The Flinders Ranges Council

INTEGRATED WASTE MANAGEMENT PROGRAM

INFORMATION LEAFLET

2018-2019

Please take the time to read this information leaflet carefully.
You will find important information about the kerbside waste collection service.

This Information Leaflet should be read in conjunction with The Flinders Ranges Council By-law No. 7 – Waste Management

INTEGRATED WASTE MANAGEMENT PROGRAM

The Flinders Ranges Council has endorsed a user pays principle for all waste in the council district.

The Flinders Ranges Council introduced a new staged integrated waste management program commencing in February 2010.

Stage 1 – Collection of "household" waste in a 140 litre mobile garbage bin (Red Lid)commenced on Friday 5th February 2010.

Stage 2 – Collection of Recyclables in a 240 litre mobile garbage bin (Yellow Lid) commenced on Friday 12th February 2010.

Stage 3 – Landfill Environmental Management Plan (LEMP) for Hawker landfill site is due for approval by the Environment Protection Authority shortly.

Stage 4 – Establishment of Waste Transfer Station for Quorn at the existing rubbish dump site, completion date is 1st August 2011 under Environment Protection Authority approvals.

Stage 5 – Closure of Quorn landfill.

Council introduced the mechanised kerbside waste collection service not only as an improvement to our customer service, but also as an effective way to improve our management of the environmental impacts of waste disposal.

Council encourages all ratepayers to move toward zero waste and either recycle or compost all waste streams.

Ratepayers when purchasing any item (large or small, including groceries) are encouraged to choose those products that have no or minimal packaging. Only items with recyclable packaging should be considered.

KERBSIDE WASTE COLLECTION SERVICE

Purpose of the Service

To provide a weekly kerbside collection service for the collection and disposal of "household" waste and a fortnightly kerbside collection service for co-mingled recyclables.

Collection Days & Times

All Mobile Garbage Bins (MGB) should be out the night before collection.

Thursday is the collection day for Quorn, Cradock and Hawker for "Household" waste.

Tuesday is the collection day for Quorn, Cradock and Hawker for "Recyclables".

MGBs put out late will not be collected.

Council Owned & Provided Mobile Garbage Bin

Each Quorn & Hawker township property currently paying the Refuse Levy has been provided with two (2) heavy duty Mobile Garbage Bins (MGBs):

(a) 240 litre Yellow Lid Recycling MGB which will be picked up on a fortnightly basis on a Wednesday, and the contents taken to a Recycling Facility;
(b) 140 litre Red Lid "Household" Waste MGB which will be picked up on a weekly basis on each Thursday and the contents taken to the Willowie Landfill Facility.

Each MGB is branded with the FRC logo and a unique identification number. This number is recorded on the rate assessment for the property to which it has been assigned. Should the MGB be stolen and found, Council will be able to return it to its correct location.

The MGBs are the property of The Flinders Ranges Council and is to remain at the property at all times. Search documents will show the Identification Number of the bins that belong at that property. Please note that the Refuse Levy is for the pickup and disposal of the waste and recycling, not for the purchase of the MGBs.

If any MGB is lost or damaged, it is the responsibility of the resident to replace the bin with another which must be purchased from Council. If stolen, the bin will be replaced by Council, but only if a copy of the full Police Report is provided to Council. The current replacement cost of a MGB is $85.00. This replacement bin will still remain the property of Council.

MGBs will be replaced where breakage has occurred due to the Contractors handling of the MGBs. The cost of replacement is to be borne by the Contractor.

What not to place in your Mobile Garbage Bin

There are certain items that **must not** be placed in either MGB such as:

- Liquids
- Vacuum dust
- Sawdust
- Chicken feathers or animal remains
- Hair (animal or human) – for compost
- Hot or Cold ashes
- Steel
- Steel off cuts
- Timber
- Timber off cuts
- Building products such as steel, concrete, bricks or builder's rubble
- Automobile components
- Rocks
- Earth (eg soil, clay)
- Garden waste (eg leaves, trees, weeds, lawn clippings, etc)
- Irrigation pipes and fittings (including hoses)
- Chemicals
- Tyres
- Oil filters

Also – Hazardous wastes (including their containers) such as:

- Ammunition
- Paint
- Motor Oils and Fuels
- Lubricating Oils
- Cooking Oils
- Batteries (especially vehicle batteries)
- Pharmaceuticals
- Poisons

All prohibited items above are to be taken to an Environment Protection Authority (EPA) authorised Landfill, Transfer Station or Recycling facility specifically licensed for that waste, the location of which may vary depending on the type of prohibited item.

Ratepayers should be especially vigilant with items such as:

Steel & Iron especially lengths of bar and angle iron which can damage the ram and even penetrate the floor and walls of the Compactor.

All Liquids as containers will burst during compaction and pollute the load and contaminate the Compactor. These include Motor Oil, Cooking Oil, Paints and Chemicals.

Building & Demolition Materials like Timber, Bricks, Concrete and Asbestos as the lifting arm can be damaged if the MGB is overweight. The average weight of a household MGB is around 10kg.

Residents who place prohibited items in the MGBs can damage the Compactor and pollute the load. This may disrupt or even stop the collection.

The Compactor has a camera to monitor items that are in each and every MGB and can detect prohibited items. The Contractor will refuse to empty any MGBs containing prohibited items.

The repair costs to the Compactor and the Contractor's downtime may be charged to the ratepayer who's MGB contained the prohibited items.

Hazardous Materials and Dangerous Goods

It is the resident's responsibility to ensure that hazardous materials and / or dangerous goods are disposed of by the prescribed manner in accordance with Environment Protection Authority (EPA) guidelines.

The Contractor will advise Council of any unacceptable materials found in a MGB.

What Items can be Collected in each Mobile Garbage Bin

Each MGB is hot stamped with the waste items permitted to be placed in each MGB.

140 litre MGB – Household Waste Only

Items that are able to be placed in the 140 litre Household Waste MGB include (but are not limited to):

- Kitchen scraps / Food waste (those that can't be composted)
- Clothing
- Plastic bags
- Disposable nappies and sanitary napkins (must be placed inside appropriate plastic bags)
- Non recyclables

240 litre MGB – Recyclables Only

Items that are able to be placed in the 240 litre Recyclables MGB include (but are not limited to):

- Glass Jars and Bottles (must be washed)
- All Plastic Containers (must be washed)
- Aluminium and Steel Cans (must be washed)
- Drink Cartons (eg Milk, Juice) (must be washed and flattened)
- Paper, Newspaper and Magazines
- Cardboard (Must be flattened and clean of contaminants such as polystyrene)

For a more comprehensive list please contact Council for an **A-Z waste disposal guide**. Please remember it is your waste, and remember to take this fact into consideration when making your choice about your purchases. i.e. how will I dispose of the wrapping / packaging when I take my purchase home?

In what position should I place my Mobile Garbage Bin for Collection

Place the MGB adjacent to the kerb or the front of the property access. The position needs to be clear of overhanging obstacles and accessible for the Compactor. Please leave a metre space between multiple MGBs.

The MGB should be placed with the logo facing the roadway with the wheels at the back.

Where the Contractor identifies a collection position as inaccessible he will in the first instance notify the resident and should this not be resolved, he will then notify the Council.

In the event that the MGBs are not placed in an appropriate location, or are found to contain items which should not be placed out for collection, the Contractor may refuse to collect the waste and shall leave the MGB unemptied and attach a notice explaining why the particular MGB was not collected.

The Contractor is required to return the empty MGB to the collection point and leave it in an upright position with the lid closed, so that there is no obstruction to the driveway of the property or to pedestrian access along the footpath.

It is a resident's responsibility to ensure that their MGBs are placed at the collection point prior to the day and time of the relevant collection service, and should be returned inside the property boundary after collection.

Overfilling of Mobile Garbage Bins

It is the responsibility of each resident to ensure that their MGBs are not filled beyond their capacity, with the lid in the fully closed position.

Where the Contractor identifies an over filled MGB, the Contractor is not obliged to empty the MGB and may attach a notice explaining the reasons for non-collection. In this instance, the Contractor must inform the Council of all details of the residence and the nature of the incident.

MGB to be kept in a clean and hygienic condition by ratepayer

It is the responsibility of each ratepayer to maintain their MGBs in a clean and hygienic condition at all times.

If the MGB is determined by the Contractor to be in an unsatisfactory condition, then it shall be emptied of its contents and the Contractor will attach a notice to the MGB advising the resident that the MGB is unsatisfactory and providing the reasons for the notice. This is monitored by on-board cameras.

If the MGB is in an unclean and / or unhygienic state over two successive collections, the Contractor is not required to provide the service for that residence on the third collection, and will contact the Council and the resident to resolve the issue.

Missed Collection

Where the Contractor has failed to carry out a collection service for premises entitled to the service and where the MGB was correctly located prior to the stated collection time on the collection day, the Contractor is required to provide a collection service to such premises by the end of that day (provided the missed collection has been reported and logged prior to 12.00 noon on that day.)

Should any reports be received after 2.00 pm, other arrangements will be made. However no other arrangements will be made for MGBs not out the night prior to the collection morning.

Bins Obstructed by Vehicles

Residents are requested to ensure that they do not park vehicles in a manner which will obstruct access by the collection vehicle or hinder the automated operation of the robotic arm.

Can I have Multiple Mobile Garbage Bins

Ratepayers are permitted to have multiple MGBs (eg 2 Household and 4 recycling) but these must be supplied by Council and the standard Refuse Levy will be charged for each additional MGB. Currently (2018-2019) this charge is $175.00 per each additional "household" waste MGB and $120.00 per each additional "recycle" MGB. Refuse Levies (including for multiple MGBs) are payable whether the MGB is used every week or not. These charges are updated annually as part of the Annual Business Plan process. Current charges are available at the Council office and on Council's website.

The Contractor is required to note and advise the Council if a resident places more than one (1) MGB of each type out for weekly collection and the ratepayer will be appropriately charged for such multiple collections.

What if I have an Existing Mobile Garbage Bin

Existing MGBs, not owned by Council, will not be emptied. Council's Contractor will only pick up the MGBs supplied by Council. Any MGBs that ratepayers have purchased themselves will not be picked up and should be used for other purposes such as composting.

Mobile Garbage Bins Without Council Logo

The Contractor will only pick up MGBs with the Council logo imprinted. No other MGBs will be picked up.

The Contractor is required to note and advise the Council of all MGBs placed for collection that are not imprinted with the Council logo.

Clean up of Spillage

The Contractor is required to clean up any waste spillages and is required to carry the necessary equipment on his truck to do so.

Starting Times

The collection service may commence prior to 5.00 am on collection days. Please ensure your MGBs are put out the night before to avoid being late and missing collection. Bins put out late will not be collected.

Communication with the Contractor

All complaints must be made via Council at the Works Depot, phone 08 8620 0500 or in person at either office.

Such complaints may include, but are not limited to the following:

- Conduct and courtesy of vehicle drivers
- Timeliness of service
- Unnecessary or undue noise created by the services
- Spillages from vehicles or approved mobile garbage bins
- Missed collections
- Damaged Mobile Garbage Bins
- Clean up of spilt waste
- Unsafe work practices
- Any other problem associated with the provision of the service

Maximum Weight of Mobile Garbage Bin Contents

The maximum desired weight that can be lifted by a robotic arm is 50kg – please ensure that the contents of your MGB do not exceed this weight.

Changes in Waste Depot Operations which commenced on the 1st February 2011

All residents wishing to dispose of waste at the Waste Transfer Depot are required to:

- Sort their waste prior to arriving at the Depot
- Pay the appropriate charges for the disposal of waste to the Waste Depot Operator
- Place waste in bins as directed by the Waste Depot Operator
- Keep all children / pets in the vehicle at all times
- Trucks over 20 tonnes will not be accepted
- Tyres will not be accepted
- Asbestos accepted by appointment only
- Proof of ratepayer status required each visit

Quorn Operating Hours

First Wednesday of month – 1:00pm until 4:00pm
Sunday – 8:00am until 12:00noon

Hawker Operating Hours

Sunday – 1:30pm until 4:30pm

Waste Depot Charges 2018-2019:

Domestic & Recyclable bag, maximum capacity:

140 litre	$ 3.00
240 litre	$ 3.00

Car / Station wagon	$ 14.00
Ute / small trailer (6X4)	$ 26.00
Tandem trailer (8X5)	$ 42.00
Truck up to 5 tonne	$140.00
Truck 5 to 12 tonne	$290.00
Truck 12 to 20 tonne	$525.00

Disposal of non-friable asbestos:

Car	$165.00
Van / small trailer (6X4)	$255.00
Tandem trailer (8X5)	$385.00
Truck up to 5 tonne	$730.00
Minimum Charge is	$165.00

Please note an appointment must be made with the Works Manager prior to the delivery of asbestos to the Quorn Waste Depot and the following conditions must be adhered to.

Section 67-704 of EPA Licence 312

The Licensee Must

1. Only receive non-friable asbestos
   1.1. that has been wrapped and sealed in plastic of no less than 200 micron thick; or
   1.2. that has been received in plastic-lined bins by a person licensed by the Authority to transport non-friable asbestos
2. Only dispose of non-friable asbestos in an area solely designated for the disposal of that waste; and
   2.1 display a sign at the designated area stating that it is a non-friable asbestos disposal area.
3. On or before the close of each days operation, cover any non-friable asbestos disposed at the premises with no less than 150mm of waste fill;
4. Not dispose of non-friable asbestos within one metre of any final surface level at the Premises; and
5. Take all reasonable and practicable measures to prevent generation of asbestos dust.

Green Waste

There will be six free green waste vouchers each year, which can be utilised for any day the dump is open during the year. Multiple loads on that day are allowed.

Hard Waste

There will be one annual free hard waste voucher which can be utilised for any day the dump is open during the year. Multiple loads on that day are allowed. Only pensioners, persons with a disability and self-funded retirees will have a kerbside collection of hard waste. The date for this collection will be advertised in the Council newsletter and require the hard waste voucher to be surrendered when booking the hard waste pickup.

e-Waste is now accepted at normal waste disposal rates and is required to be separated from other waste.

Storm Events

The Waste Depots will accept free dumping of storm damage material, including green waste, for a week (normal opening hours only) following a Council proclaimed storm event.

Identification / Proof of Residency

Identification by either a current drivers licence (showing an address in the Council area) or a current rates notice, will be required when accessing the Quorn and Hawker Waste Depots.

Waste is only accepted from ratepayers of the Council area. No waste generated from outside the Council area will be accepted. Tradesman and Companies will need to certify that the waste has been removed from a premise within the Council area.