

# Waste Management Service Charter

*Blacktown City 2036* recognises that encouraging you to reduce the consumption of resources, minimise the impacts of waste and improve recovery and diversion rates, is a critical focus area for environmental sustainability.

In response, Council is committed to providing you with:

- quality waste management services that meets your needs
- programs and services that align with sustainability principles

Council currently provides a range of waste management services to its community, including:

- weekly garbage collection including the use of alternative waste technology for processing
- fortnightly recycling collection
- household clean up collection
- community engagement and education programs

## **Why provide a Charter?**

The purpose of the charter is to provide you with a clear understanding of the services we provide, so that you can utilise these services appropriately.

There are also particular restrictions and constraints in provide our key services that we would like to make you aware of. These are as follows:

- domestic waste service – ensuring that our drivers have clear access to your bins assist in reducing the work, health and safety risks associated with collecting bins, and to ensure we can provide an efficient service.
- Recycling Service – it is important to put only the ‘right’ things into the recycling bin as putting the ‘wrong’ things (contaminants) into recycling bins causes many problems. These include:
  - Health and safety risks for workers who hand sort the material.
  - Materials such as garbage and garden waste have to be removed by hand and sent to landfill.
  - Plastic bags and cloth can get caught in the conveyor belt and slow down the sorting process.
- Household Clean Up Service – the size and weight restriction are informed by the collection vehicle specifications and the capacity of our staff to safely pick up certain items. For example the length restriction on garden waste responds to the dimensions of the truck’s compactor.

Please note that our collection vehicles are fitted with a system to assist the driver when reversing. Even with these devices the driver always takes great care when reversing. Children must be supervised by adults whenever they are near moving vehicles “

## **How is the Charter set out?**

The waste management service charter outlines the full range of services that Council provides in relation to resource management for both domestic and commercial properties under the following headings:

- domestic waste service
- domestic recycling service
  - contaminated bins
- household clean up collection
- commercial waste service
- other
  - sharps disposal
  - hazardous waste disposal
  - non rateable properties
  - vacant or unoccupied land (availability charge)
  - education and engagement programs

Each section also details the relevant fees and charges identified in Council’s Annual Goods and Services Pricing Schedule. The amount of the fees and charges are not detailed in the draft Charter as the fees and charges are updated annually.

## **What does this mean for you?**

The draft Charter outlines our responsibilities in delivering our key waste management services to you and the service standards that you can expect. It also outlines your responsibility in ensuring that you present your waste in a manner that meets our requirements. This is essential so that we can maintain a high level standard of service and meet relevant work, health and safety and welfare requirements.

Where there are ongoing collection concerns, we are committed to working with you to provide solutions to ensure that the service we provides are effective and efficient.

## Domestic Waste Service

Our Responsibilities	Our Service Standard	Your Responsibilities	How to Contact Us
We will collect your bin weekly, no earlier than 3.30am (except public holidays and other allocated days).	Weekly	Please place your bin out on the footpath with wheels closest to your property the night before collection, no earlier than 4pm (unless otherwise agreed).	<p><b>By phone: 9839 6000</b></p> <p><b>By fax: 9831 1961</b></p> <p><b>By email:</b> <b>council@blacktown.nsw.gov.au</b></p> <p><b>By mail:</b> <b>PO Box 63</b> <b>Blacktown NSW 2148</b></p> <p><b>In person at:</b> <b>Civic Centre</b> <b>62 Flushcombe Road, Blacktown</b></p> <p><b>For more information visit:</b> <b>www.blacktown.nsw.gov.au</b></p>
We will return your bin to the appropriate location from where it was presented.	Nominated day of collection	Please return your bin to where it is stored on your property within 12 hours of collection.	
We may request you to place your bin at a central location to facilitate collection.	As required	Please provide clear access to the bin with the bin one metre clear of cars, trees or poles, or other bins (where possible park your car on your property).	
We will not collect your bin if it is overweight or over full (lid must be able to close properly).	No service provided for overweight bins	Please ensure the weight of your bin does not exceed 70kgs. (Remove heavy items and dispose of them at an authorised facility. Contact us for locations).	
We will clean up any spills caused by the collection when a request is made.	As required	Please place any waste spilt prior to pick up, back into your bin.	
We will only collect waste that is inside your bin.	As required	Please do not place waste beside and/or surrounding the bin (If you have excess waste please refer to the section on Household Clean Ups).	
We will collect your missed bin when a request is made.	2 working days	Please contact us if we have missed collecting your bin.	
We will deliver your bin when a request is made.	5 working days	Please contact us to commence a new or suspended service or if your bin has been lost, damaged or stolen.	
We will carry out all maintenance repairs to your bin (repairs include lids, pins, wheels and splits).	5 working days	Please contact us to organise for a bin repair.	
We will retrieve extra bins on your property that you are not entitled to and notify you in writing.	As required	If you are the property owner please make an application in writing for an additional bin service (an additional fee will be charged for each extra bin).	
We will not collect contaminated bins.	No service provided for contaminated bins	Please do not place, ash, liquid, building material, hazardous material (e.g. paint thinners, batteries, gas bottles, sump oil, asbestos, motor parts, clinical waste, liquids and tyres) in the bin. Contact us for alternative disposal options.	
We will drive onto your property to facilitate collection where there is an agreement for onsite waste collection between the property owner and Council.	As required	Please contact us should you identify the need for an onsite waste collection.	
The bin always remains our property.	As required	Please leave bin at the property if and when you vacate.	
<b><u>Multi Unit Dwelling - Bulk Bins</u></b>			
Generally Council provides bulk bins for properties with 50 units or more with no street frontage for collection. These will be assessed on an individual basis. We will also provide units with this service access to the recycling and household clean up service.	As required	Bins must be able to be secured inside the property. The property owner or in the case of a strata title, the body corporate is responsible for maintaining storage areas, providing clear access, removal and disposal of hazardous waste, maintenance and cleanliness of bins. Please contact Council for more information.	

We will drive onto your property to facilitate collection where there is an agreement for onsite waste collection between the property owner and Council.	As required	Please contact us should you identify the need for an onsite waste collection.
We will not collect your bin if it is overweight or over full (lid must be able to close properly).	No service provided for overweight bins	Please ensure bins are not overflowing (lid must be able to close properly) or overloaded.
We may request you to place your bin at a central location to facilitate collection.	As required	Please provide clear access to the bin with the bin one metre clear of cars, trees or poles, or other bins (where possible park your car on your property).
<b><u>Fees and Charges</u></b>		
A variable charging system for 140L and 240L garbage bins is available (prices are reviewed annually).	Refer to Council's Annual Goods and Services Pricing Schedule	Please contact us if you would like to change to a smaller garbage bin or would like to change to a larger garbage bin.
A domestic waste management charge is applicable to all residential rateable properties as charges still apply even if the property does not have a recycling service (This is in accordance with section 501 of the <i>Local Government Act 1993</i> (NSW)).		If you are the owner please notify us in writing to cancel this service if it is no longer required.
Additional garbage bins are available at an extra charge.		If you are the owner please notify us should you wish to commence an additional service.
Domestic properties which do not have waste collection service from us will be charged a "vacant land charge" (This is in accordance with section 496 of the <i>Local Government Act 1993</i> (NSW)).		Please contact Council for further information.

## Domestic Recycling Service

Our Responsibilities (provided by Contractor)	Our (Contractors) Service Standard	Your Responsibilities	How to Contact Us
We will collect your bin weekly, no earlier than 5am (except public holidays and other allocated days).	Weekly	Please place your bin out on the footpath with wheels closest to your property the night before collection, no earlier than 4pm (unless otherwise agreed).	<p style="text-align: center;"><b>By phone: 9839 6000</b></p> <p style="text-align: center;"><b>By fax: 9831 1961</b></p> <p style="text-align: center;"><b>By email: council@blacktown.nsw.gov.au</b></p> <p style="text-align: center;"><b>By mail: PO Box 63 Blacktown NSW 2148</b></p> <p style="text-align: center;"><b>In person at: Civic Centre 62 Flushcombe Road, Blacktown</b></p> <p style="text-align: center;"><b>For more information visit: www.blacktown.nsw.gov.au</b></p>
We will return your bin to the appropriate location from where it was presented.	Nominated day of collection	Please return your bin to where it is stored on your property within 12 hours of collection.	
We may request you to place your bin at a central location to facilitate collection.	As required	Please provide clear access to the bin with the bin one metre clear of cars, trees or poles, or other bins (where possible park your car on your property).	
We will not collect your bin if it is overweight or over full (lid must be able to close properly).	No service provided for overweight bins	Please ensure the weight of the bin should not exceed 70kgs. (Remove heavy items and dispose of them at an authorised facility. Contact us for locations).	
We will clean up any spills caused by the collection when a request is made.	As required	Please place any recycling material spilt prior to pick up, back into your bin.	
We will only collect recycling material that is inside the bin.	As required	Please do not place recycling material beside and/or surrounding the bin.	
We will collect your missed bins when a request is made.	2 working days	Please contact us if we have missed collecting your bin.	
We will deliver your bin within when a request is made.	5 working days	Please contact us to commence a new or suspended service or if your bin has been lost, damaged or stolen.	
Our contractor will carry out all maintenance repairs to your bin (repairs include replacement lids, pins, wheels and splits).	5 working days	Please contact us to organise for a bin repair.	
We will retrieve extra bins on your property that you are not entitled to and notify you in writing.	As required	If you are the property owner please make an application in writing for an additional bin service (an additional fee will be charged for each extra bin).	
We will drive onto your property to facilitate collection where there is an agreement for onsite waste collection between the property owner and Council.	As required	Please contact us should you identify the need for an onsite waste collection.	
The bin always remains our property.	As required	Please leave the bin at the property if and when you vacate.	
<b><u>Fees and Charges</u></b>			
Additional recycling bins are available at an extra annual charge.	Refer to Council's Annual Goods and Services Pricing Schedule	If you are the owner please notify us should you require an additional service.	

## **Contaminated Bins**

We will not collect contaminated bins (Refer below for our procedure when your recycling bin is contaminated).

No service provided for contaminated bins.

Please only place the following material in your recycling bin:

- paper/cardboard
- glass bottles/jars
- milk/juice cartons
- steel/aluminium cans
- plastic bottles and containers

Please contact us for more information.

## **Our procedure when your recycling bin is contaminated:**

If your recycling bin is found to be contaminated with non recyclable items, we will use the following process to manage the contamination: -

1. First observation of contamination made either by a recycling collection truck driver, by watching the camera mounted in the hopper, or by our Contractor's Contamination Control Officer inspecting selected bins.
  - a) Contamination Observation Report submitted, including address, date, contaminating material and whether or not the bin was collected.
  - b) Letter forwarded to you by our Contractor. This letter explains that unacceptable material was found in your bin, and outlines the materials which are acceptable in recycling bins.
2. If there is a second observation of contamination:
  - a) Second Contamination Observation Report submitted.
  - b) Letter forwarded to the resident by our Contractor. This is identical to the first letter but includes that it is the second warning.
3. If there is a third observation of contamination:
  - a) Third Contamination Observation Report submitted.
  - b) Letter prepared and hand delivered by a staff member of our Contractor and a staff member from Council. This letter lists previous contamination observations, and warns that if the bin is contaminated again, we will remove it and suspend the service.
4. If there is a fourth observation of contamination:
  - a) Our Contractor's Contamination Control Officer revisits your property which was observed to have been contaminated three times in the last three months. Your bin is inspected for contamination, and any unacceptable materials identified are reported.
  - b) Council forwards a letter to you, and will remove the bin from your property with our Contractor's assistance.
5. You may contact the Manager of Waste, Urban Animals and Emergency Services to discuss the issue and request that a bin be reissued.

# Household Clean Up Collection

Our Responsibilities	Our Service Standard	Your Responsibilities	How to Contact Us
We will pick up unwanted bulky waste from your property upon request.	12 services per annum	You must be either the owner of the property or the occupier to book in a household clean up. Please book 2 to 3 weeks in advance to ensure a service is available.	<p><b>By phone: 9839 6000</b></p> <p><b>By fax: 9831 1961</b></p> <p><b>By email:</b> <b>council@blacktown.nsw.gov.au</b></p> <p><b>By mail:</b> <b>PO Box 63</b> <b>Blacktown NSW 2148</b></p> <p><b>In person at:</b> <b>Civic Centre</b> <b>62 Flushcombe Road, Blacktown</b></p> <p><b>For more information visit:</b> <b>www.blacktown.nsw.gov.au</b></p>
<p>We will only collect material that meets our clean up requirements.</p> <p>These requirements assist in meeting relevant work, health and safety and welfare considerations for our staff and the community.</p>	As required	<p>Ensure your clean up meets all of our requirements as follows:</p> <ul style="list-style-type: none"> <li>• Limit the amount placed out for collection to 2 cubic meters (e.g. one 6x4 foot box trailer load)</li> <li>• Items are to be placed in a neat and tidy condition</li> <li>• All loose items must be boxed, bagged, bundled or tied and be manageable by one person</li> <li>• Doors must be tied or removed from fridges or lay fridge down with the doors facing the ground (fridges will be picked up separately)</li> <li>• Furniture such as cupboards must be empty</li> <li>• Do not break up large furniture items</li> <li>• Carpet or underlay must be rolled and tied in lengths no longer than 1.5 metres</li> <li>• Tree clippings must be tied in bundles, no longer than 1.5 metres and no more than 10cm thick</li> <li>• Thorny branches such as bougainvilleas or roses must be wrapped so they are not a hazard.</li> </ul>	
Where a clean up is not collected for not meeting our requirements and is not removed from the footpath, Council's Domestic Waste Enforcement Officer may contact with you to resolve the issue.	As required	If your clean up has not been collected for not meeting clean up requirements, please remove from the footpath and contact us to arrange another collection date.	
We will pick up missed collections when a request is made.	2 working days	Please contact us if we have missed collecting your clean up.	
We may request you return waste items back onto your property, if your clean up does not meet our requirements. A card will be left in your letterbox notifying you of this request.	As required	Only place your clean up waste on the front kerb the night before collection. This minimises the opportunity for vandalism and for other material to be added.	
We may issue you with an infringement for waste placed on the footpath without our consent.	As required	Please ensure you book a clean up before placing waste materials out for collection.	
We may require that you to place a clean up in a location other than in the front of property (to ensure the safety of our staff).	As required	Please contact us if you identify the need for an alternative pick up location for your clean up.	

**Fees and Charges**

Charges may apply for the collection of excess waste above 2 cubic metres.

Refer to Council's Annual Goods and Services Pricing Schedule

Restrict the size of material to less than 2 cubic metres (one 6x4 foot box trailer load).

## Commercial Waste Service

Our Responsibilities	Our Service Standard	Your Responsibilities	How to Contact Us
We will collect your bin weekly, no earlier than 4.30am (except public holidays and other allocated days).	Weekly	Please return your bin to where it is stored on your property within 12 hours of collection.	<p><b>By phone: 9839 6000</b></p> <p><b>By fax: 9831 1961</b></p> <p><b>By email:</b> <b>council@blacktown.nsw.gov.au</b></p> <p><b>By mail:</b> <b>PO Box 63</b> <b>Blacktown NSW 2148</b></p> <p><b>In person at:</b> <b>Civic Centre</b> <b>62 Flushcombe Road, Blacktown</b></p> <p><b>For more information visit:</b> <b>www.blacktown.nsw.gov.au</b></p>
We will return your bin to the appropriate location from where it was presented.	Nominated day of collection	Please return your bin to where it is stored on your property within 12 hours of collection.	
We may instruct you to place your bin at a central location to facilitate collection.	As required	Please provide clear access to the bin with the bin one metre clear of cars, trees or poles, or other bins (where possible park your car on your property).	
We will not collect your bin if it is overweight or over full (lid must be able to close properly).	No service provided	The weight of your bin should not exceed 70kgs. (Remove heavy items and dispose of them at an authorised facility. Contact us for locations).	
We will clean up any spills caused by the collection when a request is made.	As required	Please place any waste spilt prior to pick up, back into your bin.	
We will only collect waste that is inside your bin.	As required	Please do not place waste beside and/or surrounding the bin.	
We will collect your missed bins when a request is made.	2 working days	Please contact us if we have missed collecting your bin.	
We will deliver your bin when a request is made.	5 working days	Please contact us to commence a new or suspended service or if your bin has been lost, damaged or stolen.	
We will carry out all maintenance repairs to your bin (repairs include replacement lids, pins, wheels and splits).	5 working days	Please contact us to organise for a bin repair.	
We will retrieve bins that you are not entitled to and notify you in writing.	As required	If you are the property owner please make an application in writing for an additional bin service (an additional fee will be charged for each extra bin)	
We will drive onto your property to facilitate collection where there is an agreement for onsite waste collection between the property owner and Council.	As required	Please contact us should you identify the need for an onsite waste collection.	
We do not provide a commercial recycling service.	No service provided for commercial recycling	Contact Council for alternative service providers.	
We will not collect contaminated bins.	No service provided for contaminated bins	Please do not place, ash, liquid, building material, hazardous material (e.g. paint thinners, batteries, gas bottles, sump oil, asbestos, motor parts, clinical waste, liquids and tyres) in the bin. Please contact us for alternative disposal options.	
<b><u>Fees and Charges</u></b>			
We will charge a commercial waste charge to each property for a 240L capacity bin.	Refer to Council's Annual Goods and Services Pricing Schedule	Please contact us should you require a commercial service.	
We will continue to collect and charge for the bin until cancelled in writing.		If you are the property owner please notify us in writing to cancel the service if it is no longer required.	



## Other Information

### **Sharps Disposal**

We provide free needle disposal at selected local pharmacies. Sharps must be taken to a participating pharmacy in an approved sharps container. A list of all participating pharmacies can be found at [www.blacktown.nsw.gov.au](http://www.blacktown.nsw.gov.au).

### **Hazardous Waste Disposal**

In conjunction with the NSW Environment Protection Authority, we offer a chemical clean out day once a calendar year. For more information visit [www.cleanout.com.au](http://www.cleanout.com.au)

### **Domestic Dumped Rubbish**

Illegally dumped domestic waste will be investigated with a view to identifying offenders, fines may be issued

### **Non-rateable property**

Properties that are classified as non rateable will be subject to a waste management charge if a waste service is utilised

### **Vacant or Unoccupied Land**

Domestic properties which do not have waste collection service from us will be charged a "vacant land charge" as specified in Council's fees and charges

### **Education and Engagement Programs**

We also provide a range of waste management education information and programs, to find out more contact Council's Sustainable Resources Engagement Officer on 9839 6248