



## **OPERATING GUIDELINE**

## **WASTE AND RECYCLING SERVICES**

**Approved:** By the Executive Leadership Group on 30 July 2014

**Owner:** Program Manager, City Sustainability and Park Lands

**Trim:** ACC2014/115025

## **1 Introduction**

- 1.1. Council is committed to the protection of public health and minimising waste disposal to landfill by encouraging waste avoidance and maximising resource recovery for recycling.
- 1.2. The Waste and Recycling Services Policy defines Council's:
  - 1.2.1. role as a waste and recycling service provider;
  - 1.2.2. service mix that will be offered to protect public health and assist the community to waste less and recycle more;
  - 1.2.3. criteria for cost recovery; and
  - 1.2.4. eligibility criteria to ensure fair, just and financially sustainable access to services.
- 1.3. This Operating Guideline establishes roles and responsibilities for service design, implementation, monitoring and Policy review.
- 1.4. This Operating Guideline is to be read and implemented in conjunction with Council's other relevant Policies, Strategies, By-Laws and documents including:
  - 1.4.1. Waste and Recycling Services Policy
  - 1.4.2. By-Law No. 5 - Waste Management
  - 1.4.3. Design Guide for Residential Recycling

## **2 Policy Objectives**

- 2.1. The Operating Guideline aim to meet the Objectives of the Waste and Recycling Services Policy which are:
  - 2.1.1. to achieve compliance with the requirements of all relevant legislation;
  - 2.1.2. to deliver robust and transparent governance in line with Council's principle roles and functions pursuant Sections 6, 7 and 8 of the *Local Government Act 1999* by:
    - 2.1.2.1. informing decision making across the Corporation of the City of Adelaide;
    - 2.1.2.2. providing waste and recycling services that are appropriate to the City's high density operating environment and protect public health;
    - 2.1.2.3. supporting the attainment of an environmentally sustainable City by encouraging waste avoidance and minimising waste to landfill;
    - 2.1.2.4. providing services on a fair, just, equitable and financially sustainable basis; and
    - 2.1.2.5. effectively manage Council's risks associated with waste management service provision.
  - 2.1.3. to provide clear and concise information about eligibility and service design to enable early consideration in the design of future developments to minimise waste disposal to landfill; and
  - 2.1.4. to ensure the community have clearly defined roles and responsibilities when using Council's waste and recycling services.

### **3 Operating Guidelines**

- 3.1. To support legislative compliance and attainment of Council's Strategic outcomes, the Corporation will deliver targeted services that:
  - 3.1.1. protect public health;
  - 3.1.2. enhance public amenity and movement;
  - 3.1.3. support City living;
  - 3.1.4. assist micro and small business;
  - 3.1.5. capture economic benefits of resource recovery; and
  - 3.1.6. support attainment of an environmentally sustainable City.
- 3.2. Monitor Residential Waste Management Service (RWMS) and Business Waste Management Service (BWMS) recipients for compliance with their legislative obligations and minimise risks and financial costs to Council and the community by seeking correct, safe and responsible use of services.
- 3.3. The Executive Leadership Group will:
  - 3.3.1. promote a flexible and creative approach to Policy implementation that ensures fair, equitable and just provision of services;
  - 3.3.2. prescribe service volume allowances and service frequency for the RWMS and BWMS in Schedule 1 to this Operating Guideline;
  - 3.3.3. recommend fees and charges, that reflect the actual cost of service delivery including collection, disposal or processing, account administration and educational support, for Council's Fees and Charges Schedule; and
  - 3.3.4. define zones for enhanced co-mingled recycling services in main street and predominantly business areas.
- 3.4. The Executive Manager, Public Realm will:
  - 3.4.1. implement a flexible and creative approach to Policy and Operating Guideline implementation that ensures fair, equitable and just provision of services;
  - 3.4.2. mitigate service cost increases by realising the benefits of:
    - 3.4.2.1. clear service specification, competitive tender procurement and effective contracting;
    - 3.4.2.2. enhanced collection routes and service times;
    - 3.4.2.3. active contract management;
    - 3.4.2.4. removal of cardboard from footpaths and less bins on streets;
    - 3.4.2.5. improved bin security features;
    - 3.4.2.6. technology that facilitates asset management, enhances reporting capabilities or enables alternative service design options;
    - 3.4.2.7. community engagement, education and compliance; and
    - 3.4.2.8. an environmentally sustainable City.

- 3.4.3. maintain a data base of monthly and annual waste and recycling volumes by stream and service;
  - 3.4.4. prepare and maintain standard operating procedures for, but not limited to:
    - 3.4.4.1. management of service request by business premises including waste generation rate calculations;
    - 3.4.4.2. illegal dumping and hard waste collection education and compliance;
    - 3.4.4.3. management of service requests from community or strata corporations or equivalent;
    - 3.4.4.4. record keeping of existing, new and removed services; and
    - 3.4.4.5. refusal, removal and re-instatement of services.
  - 3.4.5. progress opportunities that enhance Council's reputation as a brilliant service provider, trusted partner, professional administration, high achieving team and best practice organisation;
  - 3.4.6. monitor effectiveness and currency of the Policy, Operating Guideline and standard operating procedures; and
  - 3.4.7. assist the Program Manager, City Sustainability and Park Lands to evaluate and make recommendations for amendment, alteration or substitution of a new Policy as necessary.
- 3.5. The Program Manager, City Safety and Customer Services will;
- 3.5.1. monitor and seek compliance with the Policy and Operating Guideline to ensure fair, equitable and just provision of services;
  - 3.5.2. progress opportunities that enhance Council's reputation as a brilliant service provider, trusted partner, professional administration, high achieving team and best practice organisation;
  - 3.5.3. monitor effectiveness and currency of the Policy, Operating Guideline and standard operating procedures; and
  - 3.5.4. assist the Program Manager, City Sustainability and Park Lands to evaluate and make recommendations for amendment, alteration or substitution of a new Policy as necessary.
- 3.6. The Program Manager, City Sustainability and Park Lands will:
- 3.6.1. assist the Executive Manager, Public Realm and Program Manager, City Safety and Customer Services with implementation of the Policy and Operating Guideline;
  - 3.6.2. monitor effectiveness and currency of the Policy, Operating Guideline and standard operating procedures;
  - 3.6.3. evaluate the Policy, Operating Guideline and standard operating procedures and other support documentation; and
  - 3.6.4. recommend amendment, alteration or substitution of a new Policy as necessary.
- 3.7. The Executive Manager, Public Realm, Program Manager, City Safety and Customer Services and Program Manager, City Sustainability and Park Lands will:
- 3.7.1. develop and implement a comprehensive education and compliance program to support correct and effective use of Council's waste and recycling services and reduce illegal dumping.

## **4 Administrative Requirements**

- 4.1. The Program Manager, City Sustainability and Park Lands will prepare a Waste and Recycling Services Risk Register in consultation with the Executive Manager, Public Realm.
- 4.2. The Executive Manager, Public Realm will maintain the Waste and Recycling Services Risk Register.

## **5 Legislative Requirements**

- 5.1. Relevant legislation and related documents are listed in the Waste and Recycling Services Policy.

## **6 Definitions**

- 6.1. Definitions in the Waste and Recycling Services Policy apply to this Operating Guideline.

## **7 Policy Restrictions / Limitations**

- 7.1. Council and Administration policy do not take precedence over statutory responsibilities assumed by Council and the Administration in its role as a Local Government authority and a Capital City Council.
- 7.2. This operating guideline does not apply to commercial waste management services provided to public events, Council owned, leased or managed facilities and public waste or recycling bins.

## **8 Key Performance Indicators**

- 8.1. The following key performance indicators will be used to evaluate the effectiveness and currency of the Operating Guideline:
  - 8.1.1. Community tell us that it understands Council's decision making.
  - 8.1.2. As a brilliant service provider, 85% of service recipients are 'Totally' or 'Substantially Satisfied' with Council's overall Waste and Recycling Service.
  - 8.1.3. Recycling rates achieve or surpass Council targets.
  - 8.1.4. The cost of service provision is reducing on a cost per business or residential premise serviced basis.

## **9 Monitoring and Implementation**

- 9.1. Enhanced service options and allowances in Schedule 1 will be introduced from 8 December 2015, except where specified below:
  - 9.1.1. Residential Waste Management Service – Kerbside - 1 July 2015:
    - 9.1.1.1. General waste – Optional top-up from 140L to 240L bin;
    - 9.1.1.2. Organics recycling – Up to one additional 240L bin; and
    - 9.1.1.3. Comingled dry recycling – Optional top-up from 240L to 360L bin.
  - 9.1.2. Business Waste Management Service – Kerbside – 1 July 2015:
    - 9.1.2.1. General waste – Optional top-up from 140L to 240L bin; and
    - 9.1.2.2. Comingled dry recycling – Optional top-up from 240L to 360L bin.

9.1.3. Residential Waste Management Service – High Density and Mixed Use - 1 July 2015:

- 9.1.3.1. General waste;
- 9.1.3.2. Organics recycling;
- 9.1.3.3. Comingled dry recycling; and
- 9.1.3.4. Hard waste.

9.2. Pilots may be undertaken to assess operational and infrastructure requirements.

9.3. The Program Manager, City Sustainability and Park Lands will review the effectiveness and currency of this Policy before 1 January 2020. The outcome of the evaluation will make recommendations for amendment, alteration or substitution of a new Policy as necessary.

## 10 Review

10.1. The Operating Guideline will be reviewed every five years, or at the request of Council or Administration or in response to triggers, legislative and statutory requirements.

## 11 Revision History

<i>Revision Summary</i>	<i>Approval Date</i>	<i>ELG Council or Committee</i>	<i>Decision #</i>	<i>TRIM Reference</i>	<i>Related policy documents</i>

## Schedule 1 - Adelaide City Council – Waste and Recycling Services Operating Guideline Service Design and Allowance

	Residential Waste Management Service (RWMS) – Kerbside	Business Waste Management Service (BWMS) – Kerbside	Residential Waste Management Service (RWMS) – High Density and Mixed Use
<b>General Waste</b>  <b>(Red Lid)</b>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. One service per residential premise</li> <li>2. Up to one 140L bin collected weekly</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. Optional top-up to 240L bin               <ol style="list-style-type: none"> <li>a. Bin replacement fee</li> <li>b. Annual co-payment for service</li> </ol> </li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. One service per eligible business premise:               <ol style="list-style-type: none"> <li>a. Up to one 140L bin collected weekly</li> <li>b. Maximum two BWMS per site record</li> </ol> </li> <li>2. Maximum one rate exempt or rebated BWMS per site record</li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. Replacement bin fee</li> <li>2. Optional top-up to 240L bin               <ol style="list-style-type: none"> <li>a. Bin change-out fee</li> <li>b. Annual co-payment for service</li> </ol> </li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. Residential premises               <ol style="list-style-type: none"> <li>a. Up to 35L per bedroom per week</li> </ol> </li> <li>2. Shared large capacity bins (typically 660L to 3,000L) collected weekly</li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. Serviced apartments and rate exempt and rebated premises               <ol style="list-style-type: none"> <li>a. Up to 30L per bedroom per week</li> </ol> </li> <li>2. Additional waste capacity</li> <li>3. Scheduled additional weekly collections</li> <li>4. At call collections (Full bins)</li> </ol>
<b>Organics Recycling</b>  <b>(Lime Green Lid)</b>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. One service per residential premise – Optional</li> <li>2. Up to one 240L bin collected fortnightly</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. Up to one additional 240L bin per residential premise               <ol style="list-style-type: none"> <li>a. Additional bin supply fee</li> <li>b. Annual service fee</li> </ol> </li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. No Service</li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. One service per eligible business premise               <ol style="list-style-type: none"> <li>a. Up to one 240L bin</li> <li>b. Bin supply fee</li> <li>c. Annual service fee</li> </ol> </li> <li>2. Maximum one rate exempt or rebated BWMS per site record.</li> <li>3. Replacement bin fee</li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. Residential premises               <ol style="list-style-type: none"> <li>a. Up to 20L per bedroom per week</li> </ol> </li> <li>2. Shared bins with capacity sized to support recycling (up to 660L) collected weekly</li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. Commercial (serviced apartments) and rate exempt and rebated premises               <ol style="list-style-type: none"> <li>a. Up to 20L per bedroom collected weekly</li> </ol> </li> <li>2. Additional recycling capacity</li> <li>3. At call collections (Full bins)</li> <li>4. Scheduled additional weekly collections</li> </ol>

## Schedule 1 - Adelaide City Council – Waste and Recycling Services Operating Guideline Service Design and Allowance

	Residential Waste Management Service (RWMS) – Kerbside	Business Waste Management Service (BWMS) – Kerbside	Residential Waste Management Service (RWMS) – High Density and Mixed Use
<b>Comingled Dry Recycling</b>  (Yellow Lid)	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. One service per residential premise</li> <li>2. Up to one 240L bin collected fortnightly</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. Optional top-up to 360L bin                             <ol style="list-style-type: none"> <li>a. Bin change-out fee (once off)</li> <li>b. No annual co-payment for service</li> </ol> </li> </ol>	<p><b>Basic Service</b> - including cardboard</p> <ol style="list-style-type: none"> <li>1. One service per eligible business premise                             <ol style="list-style-type: none"> <li>a. Up to one 240L bin collected fortnightly</li> <li>b. Maximum two BWMS per site record</li> </ol> </li> <li>2. Maximum one rate exempt or rebated BWMS per site record.</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. Up to one 240L bin collected weekly in defined main street and Central Business District areas                             <ol style="list-style-type: none"> <li>a. No annual co-payment for service</li> </ol> </li> <li>2. Optional top-up to 360L bin:                             <ol style="list-style-type: none"> <li>a. Bin change-out fee (once off)</li> <li>b. No annual co-payment for service</li> </ol> </li> <li>3. Replacement bin fee</li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. Residential premises                             <ol style="list-style-type: none"> <li>a. Minimum 30L per bedroom per week</li> </ol> </li> <li>2. Shared large capacity bins sized to support recycling (typically 660L to 3,000L) collected weekly</li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. Additional recycling capacity</li> <li>2. Serviced apartments and rate exempt and rebated premises                             <ol style="list-style-type: none"> <li>a. Minimum 20L per bedroom per week</li> </ol> </li> <li>3. At call collections (Full bins)</li> <li>4. Scheduled additional weekly collections</li> </ol>
<b>Hard Waste</b>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. Residential premises only                             <ol style="list-style-type: none"> <li>a. Two free booked collections per year</li> </ol> </li> <li>2. Maximum 2m<sup>3</sup> per collection</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. Additional booked collections – Fee-for-service (2m<sup>3</sup> per collection)</li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. No Service</li> </ol> <p><b>Enhanced Service</b></p> <ol style="list-style-type: none"> <li>1. No Service</li> </ol>	<p><b>Basic Service</b></p> <ol style="list-style-type: none"> <li>1. Residential premises only</li> <li>2. Pre-booked collection</li> <li>3. One collection per month per site record                             <ol style="list-style-type: none"> <li>a. No material presented on footpath</li> <li>b. Material to be kept onsite, unless otherwise agreed in writing by Council</li> </ol> </li> </ol> <p><b>Enhanced Service – Fee-for-service</b></p> <ol style="list-style-type: none"> <li>1. Additional booked collections</li> </ol>