.e. attached or detached duplex home) – minimum of one (1) standard waste service.
- Multiple accommodation units on a property greater than two (2) units – minimum of one (1) standard waste service for each two (2) units or part thereof rounded up to the next highest standard waste service (e.g. 7 units will round up to a minimum service requirement of 4 standard waste services). Alternatively, the standard waste services can be substituted with an equivalent combined waste service (Bulk Bins).
- Caravan parks – minimum of one (1) standard waste service for each two (2) units (cabins, permanent on-site caravans, residence, office, shop etc.) or part thereof rounded up to the next highest standard waste service (e.g. a site containing 6 units and 1 residence will round up to a minimum service requirement of 4 standard waste services). Alternatively, the standard waste services can be substituted with an equivalent combined waste service (Bulk Bins). Servicing of transient caravan park sites must be sufficient to manage waste requirements during peak periods and will be determined by Council on case by case basis.
- Motel units – minimum of one (1) standard waste service for each three (3) units or part thereof rounded up to the next highest standard waste service (e.g. a 7 unit complex will round up to a minimum service requirement of 3 standard waste services). Alternatively,

the standard waste services can be substituted with an equivalent combined waste service (Bulk Bins).

- Backpackers' accommodation – a standard waste service for every seven (7) beds plus a standard waste service for managers' residence/office or food outlet/bar.
- Commercial and industrial units – No minimum service requirements apply to commercial rated properties. Commercial property owners are able to source waste services directly through Council, alternatively are able to engage a private contractor to provide these services.
- Special treatment or disposal methods may need to be identified depending on the nature of the commercial or industrial premises. Where a hazardous substance is to be disposed of, Council approval and fees will be required prior to disposal. Some regulated waste also requires special disposal application and approval by Council's Fraser Coast Waste Services.

### **5.3.2. Properties Outside the Defined Collection Area**

Properties outside the defined collection areas may apply for a waste collection service. Council, in assessing the application, will give consideration to viability of providing the service, access, and safety of movement for the waste Collection Vehicle and other road users. Alternatively, residents can register their interest in a kerbside collection service for consideration during a review of the defined collection area.

### **5.3.3. Private Roads**

In certain circumstances a Waste Collection Service may need to be conducted using access on a private road (e.g. community title subdivisions and property owners with private driveways).

In such circumstances the property owner will be required to provide an indemnity for Council and its Contractor against all claims for loss or damage to the pavement or other driving surface.

### **5.3.4. Services for Events**

The organiser of an event is responsible for supplying additional Bins for General Waste and Recyclables that will be generated at the event. Further information concerning event Bins can be found on Council's website.

### **5.3.5. Public Place Bins (Street and Parks)**

Public place bins are provided for litter generated within the public place. Public place bins are not provided for the purpose of household or commercial waste generated at a property where a waste service is available.

Disposal of domestic household waste or commercial waste in a public place bin may be classified as an offence under the *Waste Reduction and Recycling Act 2011*.

## **5.4. WASTE CHARGES**

Waste charges are levied under the *Local Government Regulation 2012* (QLD) s 99 and in accordance with the *Waste Reduction and Recycling Act 2011*. The charges can be identified within the relevant years Rating Category Statement found on Council's website <https://www.frasercoast.qld.gov.au>

Community and not-for-profit organisations may be eligible for waste disposal charge and mulch purchase concessions. See the Waste Management Fee Concession Council Policy for details.



## 6. ASSOCIATED DOCUMENTS

Fraser Coast Waste Strategy 2019-2029 (#3779322)  
Waste Management Fee Concession Council Policy (#3435808)  
Event sponsorship (#2521450)  
Community Events / Function Bin Request Form (#1078351, #2228199)

## 7. REVIEW

This Policy will be reviewed when related legislation/documents are amended or replaced, other circumstances as determined from time to time by Council or at intervals of no more than two years.

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### Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1	Waste Management Policy adopted at Special Meeting (Adoption of 2008/2009 Financial Year Budget)	Council	16/07/2008	#845419
2	Waste Management Policy adopted at FCRC Special Meeting (Adoption of 2009/2010 Financial Year Budget)	Council	26/06/2009	#845419
3	Waste Management Policy adopted at FCRC Special Meeting (Adoption of 2010/2011 Financial Year Budget)	Council	21/06/2010	#845419
4	Waste Management Policy adopted at FCRC Special Meeting (Adoption of 2011/2012 Financial Year Budget)	Council	01/06/2011	#845419
5	Waste Management Policy adopted at FCRC Special Meeting (Adoption of 2012/13 Financial Year Budget)	Council	12/07/2012	#845419
6	Waste Management Policy adopted at FCRC Special Meeting (Adoption of 2013/14 Financial Year Budget)	Council	03/07/2013	#845419
7	Amended Policy at Special Meeting - Budget	Council	11/06/2014	#845419
8	Adopted at Special (Budget) Meeting	Council	17/06/2015	#845419
9	Amendments made from Resolution of Council Special Meeting	Council	19/07/2016	#845419
10	Reviewed as Part of Budget Process	Council	19/07/2017	#845419
11	Risk Assessment & Review Date Added	Council	18/07/2018	#845419
12	Amended Policy	Council	26/06/2019	#845419
13	Amended Policy – Range and Level of Service Review – Updated Template	Council	13/12/2023	#845419
14	Amended Policy	Council	29/1/2025	#845419