

Bin Inspection and Contamination Policy

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Strategic Pillar	Infrastructure Services
Responsible Branch	Utilities

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1 OUTCOMES

- 1.1 Improved waste education programs and messaging.
- 1.2 Improved resident waste contamination awareness.
- 1.3 Reduced waste contamination rates and reduced costs to ratepayers.

2 POLICY

- 2.1 Council operates a routine bin inspection program focussed on improving knowledge and understanding of waste management.
- 2.2 If bin contamination is observed, Council staff will manage the contamination issue in accordance with this policy.
- 2.3 Repeated contamination of bins at an individual property may result in the temporary suspension of collections or temporary increase in user charges.
- 2.4 Council will endeavour to keep education material placed on bins up to date, however, the information on Council's website will take precedence in the event of any conflict between the two.

3 SCOPE OF THE POLICY

- 3.1 The policy covers any property that receives a kerbside waste collection service, including any property where Council or its Contractors enter private property to collect waste.

4 DEFINITIONS

- 4.1 Bulky Bin – any waste receptacle provided by Council greater than 360L
- 4.2 Contamination – placement of Prohibited Material within a Council supplied bin
- 4.3 Contamination Event – an instance where Significant Contamination is observed by a Waste Officer or a Contractor engaged by Council in the routine provision of waste management or waste education
- 4.4 Contaminated Waste Stream – a Waste Stream that has had a Third Contamination Event.
- 4.5 First Contamination Event – a Contamination Event of an individual Waste Stream that is more than 6 months since the previous contamination event (if applicable)
- 4.6 MGB (Mobile Garbage Bin) – a 'wheelie' bin up to 360L
- 4.7 MUD (Multi-Unit Dwelling) – a dwelling located within a strata development or any other property with multiple dwellings
- 4.8 Prohibited Material – waste material that does not comply with the information available on Council's website and education material on bins for the respective Waste Stream
- 4.9 Second Contamination Event – a Contamination Event of an individual Waste Stream that is within 6 months of a First Contamination Event
- 4.10 Significant Contamination – Contamination, that in the opinion of a Waste Officer, is of sufficient volume or severity that it constitutes an unacceptable environmental, safety or financial risk to the general public or downstream processing operators
- 4.11 SUD (Single Unit Dwelling) – a single dwelling located on a separately titled property
- 4.12 Third Contamination Event – a Contamination Event of an individual Waste Stream that is within 6 months of a Second Contamination Event
- 4.13 Waste Contractor – a third party engaged by Council in the provision of waste management services
- 4.14 Waste Officer – a Council employee engaged in the routine provision of waste management or waste education

- 4.15 Waste Stream – a Waste Stream, being residual waste, commingled household recyclables or household organics

5 LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

- 5.1 s8A Local Government Act 1993 (NSW)
 5.2 s502 Local Government Act 1993 (NSW)

6 CONTENT

6.1 Bin Use Terms and Conditions

- 6.1.1 Council’s terms and conditions for the supply and use of bins are shown on Council’s website.

6.2 Bin Inspection Program

- 6.2.1 Waste Officers and Waste Contractors may inspect any bin placed out for collection.
 6.2.2 Waste Officers and Waste Contractors will not enter private property to inspect bins except where waste collection vehicles or personnel are required to enter private property to empty bins.
 6.2.3 Waste collection vehicles are fitted with closed-circuit television cameras to capture images and recordings of waste as it is emptied into waste collection vehicles. Images and recordings will be reviewed as part of this program and used to manage contamination in accordance with this policy.
 6.2.4 If Significant Contamination is observed, the Contamination Management Process will be followed.

6.3 Contamination Management Process

- 6.3.1 If Significant Contamination is observed prior to collection, the following actions will be taken:

SUD & Other MGB	MUD & Other Bulky Bin
<ul style="list-style-type: none"> • A tag will be placed on the relevant bin identifying the issue and the required actions • The bin will be pulled back from the kerb/road and turned so that the handles face the road • The bin will not be collected by the waste collection vehicle unless the issue is addressed and, if the collection vehicle has already left the area, the relevant fee is paid prior to the collection vehicle returning to empty the relevant bin • Details of the property, photos of the Contamination and the issue(s) will be recorded for follow up 	<ul style="list-style-type: none"> • A tag will be placed on the relevant bin identifying the issue and the required actions • The bin will not be collected by the waste collection vehicle unless the issue is addressed and, if the collection vehicle has already left the area, the relevant fee is paid prior to the collection vehicle returning to empty the relevant bin. Managing agents may arrange to have the bin emptied at their expense by an alternative contractor • Details of the property, photos of the Contamination and the issue(s) will be recorded for follow up

6.3.2 Contamination Events in SUD or Other MGB will be managed in accordance with the following table.

Contamination Event	Primary Response	Action to be taken
First Contamination Event	Council will address the matter through education	A letter will be sent to the appropriate person to: <ul style="list-style-type: none"> • Inform them of the Contamination Event • Provide information on what is accepted in the subject Waste Stream • Invite them to contact a Waste Officer to discuss the matter
Second Contamination Event	Council will address the matter through education and advise of the potential for escalation	A letter will be sent to the appropriate person to: <ul style="list-style-type: none"> • Inform them of the Contamination Event including details of the First Contamination Event • Provide information on what is accepted in the subject Waste Stream • Invite them to contact a Waste Officer to discuss the matter • Advise that on-going Contamination issues will be addressed through suspension of waste services • Advise that Council will be undertaking targeted inspections of bins at the subject property
Third Contamination Event	Council will address the matter through enforcement	A letter will be sent to the appropriate person to: <ul style="list-style-type: none"> • Inform them of the Contamination Event including the details of the First and Second Contamination Event • Provide information on what is accepted in the subject Waste Stream • Advise that the Contaminated Waste Stream will not be collected for a period of three (3) months and that no refund or reduction in waste management charges will be provided • Advise that Council will be undertaking targeted inspections of the remaining bins at the subject property • Advise where they can take relevant waste during the suspension period

6.3.3 Contamination Events in MUD or Other Bulky Bin will be managed in accordance with the following table.

Contamination Event	Primary Response	Actions to be taken
Any	Council will address the matter through education	A letter will be sent to the appropriate person to: <ul style="list-style-type: none"> • Provide information on the Contamination including a photo of the Contamination • Provide information on what is accepted in the subject Waste Stream • Notify them of the actions required • Invite them to contact a Waste Officer to discuss the matter

6.3.4 Correspondence will be sent to the appropriate person as defined in the following table.

SUD & Other MGB	MUD & Other Bulky Bin
<ul style="list-style-type: none"> • “The Resident” at the physical address; and • The Property Owner at the mailing address held by Council 	<ul style="list-style-type: none"> • “The Managing Agent” for MUDs; or • “The Managing Agent” for premises where multiple entities use the bulky bins; or • “The Manager” for premises where only one entity uses the bulky bins

6.3.5 The contamination management process will not apply where contamination is identified through a bin audit program.

6.3.6 If contamination is noted but it does not reach the level of a Contamination Event, a Waste Officer may elect to send a courtesy letter advising of the issue.

6.3.7 Contamination will apply by Waste Stream. For example, Significant Contamination of a recycling bin will only count as a Second Contamination Event if there has been a First Contamination Event related to recycling.

6.3.8 Council will maintain a register of Contamination Events.

6.4 Reducing the Contamination Event Level

6.4.1 The Contamination Event may be lowered in the following circumstances

Circumstance	Applicable Dwelling Type	Response	Evidence Required
More than 6 months between Contamination Events	SUD	The Contamination Event level will be lowered to the next lowest Contamination Event (i.e. if the last Contamination Event was a Second Contamination Event and there are no further Contamination Events within 6 months, the next Contamination Event will also be a Second Contamination Event)	Nil
Property Owner advises that new tenants have moved into a rental property (SUD only)	SUD	The next Contamination Event will be treated as a First Contamination Event	Declaration from the Property Owner or Managing Agent certifying that all previous tenants have moved out.
Any other action taken by the owner or resident that, in the opinion of a Waste Officer, shows genuine intent to improve behaviour	SUD	The Contamination Event level will be lowered to the next lowest Contamination Event (i.e. if the last Contamination Event was a Second Contamination Event and there are no further Contamination Events within 6 months, the next Contamination Event will also be a Second Contamination Event)	As considered appropriate by the Waste Officer

6.5 Education for Multi-Units

6.5.1 The following services are offered at no cost to multi-unit dwellings:

- a) Attendance at a Body Corporate meeting
- b) Template letters related to waste management

- c) Updated waste management signage (no more than once per 12 months per property)

7 REVIEW

- 7.1 This policy will be reviewed every four years or earlier as necessary if:
 - a) legislation requires it, or
 - b) Council's functions, structure or activities change