

Kerbside Waste Collection Policy



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Current Version:	4.0
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Review Date:	
Responsible Department:	Sustainability and Waste
Responsible Team:	Waste Management
Relevant Legislation:	
Relevant Council Documents:	
ECM ID:	

1. Purpose and Intent

To detail the kerbside waste service for residential, commercial and community facility waste; including recycling services provided by the City of Casey.

2. Scope

The waste collection service for occupied residential properties within the City of Casey, as well as waste collection services provided for community groups and commercial businesses serviced by the City of Casey.

3. Definitions

Key term	Definition
Council	means Casey City Council, being a body corporate constituted as a municipal Council under the Local Government Act 2020
Councillors	means the individuals holding the office of a member of Casey City Council
Council officer	means the Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.
Contract Supervisor	means the City of Casey's Manager Sustainability and Waste, the Contract Supervisor is ultimately responsible for implementation. They may delegate operational decisions under this policy to the Head of Waste Management.
Contractor	means the waste management company appointed to collect waste in the municipality on behalf of City of Casey. This appointment is formalised with a contract.

4. Policy

This policy should be read in conjunction with the City of Casey's Environment Strategy 2021-2025, Section 162 of the Local Government Act (2017), Recycling Victoria: A new Economy, the Litter Management Policy, Casey Community Local Law and City of Casey's Waste Strategic Plan

4.1. Kerbside Collection Service

The standard bin sizes provided as part of the residential kerbside collection are:

- 120L general rubbish bin.
- 240L co-mingled recycle bin.
- 240L FOGO (Food Organics and Garden Organics) bin.
- Glass bin (To be introduced in the second half of 2026).
 - The bin size of 80L or 120L will be determined closer to the implementation of the service.

Collection of the rubbish bin occurs weekly; recycling and FOGO waste are collected on alternate weeks (fortnightly service). The Glass bin collection frequency is yet to be determined.

Bins are collected from the nature strip, unless otherwise instructed from the waste contractor and/or Council. Bins placed out must meet the following requirements:

- Lid opens towards the road
- Located along the straight of the road (not in the bowl of a court or hammerhead)
- 0.5m away from any obstructions (eg. Cars, bins, poles and road signs)
- All bins need to be presented with their lids closed (bins cannot be overfilled)
- Bins are to be placed out less than 24 hours before collection and removed within 24 hours after collection.

Bins cannot be collected from private property (only council land), without approval from the landowner and City of Casey through a signed Section 173 Agreement.

4.1.1. Bin information

All bins will remain the property of the City of Casey and may not be removed from the property without the prior consent of the Contract Supervisor.

Landlords must supply a 120 litre waste, 240L recycling, 240L FOGO bin and a glass bin, if the occupant agrees then bins can be downsized. Where a new resident is left with waste in a bin from a previous occupant, Council may, at the discretion of the Contract Supervisor, arrange a one-off collection to remove the waste.

It is the occupant's responsibility to ensure that the correct items are always placed in the kerbside bins, requirements on acceptable items can be found on council's website. The City of Casey reserves the right to remove a bin that is continuously used incorrectly.

Council will notify residents of incorrect bin use, inclusive of:

- Incorrect items placed in the bins
- Overfilled bins
- Waste spilling from bins
- Dumping waste in other people's bins
- Incorrect bin placement
- Bins placed on naturestrip outside of the permitted timeframe

4.1.2. Bin maintenance

Bins will be repaired if damaged, upon receipt of a report from a resident and/or Waste Contractor.

Bins will be replaced if damaged beyond repair or missing, upon receipt of a report from the resident and/or Waste Contractor, bins will not be replaced if they are unclean.

Bin cleanliness is the responsibility of the resident.

4.1.3. Options

Residents have the option to customise their bin package, with costs and savings calculated respectively of increased and decreased sizes. Options include:

- 80L or 120L Garbage
- 120L or 240L Recycling
- 120L or 240L FOGO

Residential properties on land smaller than 400sqm or larger than 20000sqm can opt not to receive a FOGO bin (with a saving calculated annually on their rates), but can receive a FOGO bin at an additional cost. The FOGO service will be transitioned to a compulsory service for all households from the start of 2026.

4.1.4. Additional bins (Residential properties)

All occupied residential properties within the City of Casey can apply to receive one additional bin of each of the four kerbside services. Any additional bin garbage, recycling, FOGO or glass incurs an additional annual charge, reflected on the rates statement.

An additional bin of any kind (waste, recycling, FOGO or glass) will only be supplied to a property with the agreement of the ratepayer. To receive an additional service, your existing bin must be the largest size of the respective service. The additional service will be provided and charged for a minimum period of six months.

If a resident has an ongoing medical condition which impacts their waste consumption, then one additional rubbish and recycling bin can be provided free of charge, pending the following conditions:

- Residents must complete an online application to Council, including a medical certificate which can prove medical reasons resulting in additional waste.
- Re-application can be required at the discretion of the contract supervisor.

A third garbage and/or recycling bin can be granted for a property with high waste generation requirements, at the discretion of council. The third bin will be charged at the rate of a normal additional bin. The following conditions will be assessed by council and must be met:

- Waste generation cannot be reduced (medical needs or high household occupancy).
- Adequate room on the nature strip for the presentation of all bins.

4.2. Hard Waste service

The City of Casey provides a hard waste collection to all residential properties that have a waste charge on their rates. The purpose of the service is to remove household items that are too large to be placed in the waste service bin. Hard waste will be collected during a nominated business week up to twice per calendar year, after a booking is made by the resident of the property.

The maximum hard waste collected per property per collection is three cubic metres. If a property is presenting more than three cubic metres on their first booking, then all compliant material will be collected, and the properties' second booking will be forfeited.

Hard waste will only be collected on the nature strip directly outside the boundary of each property. In the case where there is no nature strip other arrangements can be organised at the discretion of the Contract Supervisor.

Council reserves the right to refuse collection or leave material, if it is non-compliant or procedures are not followed. In the case of non-compliant material being left, it is the resident's responsibility to remove within 48 hours, non-complaint material exceeding this period will be actioned as dumped waste.

4.2.1. Service conditions

- Residents are responsible for using the hard waste service in accordance with the Waste and Recycling Guide, refer to council's website for further information.
- Hard waste is not to be placed out more than 48 hours, prior to the organised hard waste booking week.
- A tenanted property is entitled to two collections annually, regardless of the property changing occupants.
- Commercial businesses are not entitled to a hard waste service.

4.3. User Groups

Table 1. The maximum allocation of waste services for specific user groups.

User	Waste bins	Recycling bins	FOGO bins	Hard waste bookings
Commercial businesses	0-2	0-2	0-2	0
Schools	0-6	0-8	0-4	0-2
Emergency Services	0-4	0-2	0-4	0-2
Places of Worship	0-4	0-4	0-4	0-2

If a Waste Management plan has been endorsed by council, then it must be adhered too. Any additional activities at the site (for profit or other use), unless otherwise agreed may be considered a breach of policy, if it results in a substantial impact to the volume and/or composition of the waste. Bins can be removed at the discretion of the Contract Supervisor.

4.3.1. Commercial businesses

The waste collection service is primarily a residential service. However, council will provide small businesses up to 2 sets of bins of a standard residential bin size; a recycling service must be ordered if a garbage service is requested. The council kerbside service must be deemed more suitable than a private waste service for the facility. This service will only be provided where there is suitable space to store bins on site and collect waste.

If the property, operates as a residential and commercial facility, the waste services provided for the property will be a residential service. The kerbside service will not enter an industrial estate (of any size) to collect bins.

This service will be charged at a commercial rate, added to the rates notice annually.

4.3.2. Boarding houses / special accommodation

Allocation of residential and commercial waste charges are guided by the descriptors in the Australian Valuation Property Classification Codes. Properties that have a tertiary land use code of 13 (Investment Residential) or 14 (Retirement / Aged Care / Special Accommodation) in the Code may apply for additional bins (at a charge) outside the usual number of allowed bins at the discretion of the Contract Supervisor.

If there are repeated issues with the kerbside waste service or it is deemed insufficient, the waste service and charges can be removed from a residential boarding house for a private waste service. The private waste service would be implemented in collaboration with the contract supervisor and property owner, but at the property owner's expense. Boarding houses servicing more than 6 residents are recommended to explore a private waste service, as the waste generation cannot be facilitated by the kerbside waste service.

4.3.3. Community Services

At the discretion of the Contract Supervisor, a waste and recycling collection will be subsidised by Council and provided free of charge to the following properties:

1. Schools including primary, secondary and tertiary schools (public or private).
 - Maximum of 8 recycling bins, 6 waste bins, 4 FOGO bins and the option of two pre-booked hard waste collections annually.
2. Emergency Services exclusively CFA, FRV & SES.
 - Maximum of 4 recycling bins, 2 waste bins, 4 FOGO bins
3. Place of worship.
 - Maximum of 4 waste bins, 4 recycling bins & 4 FOGO bins
 - Eligibility criteria:
 - Cannot be operated out of a residential dwelling. Associated residential dwellings on the land will not be supported.
 - All kerbside service requirements must be able to be met by the facility.
 - Demonstrated positive impact for the wider Casey community.

Community facility services are at the discretion of the Contract Supervisor, the service can be declined or reviewed at any point in time.

4.3.4. Council owned facilities

Council owned land and/or facilities' waste services will be managed by the council, the waste collection will be tailored depending upon the facility' requirements and the most appropriate service. Council facilities externally managed under a contract may require a private waste collection service.

4.4. Waste Charges

The cost of providing the Waste Collection will be incorporated into council's annual waste charge in accordance with section 162 of the Local Government Act 1987.

The waste charge will be applied to the rates notice of each eligible property and reviewed annually as part of the Council budget process. The waste charge will be applied to all occupied rateable residential properties regardless of whether the resident utilises the services.

Developments that have been identified to be a private service, will be void of the waste charge. Kerbside collection service is to be conducted by a private contractor, at the coordination of the residents. The identified properties will not receive any waste services from council (inclusive of kerbside collection & hard waste).

Properties with Australian Valuation Property Classification Codes 113 Granny Flat/Studio or 114 Dwelling and Dependent Unit are exempt from the waste charge, if bins are not supplied.

4.5. Administrative updates

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council.

There is a need for council to transition the kerbside waste service to comply with the Victorian state's kerbside reform policy. This will materially alter this document, requiring updates throughout the kerbside waste reform.

4.6. Responsibilities

Who	What
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Manager Sustainability and Waste	Policy manager
Head of Waste Management	Oversee the execution of the policy
Waste Management Team	Daily operations of the policy

4.7. Breaches

N/A

5. Relevant Forms

N/A

6. Document History

Date approved	Change Type	Version	Next Review Date
	Revision	4.0	
16 April 2019	Revision	3.0	30/11/2022

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