

## 1.0 INTRODUCTION

- 1.1 This policy has been developed to set a standard for intervention with premises that are not putting the correct materials in their food organic and garden waste (FOGO), and co-mingled recycling bins in order to ensure the quality of collected materials in Moree Plains Shire is within the acceptable contamination standards as specified within the contract with current service provider.
- 1.2 The following procedures relating to Repeat Offenders are required, in order to reduce contamination in the Comingled recyclables and food and organic waste streams so as to maximise the effectiveness of recycling operations.

## 2.0 PURPOSE

- 2.1 This Wheelie Bin Contamination Policy sets out the policy and related procedures for the garbage/waste (red bin), co-mingled recycling (yellow bin) and FOGO (green bin) in order to achieve waste minimisation targets and compliance with its contractual obligations.
- 2.2 Bin contamination includes the presentation of unacceptable materials as outlined in the Waste and Recycling Service guide.
- 2.3 This policy will assist in the provision of an environmentally, financially sustainable and efficient waste and recycling collection and disposal service for the community and assist with the minimisation of waste to landfill by moving towards Council's goal of Zero Waste to Landfill.

## 3.0 SCOPE

- 3.1 This Policy applies to all bin contamination related to Moree Plains Shire's Waste services.

## 4.0 DEFINITIONS

**Driver discretion:** The Contractor's truck drivers are expected to use their discretion to gauge contamination as the video camera provides limited visibility.

**Mobile Bins (MB):** refers to receptacles with wheels that are used for the temporary storage of waste between collection times

**Garbage/ Waste:** refers to any matter that is no longer wanted or needed and cannot be recycled

**Recycling:** refers to the processing of used materials into new products to prevent waste of potentially useful materials. This can include glass, plastics, paper and liquid paperboard.

**Food Organic and Garden Organic Waste (FOGO):** refers to the collection of food waste such as kitchen scraps and lawn clippings, small branches and garden debris in green-lidded organics mobile bin.

**Contamination:** refers to the presence of unwanted material in a mobile bin (MB). This can include paints and chemicals in the garbage MB and inappropriate materials including incorrectly placed recyclables in the MBs.

## 5.0 POLICY STATEMENT

**5.1** Items which are accepted in the co-mingled recycling bin and food organic and garden organic waste bin are outlined in the waste management service guide provided to householders. Bin lids are also stamped with acceptable material listed.

**5.2** For the purposes of this policy a minimum contamination level in any one bin is required before reporting the contamination as an 'offence'.

### 5.2.1 Contamination

Contamination types are specified below:

#### ***Co-mingled (Yellow-lid) Recycling***

- Plastic bags; or
- General waste; or
- Nappies; or
- Greenwaste; or
- Any large or unacceptable item such as polystyrene packaging, car batteries, plastic washing basket; or
- Sharps, including needles; or
- Oil, chemicals, batteries or other hazardous material.

#### ***Food and organic waste (FOGO) (Green-lid)***

- Any general waste or co-mingled recycling; or
- Any large garden waste materials such as stumps or large logs over 1 meter in length or 10cm in diameter; or
- Any large or unacceptable item such as potting mix bags, watering cans, plant pots, garden hoses; or
- Plastic wraps and foils; or
- Nappies; or
- Any sharps, including needles; or
- Any oil, chemicals or other hazardous material.

### 5.2.2 Bin Inspections

Random bin inspections conducted by Council and/ or Contract staff will occur to complement the collection Contractor's Contamination Management Strategy by checking bins for contamination.

Tags to reward good recycling and organics behaviour are able to be used by Council and/or Contract staff as well as contamination tags for contaminated bins.

These random inspections may be guided by reports of previous contamination caused by the customer.

Bins that are found to have contamination during a random bin inspection will be tagged for the customer's information and an educational letter sent to the customer by Council and/ or Contract staff informing them of the correct materials to go into the bin.

Bins that are found to contain contamination during a random bin inspection will be reported in the same manner of contamination found during collection and will be recorded as a warning occurrence.

### **5.2.3 Contamination – Visible at the Kerbside**

Prior to emptying, if a bin is found to contain contamination, the Contractor's driver will assess the severity of the contamination and collect the mobile bin only where they deem appropriate. Immediate feedback will be provided via a contamination notification sticker in fluorescent colours applied to the bin. An assessment will be made as to whether contamination has been (for example) apparently added to the top of the bin after placement at the kerb, or whether it appears to pervade the bin.

Instances where the contamination is gross contamination, the driver will not collect the mobile recyclable / organic bin.

The Contractor will provide the resident with immediate feedback on the non-collection event via a contamination notification sticker in fluorescent colours applied to the bin. The sticker will direct the resident to contact the customer service centre (hotline) once the issue has been rectified for the bin to be collected.

In addition the resident will receive a letter of notification of the contamination incident from the Contractor reinforcing the correct items for recyclable / organics collections.

A warning occurrence will be recorded.

### **5.2.4 Contamination – Visible via Camera in Hopper**

All of the Contractor's collection vehicles are fitted with colour cameras in the collection hopper, linked to in-cabin monitors that allow drivers to observe the contents of the bin as it is emptied and identify the specific contamination. Where mobile bins are contaminated and the contamination is not visible at kerbside, contamination will be reviewed using the camera system as the bin is emptied, allowing the driver to conduct a more comprehensive visual audit of the bin contents. An assessment will be made as to whether contamination has been (for example) apparently added to the top of the bin after placement at the kerb, or whether it appears to pervade the bin.

When contamination has been detected in a bin, the drivers will record the details of the contaminant/s and premise address on a daily record sheet and apply a contamination notification sticker to the mobile recyclable / organics bin.

On behalf of Council, the Collection Contractor will produce and disseminate contamination letters to reported addresses using Council letterhead, advising contamination was found during collection of the mobile bin and outline the acceptable materials for future use of the bin.

Occurrence will be recorded as an official warning.

### **5.2.5 Multiple Occurrences - Second Occurrence**

Should a contamination incident occur of the same bin service, for the second time at a premise within three (3) months of initial occurrence, the Contractor's driver will record the address on the daily record sheet and apply a non-collection notification sticker, if appropriate, or a contamination notification sticker to the mobile recyclable / organics bin.

On behalf of Council, the Contractor will then send the resident a contamination letter on Council letterhead outlining the contamination incident, previous contamination history recorded at the property and the dates the previous incidents occurred.

### **5.2.6 Multiple Occurrences – Third Occurrence**

Should a contamination incident occur for the third time, of the same bin service at a premise within three (3) months of second occurrence, the Contractor's driver will record the address on the daily record sheet and apply a non-collection notification sticker, if appropriate, or a contamination notification sticker to the mobile recyclable / organics bin.

On behalf of Council, the Contractor will then send the resident a contamination letter on Council letterhead outlining the contamination incident, previous contamination history recorded at the property and the dates the previous incidents occurred as well as advice of service withdrawal/cessation should one more contamination occurrence occur. If the property owner has a different address, a copy of the letter will be sent to the Property Owner also.

A visit to the property will be made by a Council Regulatory Enforcement Officer and/or Contract staff representative before the next collection week. Only after failure to secure compliance from the customer would the service be altered.

All efforts will be made to educate and assist residents in the correct use of their bin and to develop strategies with them to manage contamination including contamination by others.

### **5.2.7 Multiple Occurrences - Fourth Occurrence**

Should a contamination incident occur for a fourth time, of the same bin service, at a premise within four (4) weeks of third occurrence, the Contractor's driver will record the address on the daily record sheet and apply a non-collection notification sticker, to the mobile recyclable / organics bin.

The Contractor will contact Council's Contract Manager regarding ongoing contamination at the property, providing detailed history of contamination occurrences and provide advice of the removal of the mobile recyclable / organics bin.

Arrangements will be made that the bin is emptied with the Contractor's general waste collection truck and removed by a Council Regulatory Enforcement Officer from the property directly following the collection.

On behalf of Council, the Contractor will send the resident a letter on Council letterhead advising of the service withdrawal/cessation for the duration of three (3) months, contamination history recorded at the property and the dates the previous incidents occurred.

If the property owner is at a different address, a copy of the letter will be sent to the Property Owner also. Council will provide the Owner and postal details to the contractor.

Council will be provided with all details regarding contamination history at a property to ensure all members of staff are aware of the history before the cessation of service.

### **5.2.8 Reinstatement of Bins**

Ratepayers are expected to continue to pay for the full waste collection/service charge regardless of whether they are receiving the recycling and organic waste service as their general waste bin will still be serviced.

After the duration of three (3) months, bin/s can be reinstated on application and approval from Moree Plains Shire Council. In order for the bin to be reinstated the resident must sign a pledge agreeing not to contaminate their bin.

If a request is not received for the bin/s to be reinstated, the Contractor will be instructed by Council to inspect property to confirm if a stolen bin is onsite, if there is the Contractor will remove the bin.

POLICY	WHEELIE BIN CONTAMINATION POLICY	
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In the instances of a tenanted (rental) property where bins have been removed and there is a tenant change, bin/s can be reinstated on application if evidence of tenant change is provided and the new resident signs a pledge agreeing not to contaminate their bin.

Additional monitoring and bin inspections will be undertaken of bins reinstated.

**5.2.9 Further Occurrence – Recurrence**

If the bin/s needs to be removed a second time the offending property will not be allowed another replacement co-mingled recycling or organic bin (whichever is applicable) unless there is a change of tenant or property owner.

A Council Regulatory Enforcement Officer will undertake a personal visit to the contaminating resident’s premises to discuss the continuous contaminating offences and may issue a Prevention Notice / Infringement Notice depending upon the circumstances.

**5.2.10 Additional Bins**

If a property has 2 or more contamination offences in the previous six (6) months they will not be eligible to request any additional co-mingled recycling or organic bin services.

**5.2.11 Non collection of bins - excess weight**

Bins that weigh in excess of one hundred (100) kilograms will not be collected, and will be identified by either the collection contractor or any Council Officer empowered for that purpose.

A bin will not be collected until such time as the item/s causing the excess weight has been removed from that bin.

Immediate feedback on the non-collection event will be advised via a notification sticker in fluorescent colours applied to the bin. The sticker will direct the resident to contact the customer service centre (hotline) once the issue has been rectified for the bin to be collected.

**6.0 DELEGATION**

**6.1** The General Manager is authorised, pursuant to Section 377 of the *Local Government Act 1993*, to allow a matter that does not conform with a policy to proceed if the General Manager is of the opinion that the variation from the Policy is of a minor nature.

**7.0 REFERENCES**

**7.1** *Local Government Act 1993*

POLICY	WHEELIE BIN CONTAMINATION POLICY	
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- 7.2 *NSW Government's Better Practice Guide for Waste Management in Multi-Unit Dwellings*
- 7.3 *NSW Government's Preferred Resource Recovery Practices by Local Councils Guide*
- 7.4 *Regional Waste Services Contract*
- 7.5 *Moree Plains Shire Council Delivery Program (2012-2015) and Operational Plan (2012-2013)*

**8.0 DISPUTE PROCEDURE**

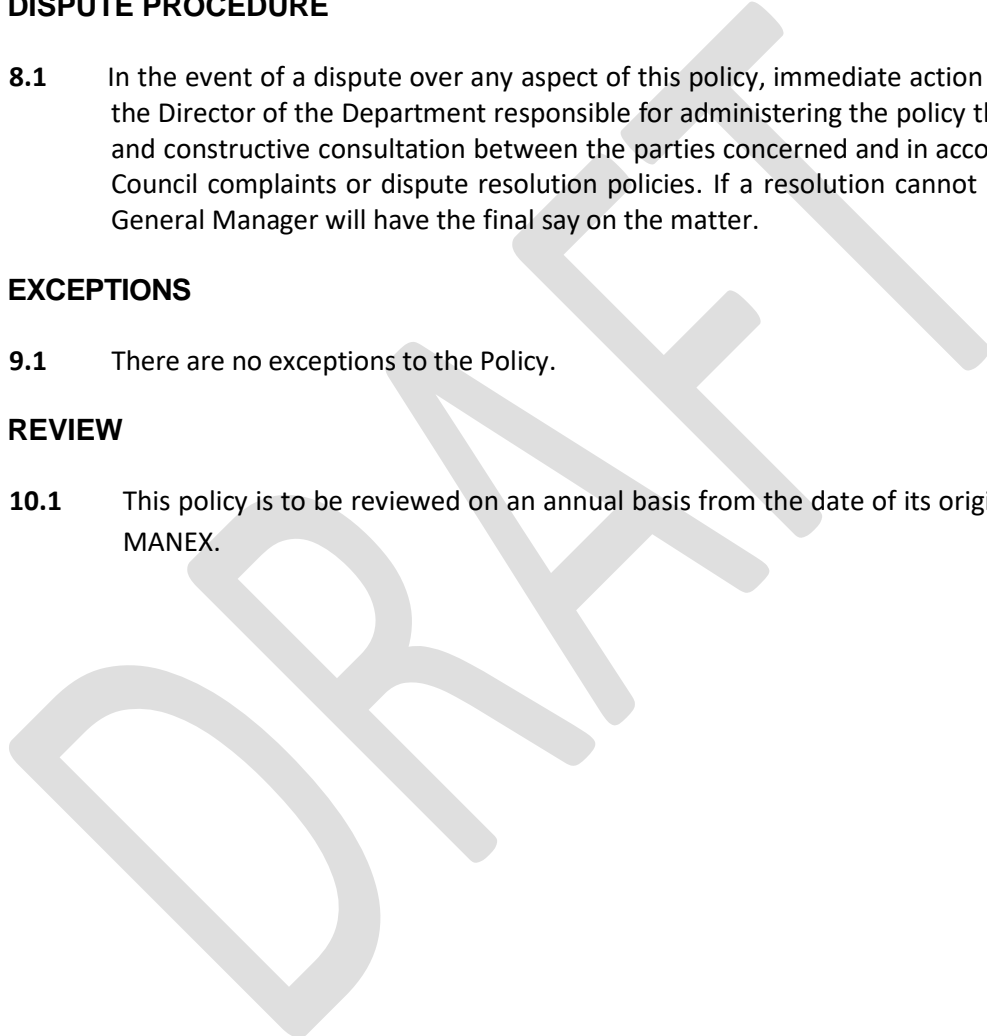
8.1 In the event of a dispute over any aspect of this policy, immediate action will be taken by the Director of the Department responsible for administering the policy through effective and constructive consultation between the parties concerned and in accordance with any Council complaints or dispute resolution policies. If a resolution cannot be reached, the General Manager will have the final say on the matter.

**9.0 EXCEPTIONS**

9.1 There are no exceptions to the Policy.

**10.0 REVIEW**

10.1 This policy is to be reviewed on an annual basis from the date of its original adoption by MANEX.



## HISTORY

Original Policy		
Policy drafted by Waste Section, P and CD		
Policy reviewed by Managers' Meeting	17 January 2018	
Policy reviewed by Manex	10 May 2018	
Council Resolution Number, if applicable	18/05/03	
Date of Adoption	[Date]	Review Date [Date]
Classification of Policy	Internal and External	
This Policy works in conjunction with these polices	[Policy Name]	[Records Manager No]
This policy works in conjunction with these procedures:	[Procedure Name]	[Records Manager No]

SIGNED BY THE GENERAL MANAGER OF MOREE PLAINS SHIRE COUNCIL, WHOSE SIGNATURE APPEARS BELOW.

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LESTER RODGERS

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DATE